

Witness Statement

Student name:	David Hollands
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Programme:	Applied Double AS ICT Lab
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Unit Title:	Technical Support	Unit Number:	6
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Hardware Installation. Which part(s) of the unit have been met?	Observation Notes: How student's performance met the requirements of the assessment criteria "A".
<p>6.1 Routine Maintenance</p> <p>Virus checker updates</p> <p>Storage management (defragmentation)</p> <p>Backup, restore and archiving</p> <p>File management (removal of temporary files and cookies)</p> <p>6.2 Troubleshooting:</p> <p>Initial checks (Power supply, connections)</p> <p>Diagnostics (POST)</p> <p>Utilities (Task Manager, System Restore)</p> <p>Demonstrate/Test all of the above</p> <p>6.3 Upgrades:</p> <p>Install Windows 2000 and Service Pack</p> <p>Upgrade Windows 2000 to Windows XP</p> <p>Add more RAM</p> <p>Replace a floppy drive or optical drive</p> <p>Working practices</p>	<p>Anti-Virus Software Installed and configured.</p> <p>Hard Disk defragmented (if required)</p> <p>Backup and restore performed with Zip drive</p> <p>Temp files and cookies removed through Internet Explorer.</p> <p>Able to troubleshoot a variety of hardware problems using a logical approach and understanding of POST.</p> <p>Able to troubleshoot applications using the Task Manager.</p> <p>Use system restore to recover system to previous configuration.</p> <p>O/S installation and Upgrade.</p> <p>Add RAM</p> <p>Add or replace optical drive, floppy drive and hard drive.</p> <p>Adhered to standard ways of working.</p>

How and where the activity took place?	Individual and small group activities observed in C148
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Witness signature:	<i>Paul Odedra</i>	Date:	18/1/06
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Witness name:	J Odedra	Tel No:	
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