

Cambridge **TECHNICALS LEVEL 3**

IT

Cambridge
TECHNICALS
2016

MAPPING GUIDE

Unit 20 IT Technical Support

Version 1

INTRODUCTION

Prodigy are delighted to work with OCR, a progressive Awarding Organisation, who share the ambition of providing high-quality qualifications, learning solutions that are industry-led and reliable and valid assessment. The Cambridge Technicals in IT qualifications provide 'future-ready' skills for a learner to further their ambitions, whether that is in terms of further academic study, enter an apprenticeship or as a springboard to gaining employment.

Prodigy Learning (Prodigy) is an award-winning EdTech business providing digital skills certifications and learning solutions for a range of technologies including Adobe, Autodesk and Microsoft. Established in 2000, Prodigy now have offices in Dublin, London and Sydney. Having worked closely with Microsoft since 2000, Prodigy is a Microsoft Authorised Education Gold Partner and a MS Global Training Partner supporting academic institutions utilise Microsoft Imagine Academy, Microsoft certifications and other Microsoft Education solutions.

Historically, the UK has thrived on a rich research and technology base and has been at the forefront of global technology innovation. Enthusing young learners about following exciting careers in science, technology, engineering and mathematics (STEM) subjects is fundamental to maintaining this success. However, currently the UK has a widely acknowledged skills gap in the pipeline of talent studying computing-related disciplines. Therefore, providing high quality, engaging and relevant qualifications that equip learners with current technical knowledge and skills is essential to encourage more young people into the computing discipline, and moreover to ensure they progress to jobs in the sector.

MAPPED TO MTA WINDOWS OS FUNDAMENTALS 98-349

6. Understanding operating system maintenance

	6. Understanding operating system maintenance (15–20%)	6.1. Understand backup and recovery methods	6.2. Understand maintenance tools	6.2.1 Understand Disk Defragmenter	6.2.2 Disk Clean-up	6.2.3 Task Scheduler	6.2.4 System Information
2.1.1 Diagnostic techniques - software tools (e.g. diagnostic software functions and sources)			X	X	X	X	X

MAPPED TO MTA WINDOWS SERVER FUND 98-365

5. Understanding Server Performance Management

	5.2. Understand performance monitoring. This objective may include but is not limited to:	5.2.1 methodology;	5.2.2 procedures;	5.2.3 creating a baseline;	5.2.4 perfmon;	5.2.5 Resource Monitor;	5.2.6 Task Manager;	5.2.7 performance counters
2.1.1 Diagnostic techniques - software tools (e.g. diagnostic software functions and sources)	X	X	X	X	X	X	X	X
2.1.2 Diagnostic techniques - sources of support (e.g. supplier, websites, technical, documentation, fault tags)	X	X	X	X	X	X	X	X
2.1.7 Diagnostic techniques - remote access, check bios, gather diagnostic information to solve problem	X	X	X	X	X	X	X	X
3.2.2 Effectiveness of technical provision - effectiveness in terms of: efficiency of support delivery	X	X	X	X	X	X	X	X
3.3.1 Analyse trends and make recommendations - analysis of trends of problems and support requirements	X	X	X	X	X	X	X	X
3.3.2 Analyse trends and make recommendations - reducing repeat occurrences	X	X	X	X	X	X	X	X

MAPPED TO MTA WINDOWS SERVER FUND 98-365

6. Understanding Server Maintenance

	6.4.1 processes;	6.4.2 procedures;	6.4.3 best practices;	6.4.4 systematic vs. specific approach;	6.4.5 perfmon;	6.4.6 Event Viewer;	6.4.7 Resource Monitor;	6.4.8 Information Technology Infrastructure Library;	6.4.9 central logging;	6.4.10 event filtering;	6.4.11 default logs
2.1.1 Diagnostic techniques - software tools (e.g. diagnostic software functions and sources)	X	X	X	X	X	X	X	X	X	X	X
2.1.2 Diagnostic techniques - sources of support (e.g. supplier, websites, technical, documentation, fault tags)			X								
2.1.5 Diagnostic techniques - standard operational procedures (e.g. SOPs)	X	X	X	X					X		
2.3.1 Documentation and record keeping to include - categories of information kept									X	X	X
2.3.2 Documentation and record keeping to include - format of the information i.e. digital, manual									X	X	X
3.2.3 Effectiveness of technical provision - effectiveness in terms of: available tools, equipment, software	X	X	X	X	X	X	X	X	X	X	X
3.3.1 Analyse trends and make recommendations - analysis of trends of problems and support requirements	X	X	X	X	X	X	X	X	X	X	X
3.3.2 Analyse trends and make recommendations - reducing repeat occurrences	X	X	X	X	X	X	X	X	X	X	X



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