UNIT 29: Installing and Upgrading Software

Assignment 1: (P1, P2)

Scenario

You work for a company called Nautical Computer Systems (NCS).

NCS build computers for home and business and they also provide training and support for their customers too.

Although you have been employed both in the graphics department and the web design department you are being moved to the technical department. In this department you will be expected to show an understanding of computer hardware and software. You will be expected to be able to build and upgrade computer systems. You will be expected to know about different operating systems and system software. You will also be expected to be able to install and upgrade software.

Useful Information

NCS Staff

Managing Director: John Scott-Taylor

Office Manager: Tracy Cooper

Office staff: Tyler Cahill, Michaela Anderson, Imran Ali and yourself!

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Your particular focus for this year is to help users to understand the process of installation and upgrading of software.

You have decided to create a training manual that colleagues can follow when they have completed some in-house training. The manual will:

- help in deciding when a software upgrade is a good idea;
- show the benefits if installing new software;
- describes potential risks,
- evaluate these risks and gives good advice on how to minimise these risks.

It will also cover how to properly prepare for a software upgrade or installation and describe how to register software that has been installed.

Task 1: Start the training manual by describing the potential prompts that initiate new or upgraded software. P1 Describe the potential prompts that initiate new or upgraded software

Task 2: In the second chapter of your manual describe the potential risks of installing or upgrading software. P2 Describe the potential risks of installing or upgrading software

When Do I Need to Hand It In?

Hand Out: 16/09/2013

Hand In: 27/09/2013