

Platinum Unit 28 - Optimise IT System Performance

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Level 3, Unit 28 - Optimise IT System Performance (5 credits)

1. Keep computer hardware and software operating efficiently	2. Manage files to maintain and improve performance	3. Troubleshoot and respond to IT system problems quickly and effectively	4. Plan and monitor the routine and non-routine maintenance of hardware and software	5. Review and modify hardware and software to maintain performance
1.1 Explain the factors that should be taken into account when choosing an operating system [7]	2.1 Explain why it is important to undertake file housekeeping of the information stored on computer systems and how it affects performance [8]	3.1 Assess IT system problems, explain what causes them and how to respond to them and avoid similar problems in the future [9]	4.1 Clarify the resources that will be needed to carry out maintenance [10]	5.1 Use appropriate techniques to maintain software for optimum performance [11]
1.2 Take appropriate	2.2 Use file navigation	3.2 Carry out contingency	4.2 Develop a plan for the	5.2 Clarify when and

steps to protect computer hardware from loss or damage [12]	software to organise files into an appropriate folder structure [13]	planning to recover from system failure and data loss [14]	maintenance of IT hardware and software [15]	how to upgrade software [16]
1.3 Explain why routine fault-finding procedures are important [17]	2.3 Archive, backup and restore files and folders [18]	3.3 Monitor and record IT system problems to enable effective response [19]	4.3 Monitor the implementation of maintenance plans, updating them where necessary [20]	5.3 Review and modify hardware settings to maintain performance [21]
1.4 Use an appropriate fault-finding procedure to routinely monitor hardware performance [22]	2.4 Manage file and disk housekeeping so that information is secure and easy to find [23]	3.4 Monitor system settings and adjust when necessary [24]		
1.5 Configure anti-virus and other security software [25]	2.5 Configure access to remote file systems [26]	3.5 Explain when and where to get expert advice [27]		
1.6 Install and configure printers and other peripheral devices [28]	2.6 Distinguish between data and system file types [29]	3.6 Help others to select and use appropriate resources to respond to IT system problems [30]		
1.7 Configure synchronisation and maintain security on remote access sessions [31]		3.7 Check that errors and problems have been resolved satisfactorily [32]		
1.8 Configure a computer to present or display information to				

[an audience](#)

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Links to ITQ units

Entry Level	Level 1	Level 2	Level 3
Entry Level 1, Unit R - Registration [35]	Level 1, Unit R - Registration [36]	Level 2, Unit R - Registration [37]	Level 3, Unit R - Registration [38]
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Entry Level 1, Unit 2 - Using ICT to Select and Exchange Information (2 credits) [43]	Level 1, Unit 2 - Website Software (3 credits) [44]	Level 2, Unit 2 - Website Software (4 credits) [45]	Level 3, Unit 2 - Website Software (5 credits) [46]
Entry Level 1, Unit 3 - Online Basics (2 credits) [47]	Level 1, Unit 3 - Using Collaborative Technologies (3 credits) [48]	Level 2, Unit 3 - Using Collaborative Technologies (4 credits) [49]	Level 3, Unit 3 - Using Collaborative Technologies (6 credits) [50]
Entry Level 1, Unit 4 - Desktop Publishing Software (2 credits) [51]	Level 1, Unit 4 - IT Security for Users (1 credit) [52]	Level 2, Unit 4 - IT Security for Users (2 credits) [53]	Level 3, Unit 4 - IT Security for Users (3 credits) [54]
Entry Level 1, Unit 5 - Safe Working Practices (2 credits) [55]	Level 1, Unit 5 - Spreadsheet Software (3 credits) [56]	Level 2, Unit 5 - Spreadsheet Software (4 credits) [57]	Level 3, Unit 5 - Spreadsheet Software (6 credits) [58]
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Entry Level 1, Unit 7 - Imaging software (2 credits) [63]	Level 1, Unit 7 - Word Processing (3 credits) [64]	Level 2, Unit 7 - Word processing (4 credits) [65]	Level 3, Unit 7 - Word Processing Software (6 credits) [66]
Entry Level 1, Unit 8 - Using ICT	Level 1, Unit 8 - Using the Internet	Level 2, Unit 8 - Using the internet	Level 3, Unit 8 - Using the Internet

Equipment in a Work Place (2 credits) [67]	(3 credits) [68]	(4 credits) [69]	(5 credits) [70]
Entry Level 1. Unit 9 - Using Word Processing Software (2 credits) [71]	Level 1. Unit 9 - Drawing and planning (2 credits) [72]	Level 2. Unit 9 - Drawing and planning (3 credits) [73]	Level 3. Unit 9 - Drawing and Planning Software (4 credits) [74]
Entry Level 1. Unit 11 - Audio and Video Software (2 credits) [75]	Level 1. Unit 10 - Presentation Software (3 credits) [76]	Level 2. Unit 10 - Presentation software (4 credits) [77]	Level 3. Unit 10 - Presentation Software (6 credits) [78]
Entry Level 1. Unit 12 - Presentation Software (2 credits) [79]	Level 1. Unit 11 - Database Software (3 credits) [80]	Level 2. Unit 11 - Database software (4 credits) [81]	Level 3. Unit 11 - Database Software (6 credits) [82]
Entry Level 1. Unit 13 - Computer Games Development (2 credits) [83]	Level 1. Unit 12 - Desktop Publishing Software (3 credits) [84]	Level 2. Unit 12 - Desktop Publishing Software (4 credits) [85]	Level 3. Unit 12 - Desktop Publishing Software (5 credits) [86]
Entry Level 1. Unit 14 - Video Communication (2 credits) [87]	Level 1. Unit 13 - Using Email (2 credits) [88]	Level 2. Unit 13 - Using Email (3 credits) [89]	Level 3. Unit 13 - Using Email (3 credits) [90]
Entry Level 1. Unit 29 - Understand social media (2 credits) [91]	Level 1. Unit 14 - Audio Software (2 credits) [92]	Level 2. Unit 14 - Audio Software (3 credits) [93]	Level 3. Unit 14 - Audio Software (4 credits) [94]
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Entry Level 2. Unit 3 - Online	Level 1. Unit 18 - IT Software	Level 2. Unit 18 - IT Software	Level 3. Unit 24 - Additive

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Basics (2 credits) [107]	Fundamentals (3 credits) [108]	Fundamentals (3 credits) [109]	Manufacture (6 credits) [110]
Entry Level 2, Unit 4 -Desktop Publishing Software (2 credits) [111]	Level 1, Unit 19 - IT User Fundamentals (3 credits) [112]	Level 2, Unit 19 - IT User Fundamentals (3 credits) [113]	Level 3, Unit 27 - Design Software (5 credits) [114]
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Entry Level 2, Unit 7 - Imaging software (2 credits) [123]	Level 1, Unit 22- Understanding the social and environmental impact of architecture and construction (3 credits) [124]	Level 2, Unit 22 -Understanding the social and environmental impact of architecture and construction (4 credits) [125]	Level 3, Unit 32 - Computerised Accounting Software (5 credits) [126]
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Entry Level 2. Unit 16 - Using Collaborative Technologies (2 credits) [151]	Level 1. Unit 29 - Set Up an IT System (3 credits) [152]	Level 2. Unit 29 - Set Up an IT System (4 credits) [153]	Level 3. Unit 57 - Networking Fundamentals (5 credits) [154]
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Entry Level 2. Unit 29 - Understand social media (2 credits) [159]	Level 1. Unit 31 - Internet Safety for IT users (3 credits) [160]	Level 2. Unit 32 - Computerised Accounting Software (3 credits) [161]	Level 3. Unit 61 - Cisco CCNA 2 - Routing and Switching (6 credits) [162]
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Entry Level 2. Unit 36 - Specialist Software (2 credits) [167]	Level 1. Unit 36 - Financial Modelling (3 credits) [168]	Level 2. Unit 34 - Developing skills for project management (4 credits) [169]	Level 3. Unit 63 - Cisco CCNA 4 - Connecting Networks (6 credits) [170]
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[165] <https://theingots.org/community/sil2u33>
[166] <https://theingots.org/community/sil3u62>
[167] <https://theingots.org/community/siel3u36>
[168] <https://theingots.org/community/sil1u36>
[169] <https://theingots.org/community/sil2u34>
[170] <https://theingots.org/community/sil3u63>

[171] <https://theingots.org/community/siel3u0reg>
[172] <https://theingots.org/community/sil1u38>
[173] <https://theingots.org/community/sil2u35>
[174] <https://theingots.org/community/sil3u64>
[175] <https://theingots.org/community/siel3u1>
[176] <https://theingots.org/community/sil1u39>
[177] <https://theingots.org/community/sil2u38>
[178] <https://theingots.org/community/sil3u65>
[179] <https://theingots.org/community/siel3u2>
[180] <https://theingots.org/community/sil1u43>
[181] <https://theingots.org/community/sil2u39>
[182] <https://theingots.org/community/sil3u66>
[183] <https://theingots.org/community/siel3u3>
[184] <https://theingots.org/community/sil1u50>
[185] <https://theingots.org/community/sil2u43>
[186] <https://theingots.org/community/sil3u67>
[187] https://theingots.org/community/siel3u_noprogression_1169
[188] <https://theingots.org/community/sil1u51>
[189] <https://theingots.org/community/sil2u50>
[190] <https://theingots.org/community/siel3u5>
[191] <https://theingots.org/community/sil1u102>
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[193] <https://theingots.org/community/siel3u6>
[194] <https://theingots.org/community/sil1u103>
[195] <https://theingots.org/community/sil2u70>
[196] <https://theingots.org/community/siel3u7>
[197] <https://theingots.org/community/sil1u105>
[198] <https://theingots.org/community/sil2u71>
[199] <https://theingots.org/community/siel3u4>
[200] <https://theingots.org/community/sil2u72>
[201] <https://theingots.org/community/siel3u10>
[202] <https://theingots.org/community/sil2u73>
[203] <https://theingots.org/community/siel3u14>
[204] <https://theingots.org/community/sil2u80>
[205] <https://theingots.org/community/siel3u15>
[206] <https://theingots.org/community/sil2u81>
[207] <https://theingots.org/community/siel3u16>
[208] <https://theingots.org/community/sil2u82>
[209] <https://theingots.org/community/siel3u20>
[210] <https://theingots.org/community/sil2u83>
[211] <https://theingots.org/community/siel3u23>
[212] <https://theingots.org/community/sil2u84>
[213] <https://theingots.org/community/siel3u25>
[214] <https://theingots.org/community/sil2u85>
[215] <https://theingots.org/community/siel3u26>
[216] <https://theingots.org/community/siel3u28>
[217] <https://theingots.org/community/siel3u32>