

Silver - Unit 28 - Optimise IT System Performance

[BACK TO SCHOOLS ITQ](#) [1]

[Handbook home page](#) [2]

- [General guidance for interpreting OCF qualification levels](#) [3]
- [Link to assessor's guide to interpreting the criteria for this unit](#) [4]
- Click on the links in the table below for specific guidance on the assessment criteria.
- National Strategies [APP criteria](#) [5] are relevant from Entry 3 upwards.
- References to [personal learning and thinking skills \(PLTS\)](#) [6]

Level 1, Unit 28 - Optimise IT System Performance (2 credits)

1. Maintain hardware and software in working order

[1.1 Identify the operating system and capacity of the computer system](#) [7]

[1.2 Take appropriate steps to protect computer hardware against loss or damage](#) [11]

[1.3 Run anti-virus and other security software regularly](#) [14]

2. Manage files to maintain system performance

[2.1 Use file navigation software to organise files into an appropriate folder structure](#) [8]

[2.2 Backup and restore files and folders](#) [12]

[2.3 Identify why it is important to undertake routine file housekeeping of the information stored on computer systems](#) [15]

3. Respond to common IT system problems and errors

[3.1 Identify common IT system problems and responses](#) [9]

[3.2 Respond appropriately to common IT system problems](#) [13]

[3.3 Identify where to get expert advice](#) [16]

4. Customise the working environment to meet needs

[4.1 Adjust system settings as appropriate to individual needs](#) [10]

[1.4 Set up printers and other peripheral devices](#) [17]

[2.4 Carry out routine file housekeeping so that information is easy to find](#) [18]

[3.4 Seek expert advice when appropriate](#) [19]

Links to ITQ units

Entry Level

Level 1

Level 2

Level 3

[Entry Level 1, Unit 1 - Improving Productivity Using IT \(1 credit\)](#) [21]

[Level 1, Unit 1 - Improving Productivity Using IT \(3 credits\)](#) [22]

[Level 2, Unit 1 - Improving Productivity Using IT \(4 credits\)](#) [23]

[Level 3, Unit 1 - Improving Productivity Using IT \(5 credits\)](#) [24]

[Entry Level 2, Unit 1 - Improving Productivity Using IT \(2 credits\)](#) [25]

[Level 1, Unit 2 - Website Software \(3 credits\)](#) [26]

[Level 2, Unit 2 - Website Software \(4 credits\)](#) [27]

[Level 3, Unit 2 - Website Software \(5 credits\)](#) [28]

[Entry Level 2, Unit 2 - Using ICT to Select and Exchange Information \(2 credits\)](#) [29]

[Level 1, Unit 3 - Using Collaborative Technologies \(3 credits\)](#) [30]

[Level 2, Unit 3 - Using Collaborative Technologies \(4 credits\)](#) [31]

[Level 3, Unit 3 - Using Collaborative Technologies \(6 credits\)](#) [32]

[Entry Level 2, Unit 3 - Online Basics \(2 credits\)](#) [33]

[Level 1, Unit 4 - IT Security for Users \(1 credit\)](#) [34]

[Level 2, Unit 4 - IT Security for Users \(2 credits\)](#) [35]

[Level 3, Unit 4 - IT Security for Users \(3 credits\)](#) [36]

[Entry Level 2, Unit 4 - Desktop Publishing Software \(2 credits\)](#) [37]

[Level 1, Unit 5 - Spreadsheet Software \(3 credits\)](#) [38]

[Level 2, Unit 5 - Spreadsheet Software \(4 credits\)](#) [39]

[Level 3, Unit 5 - Spreadsheet Software \(6 credits\)](#) [40]

[Entry Level 2, Unit 5 - Using ICT: Safe Working Practices \(1 credit\)](#) [41]

[Level 1, Unit 6 - Specialist Software \(2 credits\)](#) [42]

[Level 2, Unit 6 - Specialist software \(3 credits\)](#) [43]

[Level 3, Unit 6 - Specialist Software \(4 credits\)](#) [44]

[Entry Level 2, Unit 6 - Using ICT in the Workplace \(3 credits\)](#) [45]

[Level 1, Unit 7 - Word Processing \(3 credits\)](#) [46]

[Level 2, Unit 7 - Word processing \(4 credits\)](#) [47]

[Level 3, Unit 7 - Word Processing Software \(6 credits\)](#) [48]

[Entry Level 2, Unit 7 - Imaging software \(2](#)

[Level 1, Unit 8 - Using the Internet \(3 credits\)](#) [50]

[Level 2, Unit 8 - Using the internet \(4 credits\)](#) [51]

[Level 3, Unit 8 - Using the Internet \(5 credits\)](#) [52]

[credits](#) [49]

[Entry Level 2, Unit 8 - Using ICT Equipment in a Work Place \(2 credits\)](#) [53]

[Level 1, Unit 9 - Drawing and planning \(2 credits\)](#) [54]

[Level 2, Unit 9 - Drawing and planning \(3 credits\)](#) [55]

[Level 3, Unit 9 - Drawing and Planning Software \(4 credits\)](#) [56]

[Entry Level 2, Unit 9 - Using Word Processing Software \(2 credits\)](#) [57]

[Level 1, Unit 10 - Presentation Software \(3 credits\)](#) [58]

[Level 2, Unit 10 - Presentation software \(4 credits\)](#) [59]

[Level 3, Unit 10 - Presentation Software \(6 credits\)](#) [60]

[Entry Level 2, Unit 10 - ICT for Employment \(1 credit\)](#) [61]

[Level 1, Unit 11 - Database Software \(3 credits\)](#) [62]

[Level 2, Unit 11 - Database software \(4 credits\)](#) [63]

[Level 3, Unit 11 - Database Software \(6 credits\)](#) [64]

[Entry Level 2, Unit 11 - Audio and Video Software \(2 credits\)](#) [65]

[Level 1, Unit 12 - Desktop Publishing Software \(3 credits\)](#) [66]

[Level 2, Unit 12 - Desktop Publishing Software \(4 credits\)](#) [67]

[Level 3, Unit 12 - Desktop Publishing Software \(5 credits\)](#) [68]

[Entry Level 2, Unit 12 - Presentation Software \(2 credits\)](#) [69]

[Level 1, Unit 13 - Using Email \(2 credits\)](#) [70]

[Level 2, Unit 13 - Using Email \(3 credits\)](#) [71]

[Level 3, Unit 13 - Using Email \(3 credits\)](#) [72]

[Entry Level 3, Unit 20 - Introduction to Using mobile IT devices \(2 credits\)](#) [73]

[Level 1, Unit 14 - Audio Software \(2 credits\)](#) [74]

[Level 2, Unit 14 - Audio Software \(3 credits\)](#) [75]

[Level 3, Unit 14 - Audio Software \(4 credits\)](#) [76]

[Entry Level 3, Unit 1 - Improving Productivity Using IT \(3 credits\)](#) [77]

[Level 1, Unit 15 - Imaging Software \(3 credits\)](#) [78]

[Level 2, Unit 15 - Imaging Software \(4 credits\)](#) [79]

[Level 3, Unit 15 - Imaging Software \(5 credits\)](#) [80]

[Entry Level 3, Unit 2 - Online Basics \(1 credit\)](#) [81]

[Level 1, Unit 16 - IT Communication Fundamentals \(2 credits\)](#) [82]

[Level 2, Unit 16 - IT Communication Fundamentals \(2 credits\)](#) [83]

[Level 3, Unit 17 - Video Software \(4 credits\)](#) [84]

[Entry Level 3, Unit 3 - Desktop Publishing Software \(2 credits\)](#) [85]

[Level 1, Unit 17 - Video Software \(2 credits\)](#) [86]

[Level 2, Unit 17 - Video Software \(3 credits\)](#) [87]

[Level 3, Unit 23 - Multimedia Software \(6 credits\)](#) [88]

[Entry Level 3, Unit 4 - Displaying Information Using](#)

[Level 1, Unit 18 - IT Software Fundamentals \(3](#)

[Level 2, Unit 18 - IT Software Fundamentals \(3](#)

[Level 3, Unit 24 - Additive Manufacture \(6](#)

Silver - Unit 28 - Optimise IT System Performance

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ICT (3 credits) [89]	credits) [90]	credits) [91]	credits) [92]
Entry Level 3, Unit 5 - Using ICT to Find Information (3 credits) [93]	Level 1, Unit 19 - IT User Fundamentals (3 credits) [94]	Level 2, Unit 19 - IT User Fundamentals (3 credits) [95]	Level 3, Unit 27 - Design Software (5 credits) [96]
Entry Level 3, Unit 6 - Communicating Information Using ICT (3 credits) [97]	Level 1, Unit 20 - Using Mobile IT Devices (2 credits) [98]	Level 2, Unit 20 - Using Mobile IT Devices (2 credits) [99]	Level 3, Unit 28 - Optimise IT System Performance (5 credits) [100]
Entry Level 3, Unit 7 - Producing Charts Using ICT (3 credits) [101]	Level 1, Unit 21 - Data Management Software (2 credits) [102]	Level 2, Unit 21 - Data Management Software (3 credits) [103]	Level 3, Unit 29 - Set Up an IT System (5 credits) [104]
Entry Level 3, Unit 8 - IT Security for users (1 credit) [105]	Level 1, Unit 22- Understanding the social and environmental impact of architecture and construction (3 credits) [106]	Level 2, Unit 22 -Understanding the social and environmental impact of architecture and construction (4 credits) [107]	Level 3, Unit 32 - Computerised Accounting Software (5 credits) [108]
Entry Level 3, Unit 10 - Presentation software (2 credits) [109]	Level 1, Unit 23 - Multimedia Software (3 credits) [110]	Level 2, Unit 23 - Multimedia Software (4 credits) [111]	Level 3, Unit 37 - Internet of Things (6 credits) [112]
Entry Level 3, Unit 15 - Imaging Software (2 credits) [113]	Level 1, Unit 24 - Additive Manufacture (3 credits) [114]	Level 2, Unit 24 - Additive Manufacture (3 credits) [115]	Level 3, Unit 40 - Cloud Based Services and Applications (5 credits) [116]
Entry Level 3, Unit 28 - Personal information management software (1 credit) [117]	Level 1, Unit 25 - Developing Computer Games and Puzzles (4 credits) [118]	Level 2, Unit 25 - Developing Computer Games and Puzzles (4 credits) [119]	Level 3, Unit 41 - Cloud Based Systems and Security (5 credits) [120]
	Level 1, Unit 26 - Computer Games Development (3 credits) [121]	Level 2, Unit 26 - Computer Games Development (4 credits) [122]	Level 3, Unit 42 - Undertaking a RealWorld Project (5 credits) [123]
	Level 1, Unit 27 - Design Software (3 credits) [124]	Level 2, Unit 27 - Design Software (4 credits) [125]	Level 3, Unit 44 - Bespoke Software (4 credits) [126]
	Level 1, Unit 28 -	Level 2, Unit 28 -	Level 3, Unit 57 -

Optimise IT System Performance (2 credits) [127]	Optimise IT System Performance (4 credits) [128]	Networking Fundamentals (5 credits) [129]
Level 1, Unit 29 - Set Up an IT System (3 credits) [130]	Level 2, Unit 29 - Set Up an IT System (4 credits) [131]	Level 3, Unit 60 - Cisco CCNA 1 - Introduction to Networks (6 credits) [132]
Level 1, Unit 30 - CAD (3 credits) [133]	Level 2, Unit 30 - CAD (3 credits) [134]	Level 3, Unit 61 - Cisco CCNA 2 - Routing and Switching (6 credits) [135]
Level 1, Unit 31 - Internet Safety for IT users (3 credits) [136]	Level 2, Unit 32 - Computerised Accounting Software (3 credits) [137]	Level 3, Unit 62 - Cisco CCNA 3 - Scaling Networks (6 credits) [138]
Level 1, Unit 32 - Computerised Accounting Software (2 credits) [139]	Level 2, Unit 33 - Application Development Using Project Management Methods (4 credits) [140]	Level 3, Unit 63 - Cisco CCNA 4 - Connecting Networks (6 credits) [141]
Level 1, Unit 34 - Financial Modelling (3 credits) [142]	DELLevel 2, Unit 70 - Understanding of Cyber Security and Online Threats (3 credits) [143]	Level 3, Unit 64 - Cisco - CCNA Security (6 credits) [144]
Level 1, Unit 102 - Digital Editing and Publishing (4 credits) [145]	DELLevel 2, Unit 71 - Analysing and Evaluating Cyber Threats (3 credits) [146]	Level 3, Unit 65 - Cisco - CyberSecurity Essentials (6 credits) [147]
Level 1, Unit 103 - Digital Modelling (4 credits) [148]	DELLevel 2, Unit 72 - Applying and Deploying Security Tools and Best Practice (3 credits) [149]	Level 3, Unit 66 - Cisco - IT Essentials (6 credits) [150]
Level 1, Unit 105 - Digital Design and Graphics (4 credits) [151]	DELLevel 2, Unit 73 - Extended Project: Securing and Defending Online Systems (6 credits) [152]	Level 3, Unit 67 - Cisco - Networking Essentials (6 credits) [153]

[credits](#)) [152]

[Level 2, Unit 80 - Digital Tools and Best Practice for Project Management \(5 credits\)](#) [154]

[Level 2, Unit 81 - Digital Safety and Security Policies and Procedures \(4 credits\)](#) [155]

[Level 2, Unit 82 - Digital Editing and Publishing \(3 credits\)](#) [156]

[Level 2, Unit 83 - Digital Design and Graphics \(3 credits\)](#) [157]

[Level 2, Unit 84 - Digital Modelling and Data Management \(3 credits\)](#) [158]

Source URL: <https://theingots.org/community/sil1u28>

Links

- [1] https://theingots.org/community/ITQ_unit_development
- [2] <https://theingots.org/community/handbook2>
- [3] https://theingots.org/community/QCF_levels
- [4] <https://theingots.org/community/sil1u28x>
- [5] <http://nationalstrategies.standards.dcsf.gov.uk/focuses/959/861/110166>
- [6] <http://curriculum.qcda.gov.uk/key-stages-3-and-4/skills/plts/planning-for-plts/index.aspx>
- [7] <https://theingots.org/community/sil1u28x#1.1>
- [8] <https://theingots.org/community/sil1u28x#2.1>
- [9] <https://theingots.org/community/sil1u28x#3.1>
- [10] <https://theingots.org/community/sil1u28x#4.1>
- [11] <https://theingots.org/community/sil1u28x#1.2>
- [12] <https://theingots.org/community/sil1u28x#2.2>
- [13] <https://theingots.org/community/sil1u28x#3.2>

- [14] <https://theingots.org/community/sil1u28x#1.3>
- [15] <https://theingots.org/community/sil1u28x#2.3>
- [16] <https://theingots.org/community/sil1u28x#3.3>
- [17] <https://theingots.org/community/sil1u28x#1.4>
- [18] <https://theingots.org/community/sil1u28x#2.4>
- [19] <https://theingots.org/community/sil1u28x#3.4>
- [20] <https://theingots.org/community/sil1u28i>
- [21] <https://theingots.org/community/siel1u1>
- [22] <https://theingots.org/community/sil1u1>
- [23] <https://theingots.org/community/sil2u1>
- [24] <https://theingots.org/community/sil3u1>
- [25] <https://theingots.org/community/siel2u1>
- [26] <https://theingots.org/community/sil1u2>
- [27] <https://theingots.org/community/sil2u2>
- [28] <https://theingots.org/community/sil3u2>
- [29] <https://theingots.org/community/siel2u2>
- [30] <https://theingots.org/community/sil1u3>
- [31] <https://theingots.org/community/sil2u3>
- [32] <https://theingots.org/community/sil3u3>
- [33] <https://theingots.org/community/siel2u3>
- [34] <https://theingots.org/community/sil1u4>
- [35] <https://theingots.org/community/sil2u4>
- [36] <https://theingots.org/community/sil3u4>
- [37] <https://theingots.org/community/siel2u4>
- [38] <https://theingots.org/community/sil1u5>
- [39] <https://theingots.org/community/sil2u5>
- [40] <https://theingots.org/community/sil3u5>
- [41] <https://theingots.org/community/siel2u5>
- [42] <https://theingots.org/community/sil1u6>
- [43] <https://theingots.org/community/sil2u6>
- [44] <https://theingots.org/community/sil3u6>
- [45] <https://theingots.org/community/siel2u6>
- [46] <https://theingots.org/community/sil1u7>
- [47] <https://theingots.org/community/sil2u7>
- [48] <https://theingots.org/community/sil3u7>
- [49] <https://theingots.org/community/siel2u7>
- [50] <https://theingots.org/community/sil1u8>
- [51] <https://theingots.org/community/sil2u8>
- [52] <https://theingots.org/community/sil3u8>
- [53] <https://theingots.org/community/siel2u8>
- [54] <https://theingots.org/community/sil1u9>
- [55] <https://theingots.org/community/sil2u9>
- [56] <https://theingots.org/community/sil3u9>
- [57] <https://theingots.org/community/siel2u9>
- [58] <https://theingots.org/community/sil1u10>
- [59] <https://theingots.org/community/sil2u10>
- [60] <https://theingots.org/community/sil3u10>
- [61] <https://theingots.org/community/siel2u10>
- [62] <https://theingots.org/community/sil1u11>
- [63] <https://theingots.org/community/sil2u11>
- [64] <https://theingots.org/community/sil3u11>
- [65] <https://theingots.org/community/siel2u11>
- [66] <https://theingots.org/community/sil1u12>
- [67] <https://theingots.org/community/sil2u12>
- [68] <https://theingots.org/community/sil3u12>
- [69] <https://theingots.org/community/siel2u12>
- [70] <https://theingots.org/community/sil1u13>
- [71] <https://theingots.org/community/sil2u13>
- [72] <https://theingots.org/community/sil3u13>

[73] <https://theingots.org/community/siel3u20>
[74] <https://theingots.org/community/sil1U14>
[75] <https://theingots.org/community/sil2u14>
[76] <https://theingots.org/community/sil3u14>
[77] <https://theingots.org/community/siel3u1>
[78] <https://theingots.org/community/sil1u15>
[79] <https://theingots.org/community/sil2u15>
[80] <https://theingots.org/community/sil3u15>
[81] <https://theingots.org/community/siel3u2>
[82] <https://theingots.org/community/sil1u16>
[83] <https://theingots.org/community/sil2u16>
[84] <https://theingots.org/community/sil3u17>
[85] <https://theingots.org/community/siel3u3>
[86] <https://theingots.org/community/sil1u17>
[87] <https://theingots.org/community/sil2u17>
[88] <https://theingots.org/community/sil3u23>
[89] https://theingots.org/community/siel3u_noprogression_1169
[90] <https://theingots.org/community/sil1u18>
[91] <https://theingots.org/community/sil2u18>
[92] <https://theingots.org/community/sil3u24>
[93] <https://theingots.org/community/siel3u5>
[94] <https://theingots.org/community/sil1u19>
[95] <https://theingots.org/community/sil2u19>
[96] <https://theingots.org/community/sil3u27>
[97] <https://theingots.org/community/siel3u6>
[98] <https://theingots.org/community/sil1u20>
[99] <https://theingots.org/community/sil2u20>
[100] <https://theingots.org/community/sil3U28>
[101] <https://theingots.org/community/siel3u7>
[102] <https://theingots.org/community/sil1u21>
[103] <https://theingots.org/community/sil2u21>
[104] <https://theingots.org/community/sil3u29>
[105] <https://theingots.org/community/siel3u4>
[106] <https://theingots.org/community/sil1u22>
[107] <https://theingots.org/community/sil2u22>
[108] <https://theingots.org/community/sil3u32>
[109] <https://theingots.org/community/siel3u10>
[110] <https://theingots.org/community/sil1u23>
[111] <https://theingots.org/community/sil2u23>
[112] <https://theingots.org/community/sil3u37>
[113] <https://theingots.org/community/siel3u15>
[114] <https://theingots.org/community/sil1u24>
[115] <https://theingots.org/community/sil2u24>
[116] <https://theingots.org/community/sil3u40>
[117] <https://theingots.org/community/siel3u28>
[118] <https://theingots.org/community/sil1u25>
[119] <https://theingots.org/community/sil2u25>
[120] <https://theingots.org/community/sil3u41>
[121] <https://theingots.org/community/sil1u26>
[122] <https://theingots.org/community/sil2u26>
[123] <https://theingots.org/community/sil3u42>
[124] <https://theingots.org/community/sil1u27>
[125] <https://theingots.org/community/sil2u27>
[126] <https://theingots.org/community/sil3u44>
[127] <https://theingots.org/community/sil1u28>
[128] <https://theingots.org/community/sil2u28>
[129] <https://theingots.org/community/sil3u57>
[130] <https://theingots.org/community/sil1u29>
[131] <https://theingots.org/community/sil2u29>

[132] <https://theingots.org/community/sil3u60>
[133] <https://theingots.org/community/sil1u30>
[134] <https://theingots.org/community/sil2u30>
[135] <https://theingots.org/community/sil3u61>
[136] <https://theingots.org/community/sil1u31>
[137] <https://theingots.org/community/sil2u32>
[138] <https://theingots.org/community/sil3u62>
[139] <https://theingots.org/community/sil1u32>
[140] <https://theingots.org/community/sil2u33>
[141] <https://theingots.org/community/sil3u63>
[142] <https://theingots.org/community/sil1u34>
[143] <https://theingots.org/community/sil2u70>
[144] <https://theingots.org/community/sil3u64>
[145] <https://theingots.org/community/sil1u102>
[146] <https://theingots.org/community/sil2u71>
[147] <https://theingots.org/community/sil3u65>
[148] <https://theingots.org/community/sil1u103>
[149] <https://theingots.org/community/sil2u72>
[150] <https://theingots.org/community/sil3u66>
[151] <https://theingots.org/community/sil1u105>
[152] <https://theingots.org/community/sil2u73>
[153] <https://theingots.org/community/sil3u67>
[154] <https://theingots.org/community/sil2u80>
[155] <https://theingots.org/community/sil2u81>
[156] <https://theingots.org/community/sil2u82>
[157] <https://theingots.org/community/sil2u83>
[158] <https://theingots.org/community/sil2u84>