INFORMATION TECHNOLOGY

SUPPORT SERVICE

Level I

Unit of Competence   : Maintain Equipment and Software

                                   Inventory and Documentation

Module Title   : Maintaining Equipment and Software

                                 Inventory and Documentation

LG Code   : ICT ITS1 M05 LG36-LG37

TTLM Code   : ICT ITS1 TTLM 1019v1

Module Title   : Maintaining Equipment and Software

Inventory and Documentation

LO1

Information sheet1

Answer Sheet

Self Check 1

I.   Choice

1. E
2. A

II. True or False

3. True
4. False
5. True

LO1

Information sheet.2

Answer Sheet

Self Check 2

I.   Choice

1. E

II.   List out

1. Software by Manufacturer
2. Recently Installed Software
3. Software Usage by Computer

III.   True or False

3. True

4. True

5. False

LO1

Information sheet.3

Answer Sheet

Self Check 3

I. Choice

1. D
2. E

II. Say True or False

3. True
4. True
5. False

Module Title   : Maintaining Equipment and Software

Inventory and Documentation

LO2

Information shee.1

Answer Sheet

Self Check 1

I.   Choice

1. E
2. A
3. A
4. B
5. A

Information shee.2

Answer Sheet

Self Check 2

I. Filing Blank Space

    1. Document

II.   **Choice**

1. A

    2. C

III.   **List out**

IV.   **Show d/nce B/n**

1. **Confidentiality**: means documentation is accessible only to those authorised to have access

2. **Availability**: when documentation and associated assets are accessible by authorised users when required.

3. **Technical information** may need to be available throughout the organization. Some documents will have limited access, some may be found on the open shelves in the IT work area, and others kept in client's offices.
4. **Documentation**, including manuals that come with hardware and software, needs to be stored correctly.

Information shee.3

Answer Sheet

Self Check 3

I.   Choice

1. **A**
2. **A**
3. **B**

II.   List out

1. **Hard copy documents** :- If a document is in hard copy, and the user is authorized to access it, the lender's   details can be recorded in a simple database to keep track of it

2. Soft copy documents

Distribution can be made secure and tracked by granting access to only the appropriate documents (by pre-determined levels of security) and by sending documents by email and filing/registering a copy of the email.

3.   High security — valuable originals

Low security — general access required

Medium security — sensitive and restricted material

High security — critical information and fragile media