

## **TABLE OF CONTENTS**

### **SCENARIO**

**Task1: Describe the potential prompts that initiate the installation of new or upgraded software**

**Task2: Describe the potential risks of installing or upgrading software**

**M1: Explain the Advantages and Potential Disadvantages of Installation or Upgrade of New Software**

**Task3: Create work plans for software installations and upgrades to meet specified business requirements.**

**Task 4, 5: Carry out software Installations and upgrades to meet specified business requirements**

**Conclusion**

**Bibliography**

**DIGIMAXO**

## SCENARIO

I recently have been hired as an IT consultant for a small company that wishes to advertise itself on the internet. create work plan for software installations and upgrades that will enhance his business, he has indicated that he would like his current operating systems to be upgraded as he has been using his current operating system for several years. He also has asked for programs that he uses every day to be upgraded to the latest versions. He has also stated that he currently does not have any form of protection on his devices and would like to have all machines protected. His final request is for **booking system software** that will enable clients to book appointments online and keep their schedules organization as they wish to move away from traditional methods of recording appointments such as pen and paper.

### Task1: Describe the potential prompts that initiate the installation of new or upgraded software

- ✚ Prompts for Change
- ✚ Problems with Existing Systems
- ✚ Additional Functionality Required
- ✚ New Hardware Requiring New or Upgraded Software
- ✚ External Prompts for Software Bug Fixes
- ✚ Other company policy
- ✚ Compatibility issues

#### P1 Prompts for Change

It is important for organizations to upgrade their software as this can avoid the systems from virus's and computer hackers, this will enable the business to have a more firm security of their computers. In addition, it will allow the hardware device to run more efficiently or with greater functionality.

#### Problems with Existing Systems

Businesses will obtain many faults and malicious attacks if they do not upgrade their software. It could be that the software currently on the system is unstable and has a tendency to cause the system to crash.

#### Additional Functionality Required

If businesses have anti-virus software but also want anti-spy-ware and firewall software for security reasons, they could install a fully integrated Internet security suite which offers these tools and many more to have a greater security for their computer system.

#### New Hardware Requiring New or Upgrade Software

Businesses will obtain many faults and malicious attacks if they do not upgrade their software. It could be that the software currently on the system is unstable and has a tendency to cause the system to crash. When businesses install new hardware into their computer systems, they are required to install a program called device driver in order for it to be fully compatible. "These drivers inform the operating system about how to communicate with the new piece of hardware, without them it will not work

#### External Prompts for Software Bug Fixes

Every software will be tested before it is released. The software will automatically check for bug fixes and if any are identified it will ask the user if they want to install the update. This secures the business well, as it will notify the user for any bugs and updates; also it will prevent the computer systems to crash or hang.

#### Other company policy

"One important reason is to do with the company policy; many businesses have a policy

defining a specific piece of software the company will use"

There are a variety of reasons why businesses should install or upgrade software. "One important reason is to do with the company policy; many businesses have a policy defining a specific piece of software the company will use. It will be easier for employees to understand the systems and it also means that training and maintenance will be easier, also there will be a policy on when new installations and upgrades will be carried out.

### **Task2: Describe the potential risks of installing or upgrading software**

#### Understand why software needs installing or upgrading

Businesses will obtain many faults and malicious attacks if they do not upgrade their software. It could be that the software currently on the system is unstable and has a tendency to cause the system to crash.

There are a variety of reasons why businesses should install or upgrade software.

- ❖ Easier for employees to understand the systems and
- ❖ Training and maintenance will be easier,
- ❖ Easier to set up a policy on when new installations and upgrades will be carried out.

Businesses will need to be aware when installing and upgrading software which may involve variety of risks. "It is important for the business to plan how to mitigate the effect of these risks before starting with the installation so that you are prepared in case the worst should happen

- potential loss of service
- incompatibility issues
- risk reduction measures e.g. backups
- choosing appropriate low-risk time for installation

#### Potential loss of service

When businesses are installing software there may be a certain time when the system will be inactive while the installation is running. This is vital as it can take up valuable time of the business, as the installation can take up to over an hour, especially if the installation needs to be completed on multiple computer systems. This may cause disruption to the business's trading, for example, if the business were upgrading the operating system on the server, this will mean that any network resources and internet connection would be unavailable until the installation is complete.

#### Incompatibility Issues

A risk will occur when businesses are installing new software and it may incompatibility issues with existing software, hardware and data files. For example, if the business are using an operating system such as Windows and they decide to switch to Linux then there is a chance that some of the software will not work on Linux as it may only be compatible with Windows. In addition, the business would need to find alternative drivers for their hardware devices, as the Windows drivers would not be compatible with the Linux operating system.

#### Risk Reduction Measures e.g. Backups

**Potential loss of service** "It is important to identify the risks involved with any installation or upgrade and to have risk reduction measures in place. There are three main methods for reducing the risks involved:" (ref - BTEC National Information Technology Book 2, last accessed 2014).

**Backups** Before making any installation attempt businesses should back up all data and software. If the installation damages the existing data and software then they will be able to replace it from the backup.

**Installing at Low Risk Times** If businesses install software during their busiest business hours it can take up important time as it will enable the user to use the computer system for a significant amount of time. Businesses should install software overnight as this will be easier and safer for the business to reduce any problems.

**Incremental Installation** If the business are going to be installing new software on multiple

computer systems, then they should only start with a few systems as this can reduce the risk to ensure that no problems arise, if there are no problems then they should continue with the other systems.

### **M1: Explain the Advantages and Potential Disadvantages of Installation or Upgrade of New Software**

In this sub task, I am going to explain in detail the advantages and potential disadvantages of installing new or upgrading software

#### **Advantages**

- ✓ **Faster and better for the customers:** In a company, you would prefer the software to be quick and fast so that the customers will have a more satisfactory experience in the shop so that you would want to go back this would improve profits. And at home you want your software to be quick so that you can get your work done faster and also at a more reasonable quality. One possible way that software could make the computer would be the size of the software and that could help the CPU to run faster because if the software size is small then the computer could run it faster.
- ✓ **New G.U.I:** When you have installed a new interface that would replace your old interface the new interface would be more comfortable to use but it may look a bit different. The new interface may come with new characteristics that the old version didn't have and the new interface would look better on the eyes so that you can glance at the screen without hurting your head. A new GUI helps you to perform tasks more effectively and it may look more professional.
- ✓ **Improve PC performance:** When you would install new or upgraded software on your computer and that could make your computer run smoothly and even make it run faster also you can see pictures more clearly or edit the images like for example Photoshop.
- ✓ **Save storage:** When you are installing new software or replacing existing software that could be the same and yet it could be half the size of the one before and the rescue files could be small you can also zip your documents to decrease the size of them so that you can get more information and more work that you can do and also saving storage that could speed up your computer.
- ✓ **Security:** If your software is outdated then the manufacturer won't have any proof so if you have any problems with the security then the manufacturer will not return the product or any data that has been lost so then you would need to check that the security is still in date then if it's not then you should get updated version of that product.
- ✓ **New features:** Having new features for your software would improve your experience with the product and that could let you do new things with the software. And the new elements could even speed up your computer also it can improve your experience using the computer, new features can also more flexibility while accomplishing your work or using any other applications.

#### **Disadvantages**

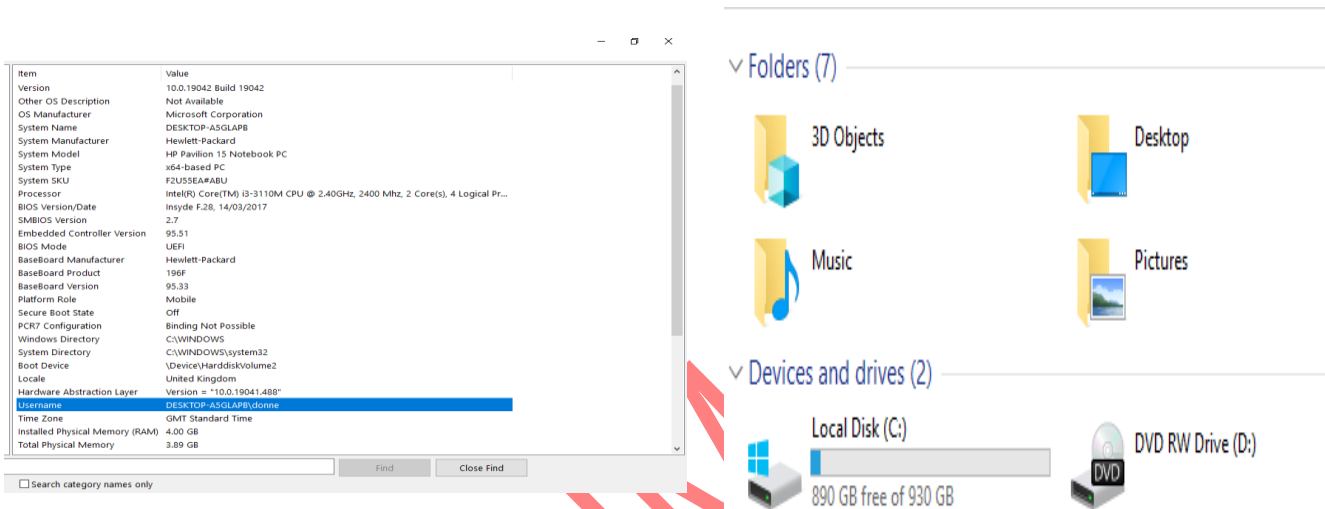
- ✓ **Time to learn:** If you are working in a company then you will need to take time out of your work to learn how to use any new software that the company is going to install. When the new software has been installed then the company would lose time in teach the staff how to use the new software.
- ✓ **Cost to buy:** The main disadvantage of going to install new software is buying it and that could cost a lot so then you would try to keep up to date with the updates and stay with the same software. Many people don't have the money to buy new software and that would be the main disadvantage of getting new software.
- ✓ **Cost to learn:** When companies get new software they would need to bring someone in to take some of the workers out from their jobs to make sure that the workers know how to use the software and work on it the right way and that would cost the company money until the workers have learned how to use the new software.
- ✓ **Worse than the original:** When you are looking to update your software and then you get the software you think to yourself that it's going to be better than the last version and then when you install it to your computer and then it's not what you think it was going to be and then you don't like the new version then you would want to go back to the older version.
- ✓ **Installation time:** When you are upgrading your software for your computer while installing the software it will take time for the software to fully install onto your computer that could be alright at home but in a business, it could make the company lose a lot of money and the workers can't do their job while the certain software has fully installed.
- ✓ **Bugs:** When the manufacturer has released new software for the public to buy more than likely that 90% has some bugs in the software of some kind because the manufacturer could have run out of time in the testing phase and they haven't tested it fully yet so that's why they would bring out a patch to fix the bug. If the bug is not fixed that might lead to some of your files being deleted from your computer, or it could make your computer vulnerable to attack from hackers who could try to steal your work or your personal information.

**Task3: Create work plans for software installations and upgrades to meet specified business requirements.**

No:	Date:	Time:	Type:	Description:	Required Specification:
1	26/02/21	9:00-10:30	OS upgrade via internet	The computer is currently running windows 7 which will be upgraded to windows 10. A license is already purchased by the company and 16 digit code supplied. This will be at no expense. This will be installed over the internet from Microsoft website.	Minimum: CPU: 1 GHz RAM: 1 GB Network: broadband connection Disk Space: 12 GB
2	26/02/21	10:45-11:30	Upgrade Microsoft office 2019 edition to office 365 2021 edition	The computers are currently running Microsoft office 2016 to complete daily tasks, this will be upgraded to the latest stable version which is office 365 2021. This will cost approximately £115 pounds per year for business package as it requires a license.	Minimum: CPU: 1 GHz RAM: 1 GB Network: Broadband connection Disk Space: 3 GB OS: Windows 7
3	26/02/21	11:45-12:30	Install Anti-virus	The computers currently do not operate with any anti-virus software. The computers will all be installed with Norton Security Deluxe anti-virus software. This will cost £30 pounds for all 5 devices per year as it requires a license. This will be installed over a network and run in the background as the user operates their machine.	Minimum: CPU: 1 GHz RAM: 512 MB Network: Broadband Disk Space: 500 MB OS: Windows 7
4	26/02/21	13:30-14:30	Install	Planfy is the online booking which will be installed on all systems, this will cost £150 per year for the use of a license key used on a maximum of 10 devices. The application will be downloaded to each computer from the manufactures website	Minimum: CPU: 1 GHz RAM: 1GB Network: Broadband Disk Space: 1.5 GB OS: windows 8
5	26/02/21	14:45-13:50	Install drivers- blu-ray, mouse, keyboard	The computers have been upgraded with new Blu ray DVD drives from DVD/RW drives, they also have new keyboards and mouse. New drivers will be installed to ensure functionally. Drivers will be installed over the network from the manufactures website and device manager.	Minimum: (Blu ray) CPU: 1 GHz RAM: 1 GB Network: N/A Disk Space: N/A OS: Windows 8

## Task 4, 5: Carry out software Installations and upgrades to meet specified business requirements

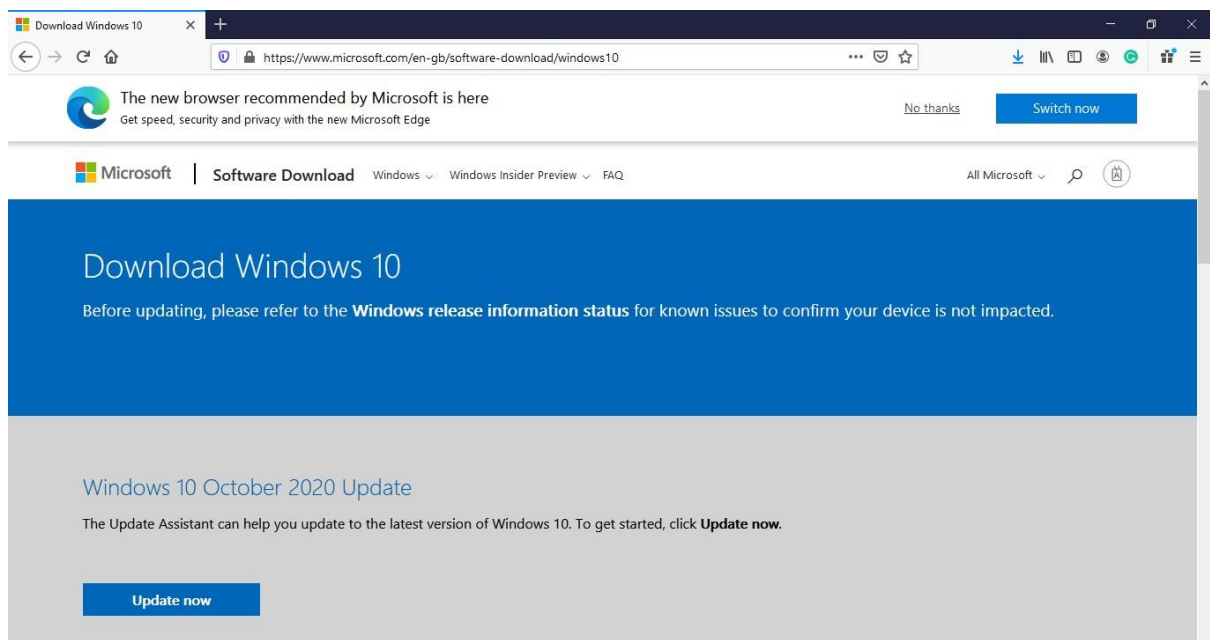
Before installing or upgrading any software from the machines I ran the system information tool, this is to ensure that all software installed is compatible with the hardware and the machine means the minimum requires for the software to functions correctly.



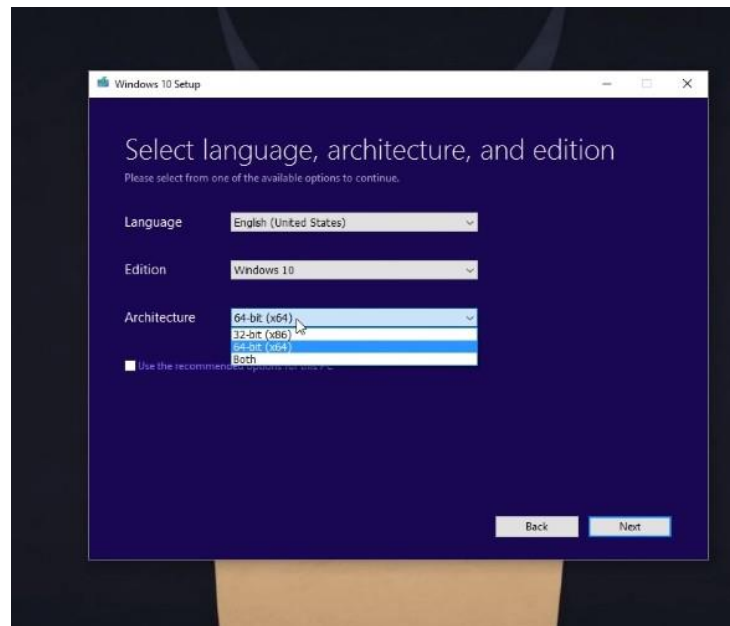
This information gives me a reference point to compare requirements needed. Keep information from the image above is that the machine has 4 GB of RAM installed, 2.4 GHz of CPU power, has a network connection to the internet and has 890 GB free from a 1TB hard drive.

### Upgrading form Windows 7 to Windows 10

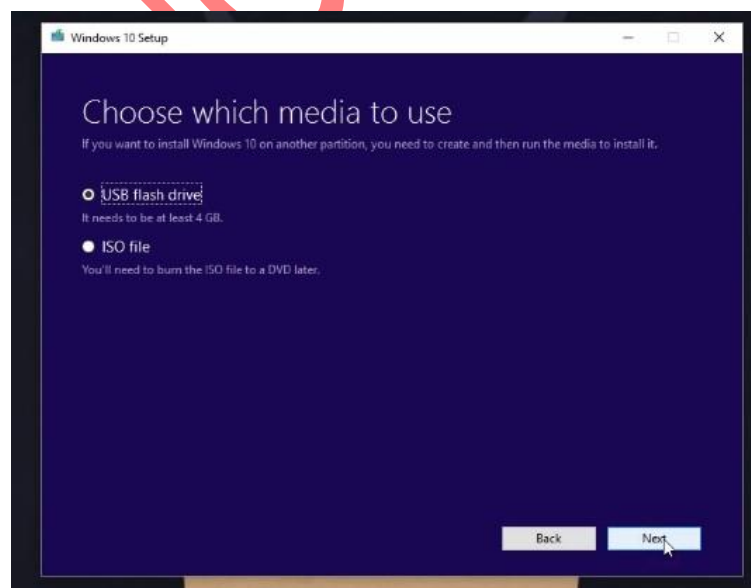
- 1) The first step to installing windows 10 from a machine running windows 7 is to check that the machine meets the minimum requirement which is listed above. The machine is compatible with the software.



- 2) I then went to the manufacturer's website and clicked on the Update Now button which is displayed on the screen.
- 3) I then downloaded the software that will allow me to select the method I wish to use to install Windows 10.



- 4) I then input all the relevant information such as language, edition and architecture.



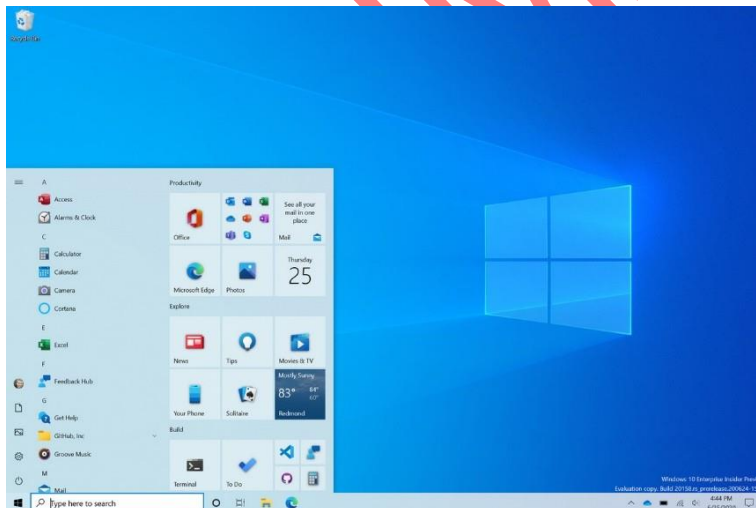
- 5) I then clicked on ISO file as this is the method I will be using to



- 6) I then filled the information the information and clicked activate
- 7) I then input the license key to start the upgrade, I was then asked which version of windows I wanted to install and selected windows 10 pro and allocated the space need for the OS.



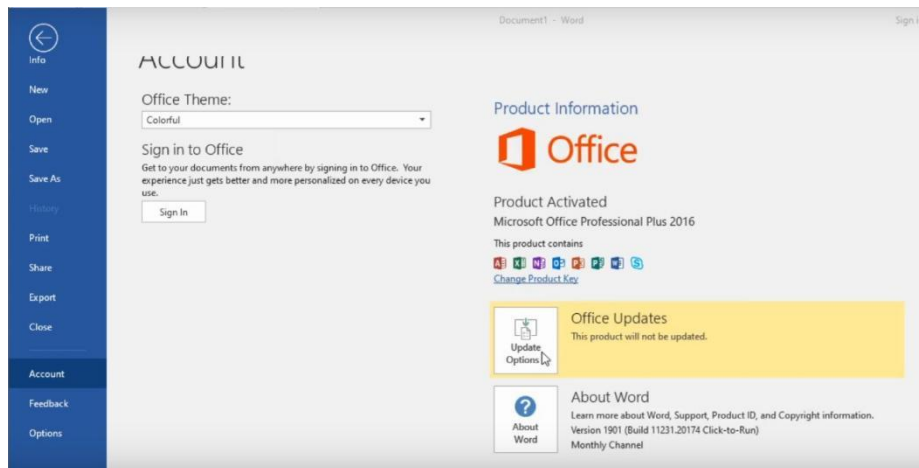
- 8) Once the install was complete I had to then input all the users' details.



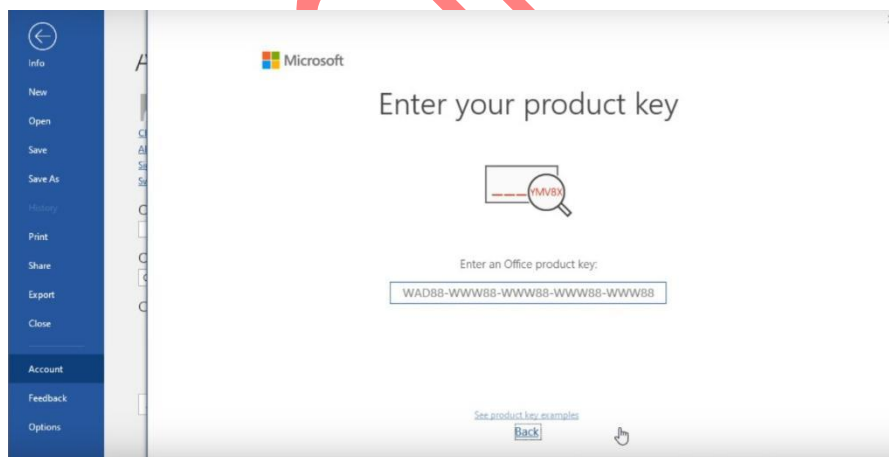
- 9) I then checked that a window was functioning correctly.

## Upgrade Microsoft office 2016 to Office 365 2021

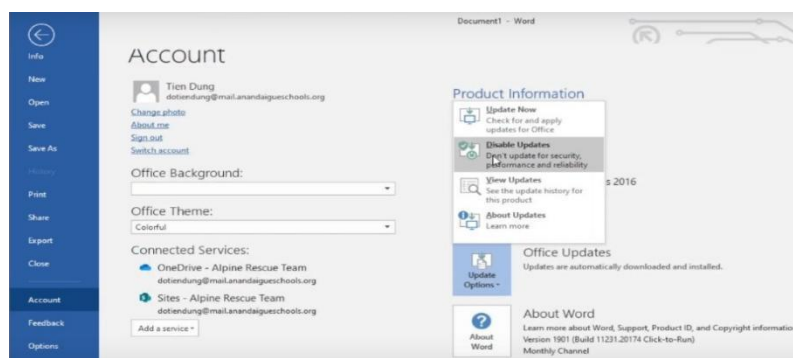
- 1) The first step to upgrading Microsoft office to office 365 is to check that the machine meets the minimum requirement which is listed above. The machine is compatible with the software.
- 2) I then open the word document application and clicked on the account tab, I noted that the current product was office professional plus 2016.



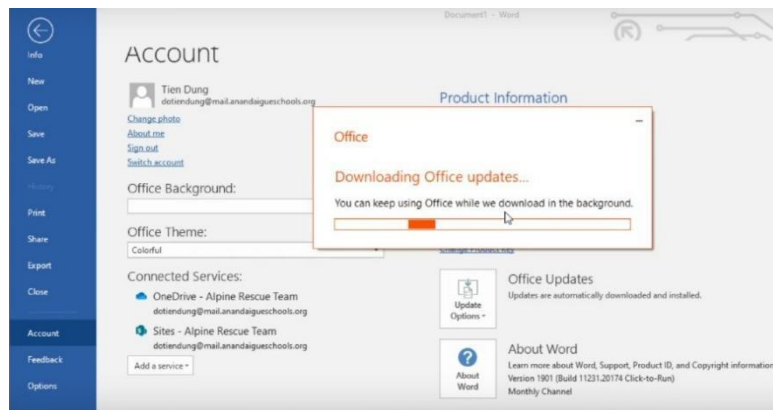
- 3) I then signed in to the Microsoft office account that is attached to the product key and then clicked on the change product key tab which prompted me with an enter product key window.



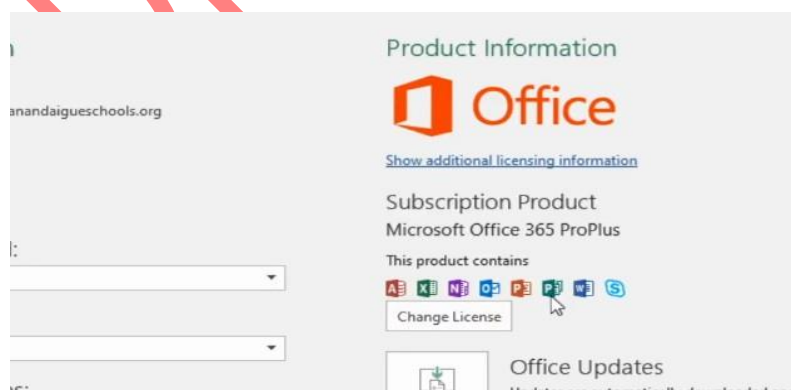
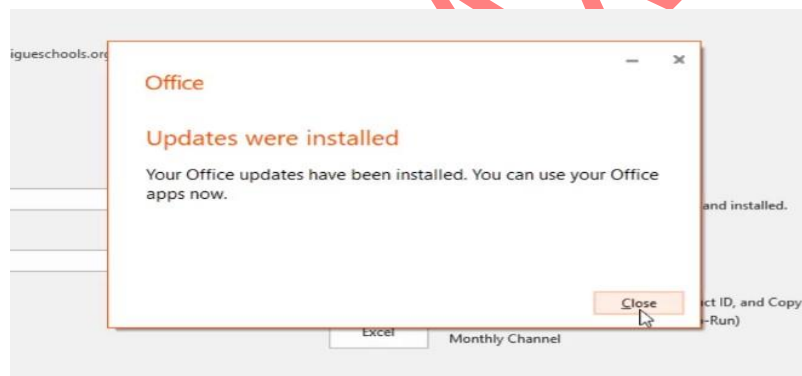
- 4) I entered the new product key and then click next, office update options and update now.



- 5) I was then prompt with an Office window which indicates it is downloading office updates.

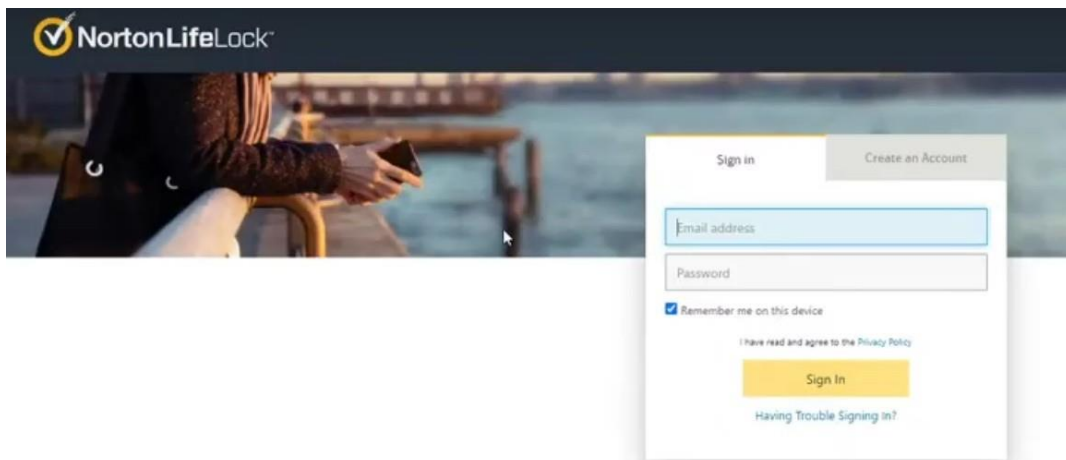


- 6) I was then prompt with updates were installed window, checked the information listed in the accounts tab which now displays office 365 ProPlus.

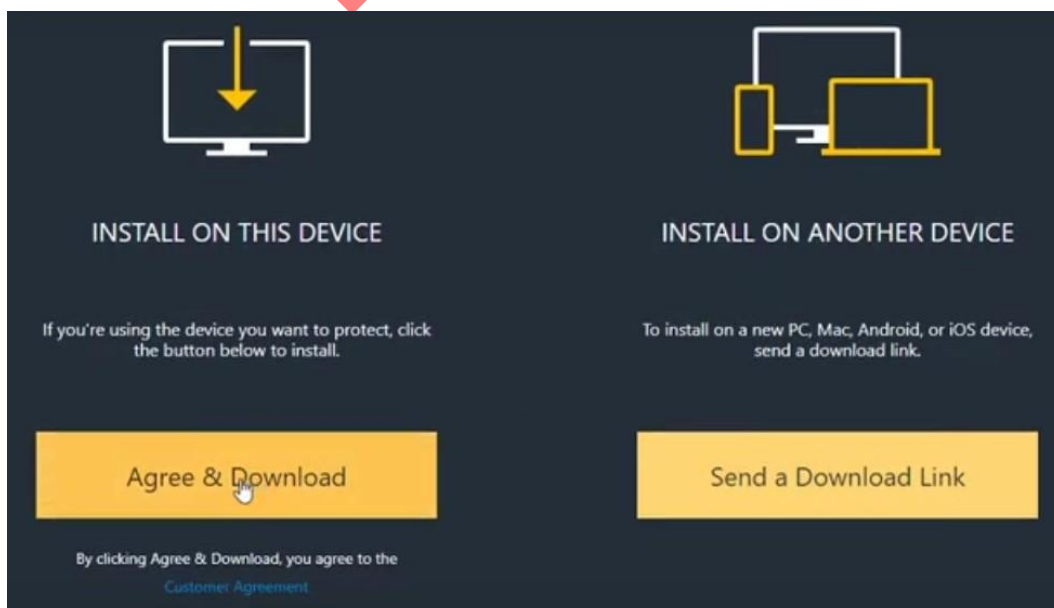


### Installing Norton Antivirus software.

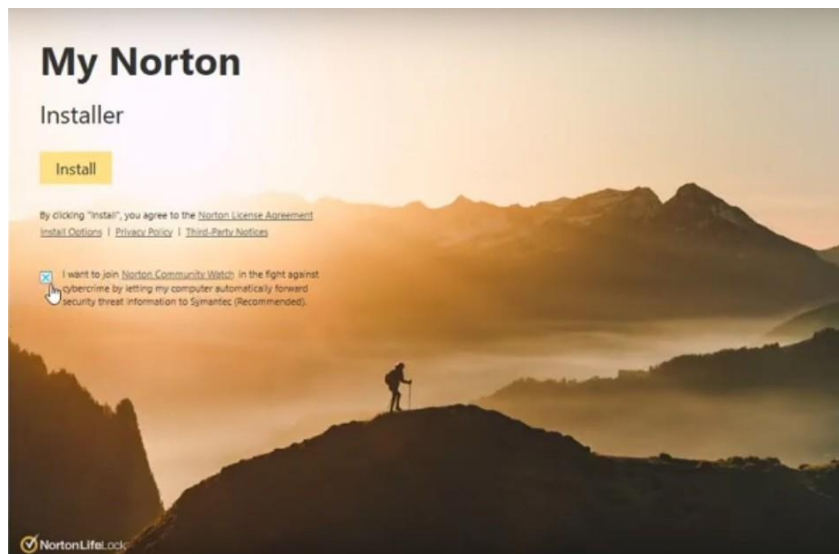
- 1) The first step I done before installing Norton Antivirus was to check that the machine meets the minimum requirements which are listed above. The machine is compatible with the software.
- 2) I then opened the internet browser and input the manufactures website address and located the sign in tab and input details that are attached to the product license.



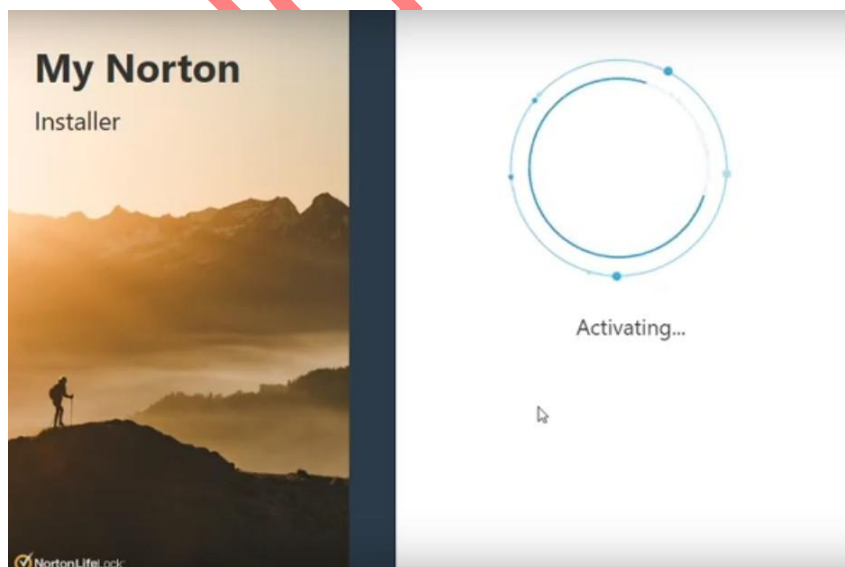
- 3) I then clicked on the 'protect my device' and the 'agree and download'.



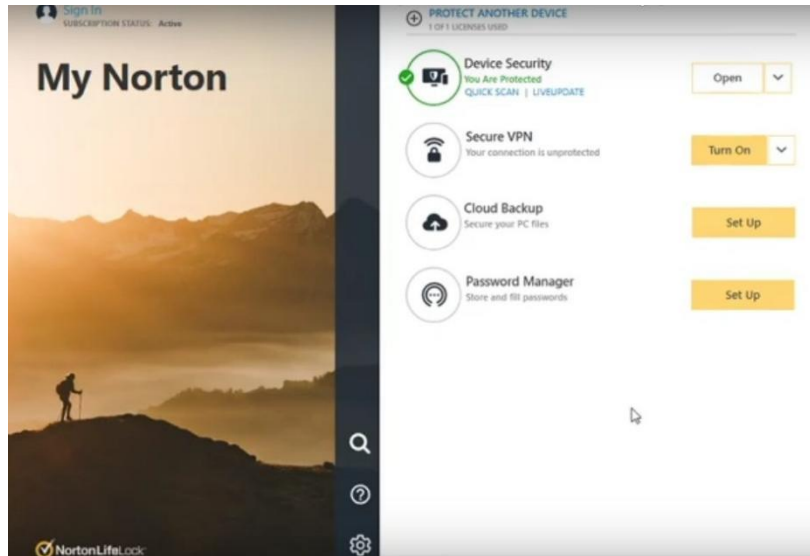
4) Once the download was complete, I was prompted with a install Norton window.



5) I then clicked on install and waited until the application was installed on the device.

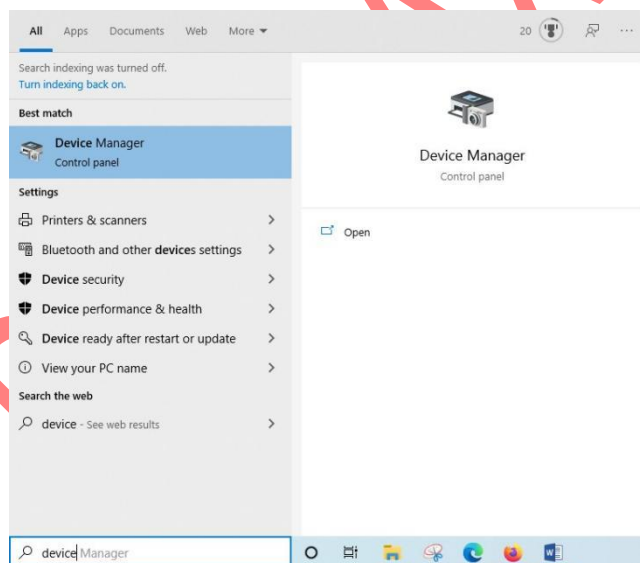


6) Once completed I was greeted with the below window, this indicated that the installation was successful and the machine was protected.

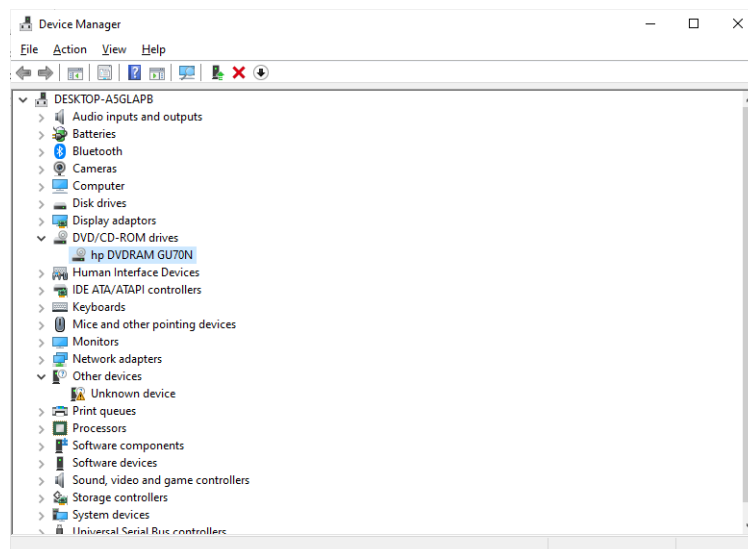


## Check and Update Device Drivers

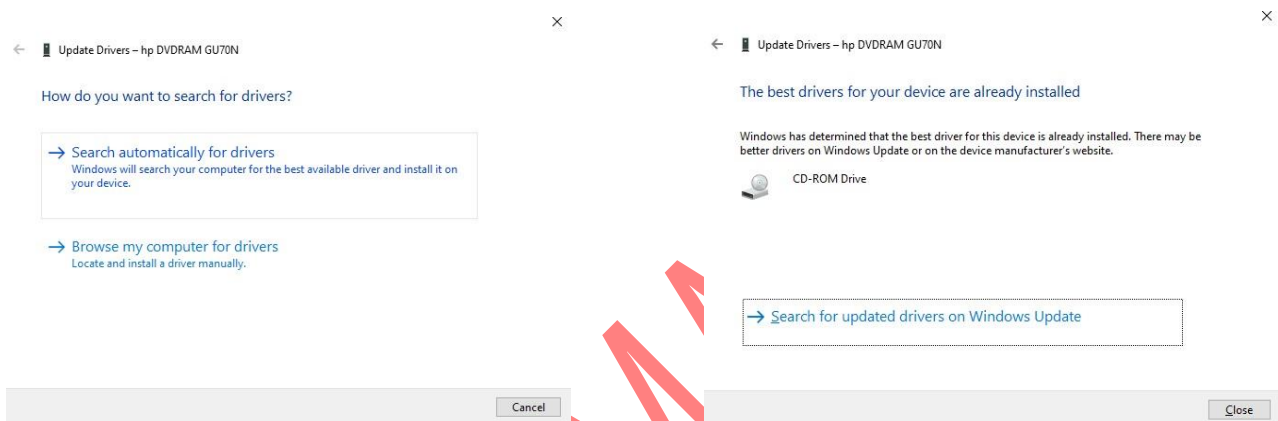
- 1) I first clicked on the start menu and then typed in device manager in to the search tab, and clicked on the icon called device manager.



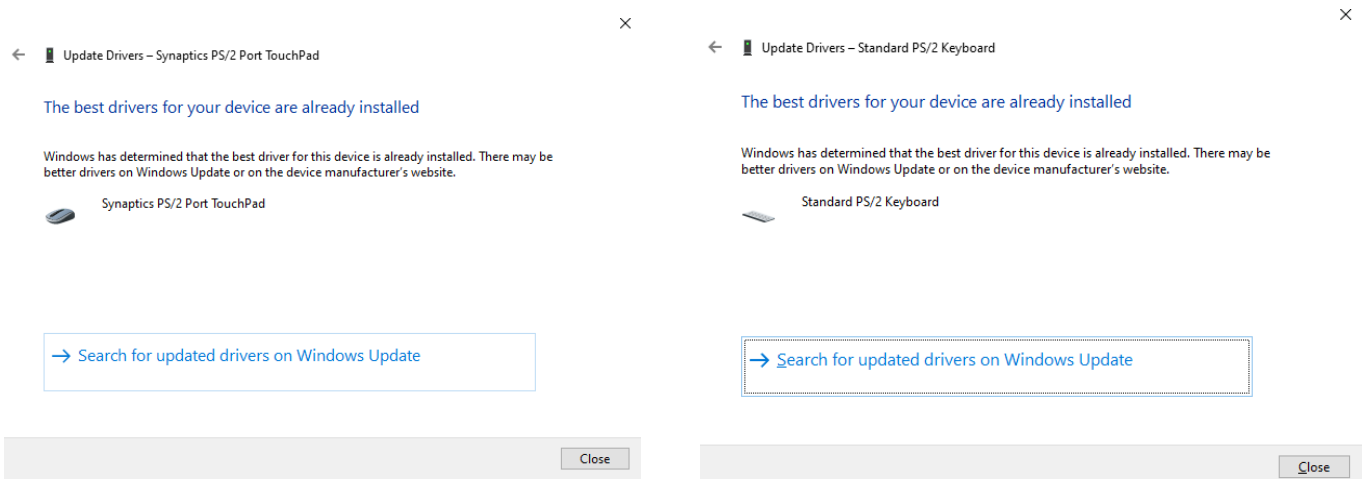
- 2) I was then prompt with the device manager window.



- 3) I then clicked on the DVD/CD tab and the right clicked on hp DVD/RAM and selected updated drivers.
- 4) I selected 'search automatically for drivers' tab and once complete I was greeted with the message 'the best drivers for your device are already installed'.



- 5) I also completed this process for the mouse and keyboard, the below message are from the last steps of the process. Both device were up to date with the latest drivers for the new devices.



## **CONCLUSION**

Adopting online booking system appointment scheduling software delivers your business with several worth. This system not only delivers a bound to your business but also causes you look more professional and reliable. These drivers also inform the operating system about how to communicate with the new part of the hardware, without them, it will not work. But it is also important to make certain that the drivers are fully up to date to secure greater stability and compatibility. There also may be external prompts for software bug fixes. Although the software is always checked before it is released, it can sometimes have problems that can cause an impact. When these bugs are identified they are performed on by staff who will work on a patch that will fix the problems and will be available for free. In conclusion, there are many reasons why you would want to update or install the software. It is important to know whether or not you need to as it could have severe security risks to your machines.

## **BIBLIOGRAPHY**

1. Bettany, Andrew, and Andrew Warren. Exam Ref 70-698 Installing and Configuring Windows 10. Microsoft Press, 2016
2. Bott. Introducing Windows 10 for IT Professionals. Microsoft Press, 2016.
3. Hopkin, Paul. Fundamentals of Risk Management. Kogan Page Publishers, 2017.
4. Tulloch, Mitch. Installing and Configuring Windows Server 2012. 2012.
5. Ogden, Bill, and Redbooks. IBM ZPDT Guide and Reference. IBM Redbooks, 2020.
6. Union, European, and Joint Research Centre-European Commission. Handbook on Constructing Composite Indicators: Methodology and User Guide. OECD Publishing, 200