

DATE OF EISA					
FOR EXAMINER'S USE ONLY					
QUESTION NUMBER		Grading			
		C/NYC	Assessor	Moderator	
QUESTION 1		1.1			
		1.2			
		1.3			
		1.4			
		1.5			
		1.6			
QUESTION 2		2.1			
		2.2			
		2.3			
		2.4			

GENERAL EISA RULES

1. This is a closed book examination.
2. Access to a computer will be made available to you.
3. Use of any communication devices, including smart watches, cell phones, tablets, iPads, headphones and laptops are prohibited.
5. All cell phones are to be switched off for the duration of the EISA.
6. The invigilator will not assist you with the explanation of questions related to the EISA.
7. Candidates are prohibited from conversing in any manner with other students.
8. Candidates may not leave the Assessment venue room within one hour of the start of the examination and in the last 10 minutes of the allocated examination period.
9. Candidates who are found to be disruptive and unruly in the assessment centre will be requested to leave the assessment centre by the invigilator.

I HEREBY CONFIRM THAT I HAVE READ THE ABOVE EISA RULES AND DECLARE THAT I UNDERSTAND AND ACCEPT THE RULES.

SIGNATURE OF CANDIDATE _____

INSTRUCTIONS TO CANDIDATES

1. Answer all questions.
2. For the knowledge written part, provide clear and concise responses.
3. For the practical scenarios, demonstrate practical application and critical thinking skills.

4. Ensure your answers reflect an understanding of workplace responsibilities, ethics, safety, and legal provisions.

5. This question paper consists of questions from 3 sections:
 - Knowledge modules
 - Practical modules
 - Work experience modules

Important Instruction

Open a new blank word document where you will paste your screenshots of for some of your answers. **PLEASE NOTE:** For screenshots, you can first use the Snipping Tool OR you can use Windows key + Shift key + S OR any other option easier and available to you.

Paste the screen shot under the correct question number as you go.

ELO 2: Set up desktop/laptop for a new user according to software compatibility by installing operating systems and peripheral equipment according to given specifications.

Question 1**1.1 Assembling the peripheral components of a desktop/laptop**

- (a) You will be provided with a desktop PC that you will show your ability to connect and setup as a new PC under the supervision of assessor and technical invigilator.
- (b) As a professional technician, create the following documentation records by typing in the command **wmic bios get serialnumber** on the command prompt:
- Device serial number, take screenshot and paste and paste in your word document
 - Installed software through the control panel or open and use the Run dialog (**Windows Key + R**). Take a screenshot that shows the installed software and paste in your word document
 - IP address - (open and use the cmd prompt, type in the correct command to see the IP address of your PC)
- (c) Record the following additional information when you open the command prompt and type in the following command: **systeminfo**
- Assigned computer name
 - Host / Computer name

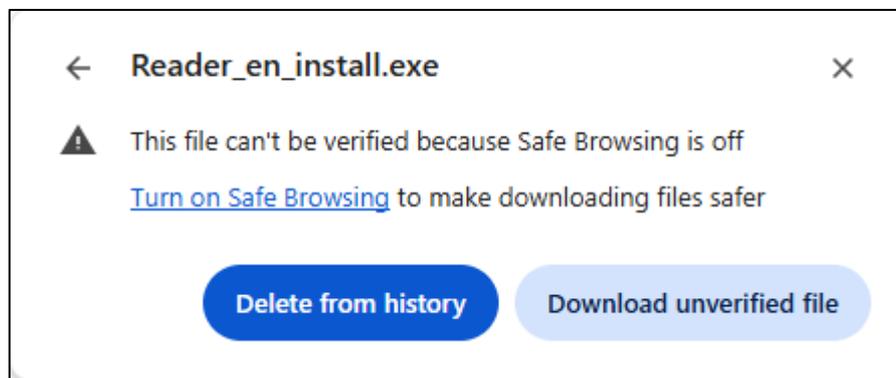
- Operating System name
- Operating System Manufacturer
- Original install date

NOTE: Copy and paste the whole screenshot of the information that is displayed when you type in the command **systeminfo**

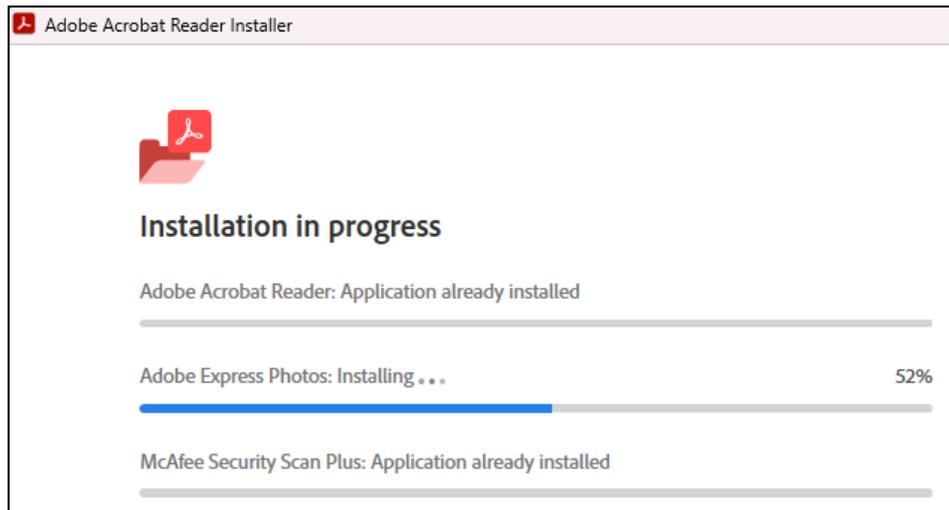
1.2 Install the appropriate software according to manufacturer specifications and successfully create an administrative user account with appropriate access permissions

(a) Download and install Acrobat Reader from <https://www.adobe.com/za/acrobat/pdf-reader.html>

If you see the following error message, click on Turn on Safe Browsing, and if still you cannot download, click on Download unverified file and proceed with installation



You will see installation file Reader_en_install in the **downloads** folder or another specified place on your computer. Install the application and take a screenshot during installation like the one below:

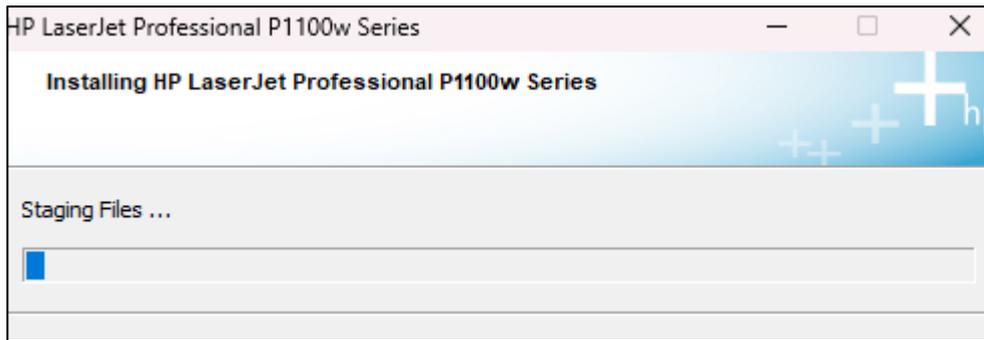


(b) Your department has just received a new HP Laser jet P1102, download and install the printer driver from the official HP website (

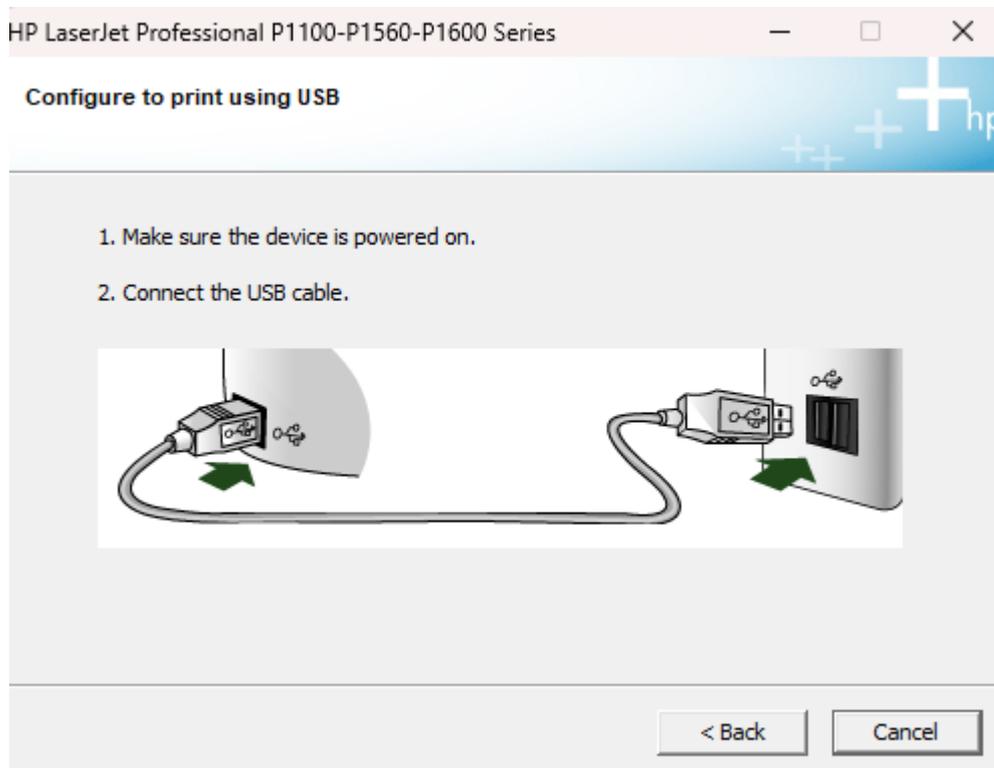
Driver-Product Installation Software (1)			
		Version	File size
+	HP LaserJet Pro P1100 (includes P1106/P1108), P1560, P1600 Series Full Feature Software and Driver	Recommended	50157037_1 157.4 MB

You will see installation file hp_LJP1100_P1560_P1600_Full_Solution... in the **downloads** folder or another specified place on your computer. Install the application and take a screenshot during installation like the one below:

Choose Add another printer and continue with the installation process. No need to connect a printer during the installation.



Continue with the installation process until you get to the following stage. Take a screenshot and paste in your word document and then click on **Cancel**



You can quit the installation at this stage after taking the screenshot like the one above and pasting it in your word document as supporting evidence that you have the skill to install and setup a printer.

1.3 Connecting the desktop or laptop computer to the organisation's domain network in accordance with network configuration protocols and security policies

- (a) Connect the provided computer to the LAN using Ethernet cable or approved Wi-Fi credentials. Verify that the network status shows "Connected". Take a screenshot from the network settings that shows that you have successfully connected to the LAN network and paste in your word document



- (b) Open the cmd prompt and type in the command **ipconfig /all**. Take a screenshot that shows evidence of domain network connection either LAN or Wi-Fi

1.4 Create a user account for the end user in accordance with organisational policies, applying appropriate role-based access

Create a new user account through the Control Panel OR through settings using the following details:

Username : Computer Technician

Account type : Standard

Password : EISAExamMarch2026

NOTE: If the computer / laptop has assessment centre settings that prevents you from creating the user account through the Control Panel OR through settings, take a screenshot of the last stage that prevents you from getting to the last stage. Paste the screenshot on your word document

1.5 Install the required software in accordance with provided specifications, ensuring proper configuration and compliance with organisational policies

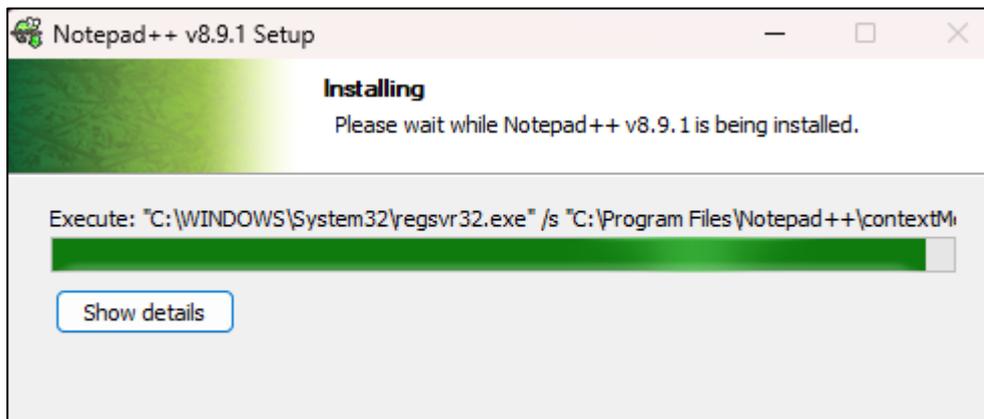
The new System developer requires notepad ++ for his website development. You have been asked to assist him by installing Notepad ++ latest version.

(a) Download the Notepad ++ (latest version) from website:

<https://notepad-plus-plus.org/downloads/>

Install it on the PC or laptop provided. If you come across the error message like download blocked OR the file can't be verified, just click on download unverified and proceed.

You will see installation file like npp.8.9.1. Installer.x64 in the **downloads** folder or another specified place on your computer.



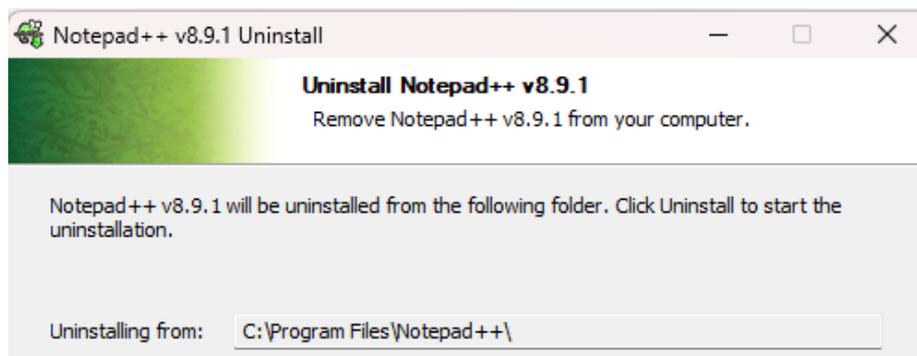
(b) Install the application and take a screenshot during installation like the one below to show evidence of the installation process and paste it in your word document

(c) Take the screenshot of Control Panel to show successful installation of Notepad ++

- (d) Go to Control Panel and uninstall the Notepad ++ that you have just installed
- (e) Take the screenshot at before you start the uninstallation as below and paste it in your word document

Name	Publisher	Installed On	Size	Version
MySQL Workbench 8.0 CE	Oracle Corporation	2026/01/13	153 MB	8.0.33
Node.js	Node.js Foundation	2024/07/29	81.2 MB	20.16.0
Notepad++ (64-bit x64)	Notepad++ Team	2026/02/24	19.1 MB	8.9.1
PowerShell 7.5.4.0-x64	Microsoft Corporation	2025/10/31	386 MB	7.5.4.0
PyCharm 2025.3.1.1	JetBrains s.r.o.	2026/01/13		253.29346.3
Python 3.11.4 (64-bit)	Python Software Foundation	2025/01/17	142 MB	3.11.4150.0

- (f) Take another screenshot once the uninstallation process starts as below and paste in in your word document as evidence that you have done the uninstallation process.



1.6 Configure system settings in accordance with user account specifications, ensuring proper functionality.

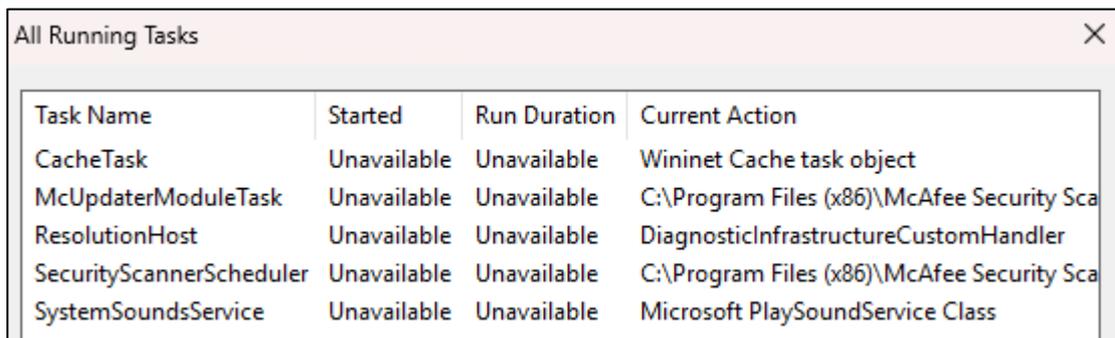
Do any system configuration of the software that you have installed. NOTE: if the configuration has been automatically done during software installation, please go to the next question

TOTAL TIME: 180 Mins

Question 2: ELO 4: Analyse and resolve hardware/software problems such as operational discrepancies to optimise performance of the desktop/laptop systems

2.1 Configure system settings in accordance with user account specifications, ensuring proper functionality.

- (a) Check the health status of your PC through Control Panel. Take a screenshot which shows the device performance and health and paste it in your word document.
- (b) Check all running tasks through Control panel. Take the screenshot of all displayed running tasks and paste it in your word document as shown below



Task Name	Started	Run Duration	Current Action
CacheTask	Unavailable	Unavailable	Wininet Cache task object
McUpdaterModuleTask	Unavailable	Unavailable	C:\Program Files (x86)\McAfee Security Sca
ResolutionHost	Unavailable	Unavailable	DiagnosticInfrastructureCustomHandler
SecurityScannerScheduler	Unavailable	Unavailable	C:\Program Files (x86)\McAfee Security Sca
SystemSoundsService	Unavailable	Unavailable	Microsoft PlaySoundService Class

2.2 Diagnose and troubleshoot using appropriate problem-solving techniques.

The Data Scientist at your organisation has just called you for help and indicated that her PC is now slow.

- (a) Check Task Manager - Press Ctrl + Shift + Esc to identify and close applications consuming high CPU or memory. Take a screenshot of the task manager to show the applications running and CPU and memory usage and paste it in your word document
- (b) Run a malware scan: Run Windows security through Control Panel to check for any malware. Take a screenshot to show the malware scan in progress and paste it in your word document

(c) Run disk cleanup tool under Windows tools. This tool analyses and optimise your hard drive.

- Take a screenshot of the disk cleanup before you run it and paste it in your word document
- Take a screenshot of during disk cleanup and paste it in your word document
- Take a screenshot at the end of the disk clean-up and paste it in your word document.

2.3 Recommend feasible solutions to resolve technical issues, which may include upgrading, downloading software, formatting, installing or uninstalling software and hardware.

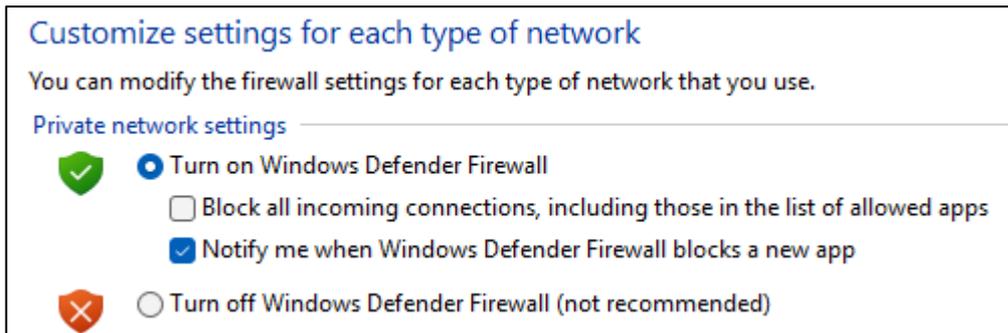
Write your recommended feasible solutions in your word document and correct question number 2.3 in the following format:

Security software recommended

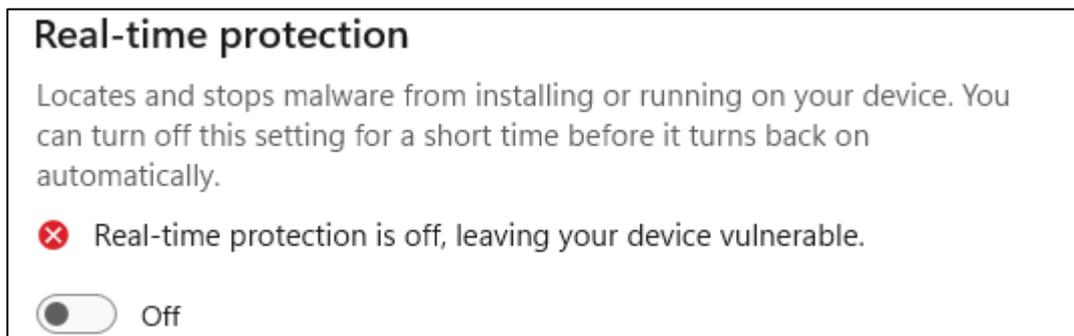
Hardware upgrades required

2.4 As a technician, you have been requested by the IT Manager to implement cost-effective solutions to secure all company PCs. Implement the following:

- (a) Check the current status of your network and firewall protection of your PC through Control Panel. Take a screenshot which shows the network and firewall protection status and paste it in your word document
- (b) Set Firewall ON through the Control panel so as to protect your PC so as to prevent unauthorised access to your PC through the Internet. Take a screenshot that shows Windows Firewall set to ON as shown below



- (c) Check and set real-time protection under Virus and threat protection through control panel. Take a screenshot which shows the device performance and health and paste it in your word document.



- (d) Check and turn on the core isolation memory integrity to offer extra advanced security the prevents malicious code being inserted into your PC's processes. Take a screenshot which shows the core isolation turned on and paste it in your word document
- (e) Set Microsoft Defender to protect your PC from phishing from malicious apps and websites through reputation-based control. Take a screenshot which shows the option to phishing protection turned ON and paste it in your word document
- (f) Implement and set automatic windows updates for extra security under settings on your PC. Take screenshot which shows automatic updates set to On and paste on your word document.

TOTAL TIME: 120 Mins