



# WorldSkills Competition 2003

19 to 22 July 2003 in St. Gallen, Switzerland

## Day 2

Trade 39

IT PC and Network Support

Competitor

To be filled out by the candidate

Date

Start time

Stop time

Signature

Overall score

To be filled out by the judges

Judge 1

Judge2



## **Problem Description**

Herbert Siel is the CEO of Bergmann Inc., a second hand boat retail store. He wants to set up a computer network for his company; consisting of a server (domain controller, print and file server) as well as 8 user stations for his employees.

You are being asked by Mr. Siel to do the server set up and client implementation. There is an old computer which was used as an 'Internet Access Station' for all employees. This old computer needs to be tuned up. It has some hardware and BIOS errors. There is also important data stored on which will need to be backed up.

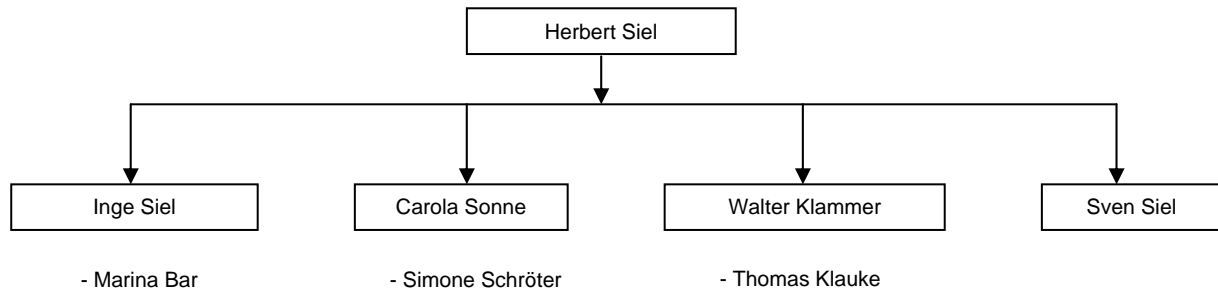
In Bergmann's showroom a client should be set up for customer use. This PC should be connected to the LAN.

Data protection and security are the CEO's highest priorities you need to obey.

The server should run on a RAID 1 system. The CEO wants to have newest Service Packs and the newest Internet Explorer.



Overview of the company:



Name	Title	Division	part time/ full time	work hours	position ends
Herbert Siel	CEO	cooperation Bergmann	ft	non-restricted	
Inge Siel	CFO	management	ft	non-restricted	
Sven Siel	VP	sales	ft	non-restricted	
Walter Klammer	section manager	Service	ft	non-restricted	
Thomas Klauke	employee	Service	pt	9am -3pm	
Marina Bar	employee	management	pt	12 – 6 pm	
Carola Sonne	section manager	accounting	ft	non-restricted	
Simone Schröter	intern	accounting	pt	9 am - 3pm	30.06.2003
Showroom		Customers	ft	non-restricted	

**TABLE 1**



## Tasks for client set up

- Find hardware errors
- Back-up files from C:\Data\ on a 3,5" FDD
- Start a new installation of Windows 2000 Professional (Fully Unattended Installation from floppy and CD ROM and the floppy will be collected at end of the day)
- Create a 4 GB Partition with a useful file system
- The client should be a member of the domain
- Install terminal service client software



## Tasks for server set-up

- Install second IDE Hard disk
- A RAID 1 System is requested
- Install Windows 2000 Server (Licensing Mode : 7 connections)
- Create a 4 GB Partition with a useful file system
- Ethernet card is installed; use a cable connection to client. (Manufacturing 3 Meters±2 Centimetres cross link)
- Install Active Directory DNS as Root
- Set domain name to "competition.Net"
- Install DHCP-, IIS-service (www, ftp)
- Install terminal service for administration
- Install the given web site for sales offer on the server ( First.bergmann.com )
- Set start site of the Internet Explorer to the FAQ-site ( www.faq.com)
- Make your own management console only to be used by Herbert Siel (named captain, adding 3 important SnapIns to administrate server)
- Install Active Directory
- NS Lookup should work properly



## Tasks for network set up

- TCP/IP is the only protocol type
- Network is a private class B network
- Configure the DHCP-Service and limit it to 30 hosts
- Configure the Reverse and forward DNS (all zones )
- Configure the IIS
  - Multi Host (Second Site is Bergmann.com and third site is Faq.com)
  - Directory Security (Authentication Control) on Competition.net site
- Provided on a CD is a FAQ-Site. Install and make it available for all company employees.
- Import users from a file named "Stgallen\_user.ldf".( Use LDIFDE Command )
- Create new OUs from the information in Table 1 and move users into the correct OU.  
Move the remaining users from the file in another new OU named "Expert"
- Assign unlimited authority only to the CEO
- Create two new partitions. One partition for private data and one partition for division and company folders
- Assign disk space on the server to every employee (10 MB) which will be accessible as their private drive Z:\ after they successfully logged in
- Create Folders for the divisions according to their names which will correspond to drive t:\ and Company Folder (named company) which will correspond to drive s:\
- Head of divisions have full control over his/her division folder
- Every other employee have "change" permission over the division folder
- Every employee has Read permission on Company Folder except CEO which has Full Control
- Employees of accounting obtain a mandatory profile
- Everybody else has their own roaming profile

## Day 2



- Policy for Showroom User:
  - No icons on Desktop
  - No Items on start Menu (Only keep 'Log Off')
  - When Showroom user logon, should see full screen the first page of the Web Site.  
(First.Bergmann.com)
- Delegate control of each division OU to head of division to create, delete, manage user account and reset password
- Deploy IE 6 for all employees automatically

***Instructions:***

Administrator Password: admin

Password for all user accounts: skills2003

name: Your name

Organisation: Your Country

computer name : ServerXX (XX=participant ID)  
ClientXX (XX=participant ID)