

SULIT



BAHAGIAN PEPERIKSAAN DAN PENILAIAN
JABATAN PENDIDIKAN POLITEKNIK
KEMENTERIAN PENDIDIKAN TINGGI

JABATAN TEKNOLOGI MAKLUMAT & KOMUNIKASI

PEPERIKSAAN AKHIR
SESI JUN 2016

DFN4124: NETWORK DESIGN

TARIKH : 01 NOVEMBER 2016
MASA : 8.30 AM - 10.30 AM (2 JAM)

Kertas ini mengandungi **DUA PULUH DUA (22)** halaman bercetak.

Bahagian A: Objektif (30 soalan)

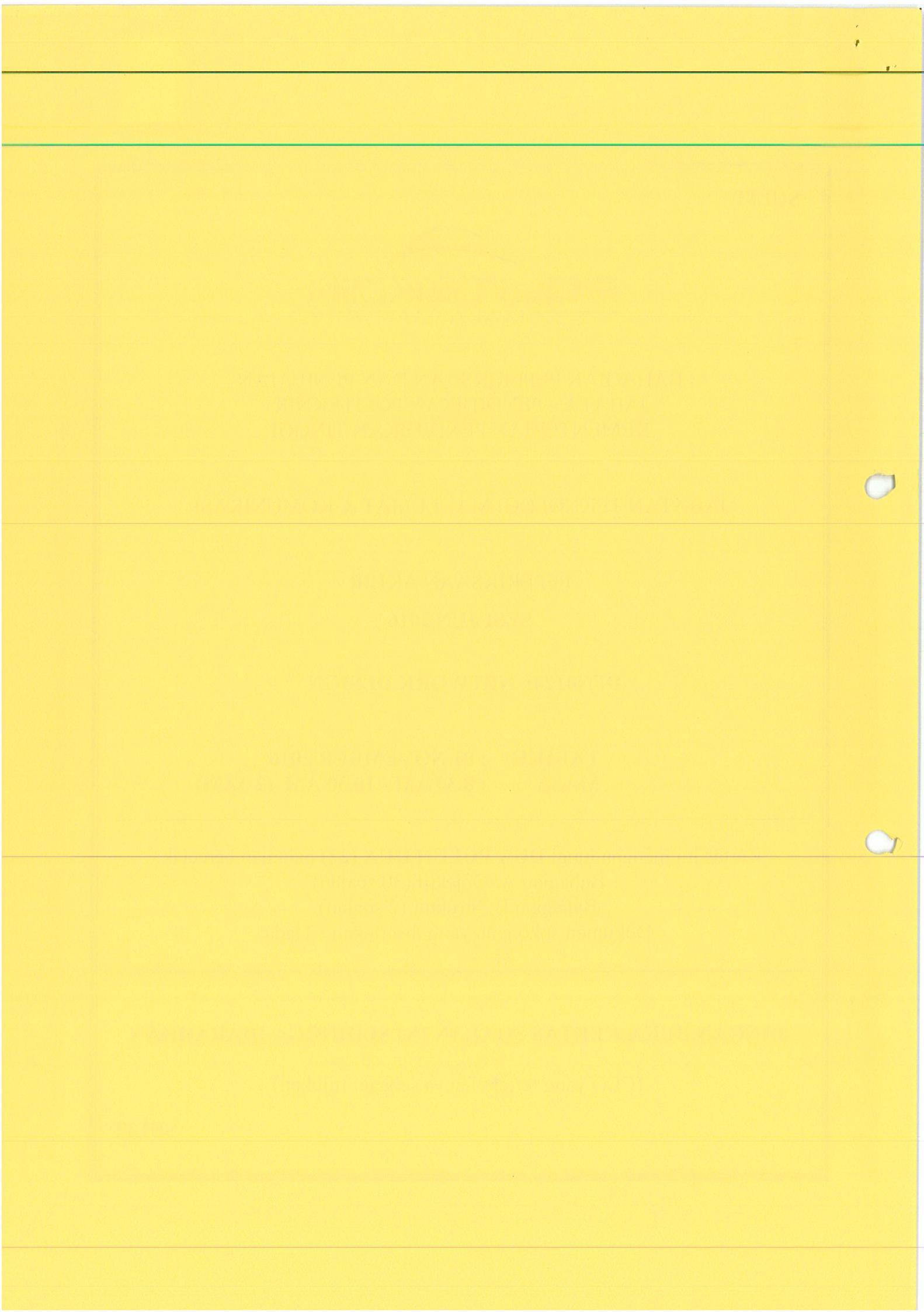
Bahagian B: Struktur (2 soalan)

Dokumen sokongan yang disertakan : Tiada

JANGAN BUKA KERTAS SOALANINI SEHINGGA DIARAHKAN

(CLO yang tertera hanya sebagai rujukan)

SULIT



SECTION A: 45 MARKS**BAHAGIAN A: 45 MARKAH****INSTRUCTION:**

This section consists of **THIRTY (30)** objective questions. Mark your answers in the OMR form provided.

ARAHAN :

*Bahagian ini mengandungi **TIGA PULUH (30)** soalan objektif. Tandakan jawapan anda di dalam borang OMR yang disediakan.*

CLO1
C1

1. Identify the layer in the three-layer hierarchical network design which provides connections for hosts and end devices.

Kenalpasti lapisan dalam hierarki tiga-lapisan reka bentuk rangkaian yang menyediakan sambungan untuk "host" dan peranti akhir

- A. Core layer. / *Lapisan Teras.*
- B. Access Layer. / *Lapisan Akses.*
- C. Application layer. / *Lapisan Aplikasi.*
- D. Distribution layer. / *Lapisan Pengagihan.*

CLO1
C1

2. List the elements that contain an Enterprise Edge.

Senaraikan unsur yang terdapat di dalam Enterprise Edge.

- A. ISP, Frame Relay, PSTN.
ISP, 'Frame Relay', PSTN.
- B. Internet connectivity, Remote Access, VPN.
Sambungan Internet, Capaian Jarak Jauh, VPN.
- C. Building Access, Building Distribution, Campus Core.
Akses Bangunan, Pengagihan Bangunan, Kampus Teras.
- D. Enterprise branch, Enterprise Teleworker, Site Engineer.
Cawangan Enterprise, 'Teleworker' Enterprise, Jurutera Tapak.

- CLO1
C2 3. A company needs to redesign network at the Enterprise Edge area. Explain the elements that should be focused on the new design.

Sebuah syarikat perlu untuk mereka bentuk semula rangkaian di kawasan Enterprise Edge. Terangkan elemen-elemen yang perlu menjadi tumpuan untuk reka bentuk baru.

- A. Interconnection between smaller LANs.
Sambungtara antara LANs yang kecil.
- B. Direct connections to hosts and end devices.
Sambungan terus kepada 'host' dan peranti akhir.
- C. Interconnection between enterprise campus and remote locations.
Sambungtara antara kampus enterprise dan lokasi jauh.
- D. Server resources, reliable high speed connectivity and redundancy.
Sumber pelayan, sambungan kelajuan tinggi boleh dipercayai dan pertindihan.

- CLO1
C2 4. Explain how to prevent and recover failure quickly for core routers and switches.

Terangkan bagaimana untuk mencegah dan memulihkan kegagalan router teras dan suis dengan cepat.

- I. Dual Power supplies and fans.
Dua bekalan kuasa dan kipas.
- II. A modular chassis-based design.
Satu reka bentuk berdasarkan casis modular.
- III. Additional management modules.
Modul pengurusan tambahan.

- IV. Hot-swappable component.
Komponen 'Hot-swappable'.

- A. I and II
- B. I, II and III
- C. I, III and IV
- D. I, II, III and IV

- CLO1 5. Define the roles and responsibilities of Pre-Sales System Engineer.
C1

Tentukan peranan dan tanggungjawab Pre-Sales System Engineer.

- A. Evaluating the customer's current network.
Menilai rangkaian semasa pelanggan.
- B. Designing and supervising proof-of-concept.
Merancang dan menyelia 'proof-of-concept'.
- C. Planning and budgeting for sales and support project.
Perancangan dan belanjawan untuk jualan dan projek sokongan.
- D. Negotiating and maintaining sales or service contract.
Berunding dan mengekalkan jualan atau kontrak perkhidmatan.

- CLO1 6. Explain how a contractor reviews a project scope with a customer.
C2

Terangkan bagaimana kontraktor menyemak skop projek dengan pelanggan.

- A. The customer schedules the site visit.
Pelanggan menjadualkan lawatan tapak.
- B. The customer sends a copy of the RFP.
Pelanggan menghantar salinan RFP.
- C. The customer sends a copy of the RFQ.
Pelanggan menghantar salinan RFQ.
- D. The customer schedules an informational meeting.
Pelanggan menjadualkan mesyuarat bermaklumat.

CLO1
C2

7. Explain the first stage of the router boot up process.

Terangkan peringkat pertama proses 'boot up' router.

- A. Enter setup mode.

Masukkan mod persediaan.

- B. Locate and load the IOS software.

Letak dan muatkan perisian IOS.

- C. Perform the POST and load the bootstrap program.

Melaksanakan POST dan memuatkan program bootstrap.

- D. Locate and execute the startup configuration, or enter setup mode.

Letak dan laksanakan konfigurasi startup, atau masukkan mod persediaan.

CLO1
C3

8. Choose a CLI router command that can be used to gather information on the configuration system hardware, the software version, names and sources of configuration files and the boot images.

Pilih arahan CLI yang boleh digunakan untuk mengumpul maklumat perkakasan sistem konfigurasi, versi perisian, nama dan sumber fail konfigurasi dan imej 'boot'.

- A. show version

- B. show interfaces

- C. show running-config

- D. show cdp neighbors detail

CLO1
C3

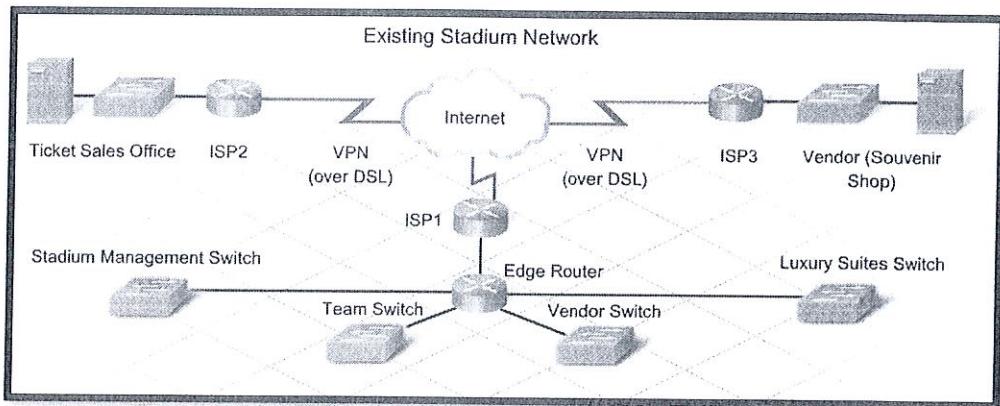
9. Choose a type of network diagram that can show existing addressing, rooting and network segmentation.

Pilih jenis gambarajah rangkaian yang boleh menunjukkan yang alamat sedia ada, laluan dan segmentasi rangkaian.

- A. Modular block diagram.
Gambarajah modular blok.
- B. Logical network diagram.
Gambarajah rangkaian logik.
- C. Physical network diagram.
Gambarajah rangkaian fizikal.
- D. Three-layer hierarchical network design.
Tiga –lapisan hierarki reka bentuk rangkaian.

CLO1
C4

10.

**Figure A1/ Rajah A1**

Refer to Figure A1. Analyze the weaknesses of an existing network.

Rujuk Rajah A1. Analisa kelemahan rangkaian yang sedia ada.

- I. No redundancy connectivity between edge router and switch.
Tiada sambungan lebihan antara 'edge router' dan 'switch'.
- II. No firewall installed at an edge router.
Tiada firewall dipasang di edge router.
- III. Too many ISP have been subscribed.
Terlalu banyak ISP telah dilanggan.
- IV. VPN has been used at Ticket Sales Office and Vendor (Souvenir Shop).
VPN telah digunakan di Pejabat Jualan Tiket dan Vendor (Souvenir Shop).

- A. I and II
- B. I, II and III
- C. I, III and IV
- D. I, II, III and IV

- | | |
|--|---|
| | <p>CLO1
C1</p> <p>11. Identify the clients-to-server farm applications.
<i>Kenalpasti aplikasi 'clients-to-server farm'.</i></p> <ul style="list-style-type: none">A. Microsoft Visio.B. Microsoft Studio.C. Microsoft Publisher.D. Microsoft Exchange. |
| | <p>CLO1
C2</p> <p>12. Explain the cause of hardware delays in the network design.
<i>Terangkan sebab kepada kelewatan perkakasan dalam reka bentuk rangkaian.</i></p> <ul style="list-style-type: none">A. Priority list protocol assignment.
<i>Keutamaan senarai tugasan protokol.</i>B. Type of queuing being implemented.
<i>Jenis barisan yang dilaksanakan.</i>C. Number of packet placed in each queue.
<i>Nombor paket yang diletakkan pada setiap barisan.</i>D. Processing time that a router takes to forward traffic.
<i>Masa proses yang diambil router untuk menghantar trafik.</i> |
| | <p>CLO1
C2</p> <p>13. Determine the consideration for the real time streaming application network design.
<i>Tentukan pertimbangan semasa mereka bentuk aplikasi dalam aliran masa sebenar.</i></p> <ul style="list-style-type: none">A. Minimize latency and jitter.
<i>Pengurangan kelewatan dan ketar.</i>B. Redundancy and security required.
<i>Pertindihan dan keselamatan diperlukan.</i>C. Additional operations required.
<i>Operasi tambahan diperlukan.</i>D. Centralization of file and mail servers in a secure location.
<i>Pemusatan fail dan mel pelayan di lokasi yang selamat.</i> |

CLO1
C4

14.

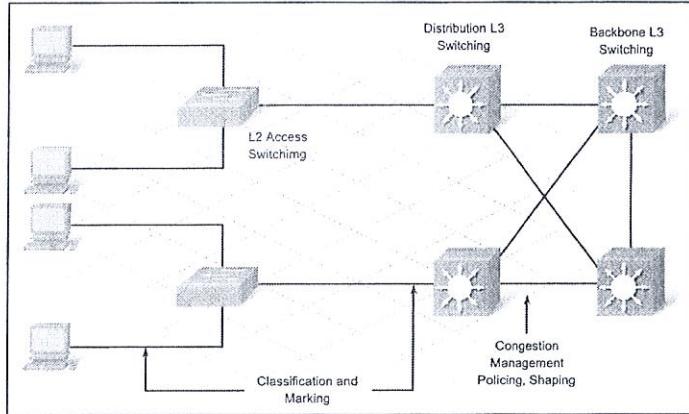


Figure A2 / Rajah A2

Refer to Figure A2, analyze where QoS can be implemented based on physical interface, IP addresses, logical port numbers, and QoS bits in the IP packet.

Rujuk kepada Rajah A2, analisa di mana QoS boleh dilaksanakan berdasarkan muka fizikal, alamat IP, nombor port logik, dan bit QoS dalam paket IP.

- A. Distribution L3 Switching only.
Hanya 'Distribution L3 Switching'.
- B. L2 Access Switching and Backbone L3 Switching.
'L2 Access Switching' dan 'Backbone L3 Switching'.
- C. L2 Access Switching and Distribution L3 Switching.
'L2 Access Switching' dan 'Distribution L3 Switching'.
- D. Distribution L3 Switching and Backbone L3 Switching.
'Distribution L3 Switching' dan 'Backbone L3 Switching'.

- CLO1 15. State the advantages of wireless technology.

C1 *Nyatakan kelebihan teknologi tanpa wayar.*

- A. Mobility and scalability.
Mobiliti dan berskala.
- B. Stability and reliability.
Kestabilan dan kebolehpercayaan.
- C. Security and manageability.
Keselamatan dan pengurusan.
- D. Availability and manageability.
Kebolehpercayaan dan pengurusan.

- CLO1 16. Identify the frequency (ies) adopted by IEEE 802.11 in Wifi network.

C1

Kenalpasti frekuensi yang digunakan oleh IEEE 802.11 di dalam rangkaian Wifi.

- I. 2.4 GHz
- II. 1.8 GHz
- III. 5 GHz
- IV. 54 GHz

- A. I only
- B. I and II
- C. I and III
- D. I, II and III

- CLO1 17. Determine the device that should be configured with password for authentication on the wireless network.

C2

Tentukan peranti yang perlu dibuat penetapan kata laluan untuk pengesahan dalam rangkaian tanpa wayar.

- A. Radius Server
- B. Switch
- C. Router
- D. Laptop

- CLO1
C2 18. Determine the design implementation that eliminates the need to create a single end-to-end VLAN for wireless roaming.

Tentukan perlaksanaan rekabentuk yang tidak perlu mewujudkan VLAN hujung-ke-hujung yang tunggal untuk perantauan tanpa wayar.

- A. Using a lightweight access point solution with wireless LAN controllers.
Menggunakan penyelesaian access point berkapasiti rendah dengan pengawal LAN tanpa wayar.
- B. Configuring each standalone access point with a different VLAN address.
Menetapkan access point kendiri dengan alamat VLAN yang berlainan.
- C. Putting all of the standalone access points in the same IP subnet.
Meletakkan kesemua access point kendiri dalam rangkaian kecil yang sama.
- D. Configuring all of the access points to use the same channel.
Menetapkan kesemua access point dalam saluran yang sama.

- CLO1
C3 19. “During a site survey, the network designer noticed that people were accessing the company’s wireless network from the parking lot.”

Choose the safety precaution that should be taken to stop the wireless signal from radiating out into the parking lot.

“Semasa lawatan tapak, pereka rangkaian mendapati orang ramai mengakses wireless syarikat daripada lot letak kereta.”

Pilih langkah keselamatan yang patut dilakukan bagi mengelakkan isyarat tanpa wayar daripada memancar sehingga ke ruang letak kereta.

- A. Move the wireless AP to a secure VLAN.
Pindahkan AP ke VLAN selamat.
- B. Decrease the power of the wireless signal to cover lesser coverage.
Rendahkan kuasa signal wireless agar meliputi kawasan yang lebih kecil.
- C. Change the channel on the wireless AP.
Tukar saluran wireless AP.
- D. Connect the wireless AP to a firewall.
Sambung AP ke firewall.

- | | |
|------------|--|
| CLO1
C4 | <p>20. “An office with the Wi-Fi network connection is using WEP encryption method as its access point security setting.”
Examine the impact to the network with the settings.</p> <p>“Satu pejabat yang mempunyai sambungan rangkaian tanpa wayar menggunakan kaedah WEP sebagai aturan enkripsi.”
<i>Tentuperiksa kesan yang terjadi kepada rangkaian dengan tetapan tersebut.</i></p> <ul style="list-style-type: none">A. Outsiders might be able to terminate its internet account.
<i>Orang luar boleh menghentikan akaun internet.</i>B. Hackers might be able to access staffs’ email account.
<i>Penggodam mungkin akses emel staf.</i>C. Outsiders might be able to crack the wireless password and use the internet for free.
<i>Orang luar mungkin pecahkan kata laluan wireless dan guna internet secara percuma.</i>D. The network device might become unstable.
<i>Peranti rangkaian mungkin menjadi tidak stabil.</i> |
| CLO3
C1 | <p>21. State the importance to create a test plan before beginning the process of building a prototype to test a network design.</p> <p><i>Nyatakan kepentingan mewujudkan pelan pengujian sebelum memulakan proses membangunkan suatu prototaip untuk menguji rekabentuk rangkaian.</i></p> <ul style="list-style-type: none">A. To ensure that the goals of the test are clear and measurable.
<i>Memastikan matlamat pengujian adalah jelas dan boleh diukur.</i>B. To record a baseline of network activity on the production network.
<i>Untuk merekod nilai rujukan aktiviti rangkaian pada penghasilan rangkaian.</i>C. To provide a step-by-step guide for implementation of the network design.
<i>Menyediakan panduan langkah-demi-langkah perlaksanaan rekabentuk rangkaian.</i>D. To ensure that network resources are adequate to support additional traffic generated by the test.
<i>Memastikan sumber rangkaian adalah mencukupi untuk menyokong trafik tambahan dihasilkan semasa pengujian.</i> |

- CLO3 22. Select a common way of load balancing traffic over redundant links.

Pilih kaedah biasa menetarakan bebanan trafik daripada laluan lebihan.

- A. EtherChannel.
EtherChannel.
- B. Spanning Tree Protocol.
Protokol Spanning Tree.
- C. Unequal cost routed links.
Halaan laluan berlainan kos.
- D. Separate ISP connections.
Sambungan ISP yang berasingan.

- CLO3 23. Identify the state of the backup link after the active link is disconnected.

Tentukan keadaan laluan lebihan tersebut selepas laluan aktif terputus.

- A. Blocking.
- B. Forwarding.
- C. Listening.
- D. Learning.

- CLO3
C2
24. A network designer wishes to add another server to the current network. Determine the risk tha the designer can avoid by implementing two servers.

Seorang pereka rangkaian berhasrat untuk menambah satu lagi pelayan ke rangkaian sedia ada. Tentukan risiko yang berupaya untuk dielakkan oleh pekerja tersebut dengan melaksanakan dua pelayan.

- A. Limited scalability.
Keupayaan terhad keskalaan.
- B. Large failure domain.
Kegagalan domain yang lebih besar.
- C. Possible bottleneck.
Kesesakan yang pasti.
- D. Single point of failure.
Titik tunggal kegagalan.

- CLO3
C2
25. Identify designers' decision which determines network functions that need to be included in the prototype test.

Kenalpasti keputusan pereka yang menentukan fungsi rangkaian yang perlu disertakan dalam prototype test.

- A. They select the functions that align with the business goals.
Pilih fungsi yang selari dengan bisnes.
- B. They select the functions that occur at the network core.
Pilih fungsi yang terdapat pada teras rangkaian.
- C. They select the functions that do not exist in the existing network.
Pilih fungsi yang tiada dalam rangkaian sedia ada.
- D. They select the functions from a list of generic network operations.
Pilih fungsi daripada senarai operasi umum rangkaian.

CLO3
C3

26.

“A new company will have several buildings and use the network for voice, video, and data. Two proposals have been made:

Proposal 1: Use a flat switched network design to connect all the buildings and a single router for Internet access.

Proposal 2: Use a hierarchical infrastructure with switches at the Access Layer and routers for data transport between buildings and Internet access.”

Figure A3 / Rajah A3

Refer to Figure A3. Based on the scenario given, determine the correct statement about the competing designs.

Rujuk Rajah A3. Berdasarkan senario yang diberikan, tentukan pernyataan yang tepat berkenaan rekabentuk tersebut.

- A. Proposal 1 meets all design goals.

Proposal 1 memenuhi matlamat rekabentuk.

- B. Proposal 2 meets all design goals.

Proposal 2 memenuhi matlamat rekabentuk.

- C. Proposal 2 is only adequate for data traffic.

Proposal 2 hanya cukup untuk trafik data.

- D. Proposal 1 works well for video, but not VoIP.

Proposal 1 berfungsi dengan baik untuk video, kecuali VoIP.

CLO3
C3

27.

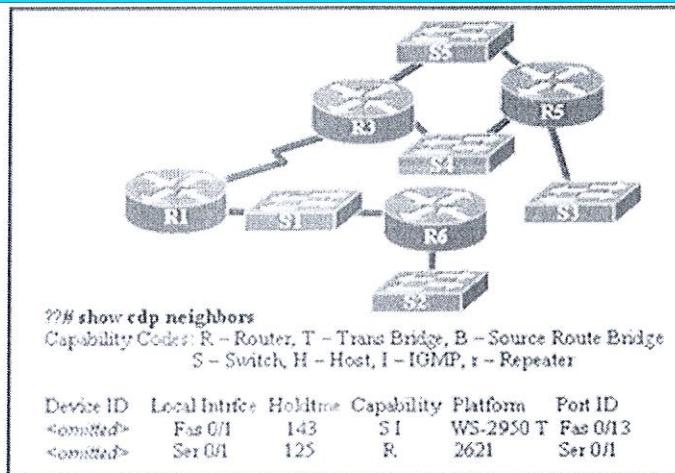


Figure A4 / Rajah A4

Refer to Figure A4. During prototype testing of the Cisco network shown, connectivity must be verified. Assuming all connections are working and CDP is enabled on all devices and interfaces, relate the device on which the command is issued.

Rujuk Rajah A4. Semasa test prototaip network yang ditunjuk, sambungan mesti disahkan. Dengan anggapan semua sambungan berfungsi dan CDP diaktifkan di semua peranti dan interface, kaitkan pilihan peranti yang telah diletakkan arahan tersebut.

- A. R1
- B. S1
- C. R3
- D. S2

CLO3
C4

28.

```

Singapore# sh int S0/0/0
Serial0/0/0 is up, line protocol is down
Hardware is PowerQUICC Serial
Internet Address is 192.168.192.4/24
MTU 1500 bytes, BW 128 Kbit, DLY 20000 usec,
    reliability 255/255, txload 1/255, rxload 1/255
    Encapsulation FRAME-RELAY, loopback not set
    Keepalive set (10 sec)
    LMI enq sent 43, LMI stat recv 0, LMI upd recv 0, DTE LMI down
    LMI eng recv 0, LMI stat sent 0, LMI upd sent 0
    LMI DLCI 0 LMI type is ANSI ANNEX D framerelay DTE
    Broadcast queue 0/64, broadcasts sent/dropped 12/0, interface broadcast 8
    Last input 00:00:01, output hang never
    Last clearing of "show interface" counters 00:07:13
<output text omitted>

```

Figure A5/ Rajah A5

Refer to Figure A5. When troubleshooting a Frame Relay connection, an administrator entered the **show interfaces s0/0/0** command and received the output as shown. Analyze **TWO** probable reasons for this problem.

*Rujuk pada Rajah A5. Apabila melakukan pemberian pada sambungan Frame Relay, seorang pentadbir memasukkan arahan **show interfaces s0/0/0** dan mendapat paparan berikut. Analisa **DUA** kemungkinan pada masalah tersebut.*

- I. The cable between the CSU/DSU and the router is disconnected.
Kabel di antara CSU/ DSU dan router telah ditanggalkan.
 - II. The serial 0/0/0 interface is shutdown.
Antaramuka Serial 0/0/0 telah ditutup.
 - III. The router is not configured for the same Frame Relay PVC as the switch.
Router tersebut tidak dikonfigurasi dengan Frame Relay PVC yang sama dengan switch.
 - IV. The LMI type on the Frame Relay switch is NOT ANSI.
Jenis LMI pada switch Frame Relay BUKAN ANSI.
- A. I only.
 - B. I and II.
 - C. II and III.
 - D. III and IV.

- CLO3
C1 29. State the section of the network proposal that appears in the beginning and covers benefits to the customer and summarizes the prioritized goals and project scope.

Nyatakan seksyen pada cadangan rangkaian yang wujud pada bahagian permulaan dan menguntungkan pelanggan, dan merumuskan keutamaan pencapaian dan skop projek.

- A. Network requirements and current network environment.
Keperluan rangkaian dan keadaan semasa rangkaian.
- B. Physical and logical design.
Rekabentuk fizikal dan logical.
- C. Cost proposal.
Cadangan kos.
- D. Executive summary.
Rumusan eksekutif.

- CLO3
C2 30. An upgraded version of the Cisco IOS has been purchased. However, the CD arrived damaged. Determine the solution to cover the loss.

Versi naiktaraf IOS Cisco telah dibeli. Bagaimanapun, CD yang sampai didapati rosak. Tentukan cara penyelesaian yang boleh menampung keadaan ini.

- A. A hardware warranty.
Waranti perkakasan.
- B. A software warranty.
Waranti aplikasi.
- C. The Cisco SMARTnet Service.
Perkhidmatan Cisco SMARTnet.
- D. An additional service contract.
Tambahan kontrak perkhidmatan.

SECTION B : 55 MARKS
BAHAGIAN B : 55 MARKAH**INSTRUCTION:**

This section consists of **TWO (2)** structured questions. Answer **ALL** questions.

ARAHAN:

*Bahagian ini mengandungi **DUA (2)** soalan berstruktur. Jawab semua soalan.*

QUESTION 1**SOALAN 1**

- | | | |
|------------|---|-------------------------|
| CLO1
C1 | (a) List FOUR (4) fundamentals of network design goals.
<i>Senaraikan EMPAT (4) matlamat asas rekabentuk rangkaian.</i> | [4 marks]
[4 markah] |
| CLO1
C2 | (b) Describe THREE (3) practices that can increase the security level of WLAN.
<i>Huraikan TIGA (3) amalan yang boleh meningkatkan tahap keselamatan WLAN.</i> | [3 marks]
[3 markah] |
| CLO1
C1 | (c) List THREE (3) items that should be included in RFP.
<i>Senaraikan TIGA (3) perkara yang perlu ada dalam RFP.</i> | [3 marks]
[3 markah] |
| CLO1
C2 | (d) Describe FIVE (5) responsibilities of an Account Manager.
<i>Huraikan LIMA (5) tanggungjawab Pengurus Akaun.</i> | [5 marks]
[5 markah] |

- CLO1 (e) Show **THREE (3)** commands to collect information about switches in the network.

*Tunjukkan **TIGA (3)** arahan untuk mengumpul maklumat mengenai switch di dalam rangkaian.*

[3 marks]

[3 markah]

- CLO1 (f) Answer the following questions:

Jawab soalan-soalan berikut:

- i. Describe the Quality Of Service (QoS) in the network.

Huraikan berkenaan Kualiti Perkhidmatan (QoS) di dalam rangkaian.

[2 marks]

[2 markah]

- ii. Identify **TWO (2)** criteria of how a user sees the quality of service.

*Kenalpasti **DUA (2)** kriteria bagaimana pengguna melihat kualiti perkhidmatan.*

[2 marks]

[2 markah]

- CLO1 (g) Relate the benefits of Top-Down Approach of design in sustaining a high performance network.

Kaitkan kebaikan pendekatan rekabentuk Atas-Bawah untuk mengekalkan rangkaian berprestasi tinggi.

[3 marks]

[3 markah]

QUESTION 2**SOALAN 2**

- CLO1 C1 (a) Identify **FOUR (4)** components of WLANs:
*Kenalpasti **EMPAT (4)** komponen bagi WLANs.*
- [4 marks]
[4 markah]
- CLO1 C2 (b) Determine **TWO (2)** differences between Ad hoc Mode and Infrastructure Mode in WLANs.
*Tentukan **DUA(2)** perbezaan di antara mod Ad-Hoc dan Infrastruktur di dalam WLANs.*
- [4 marks]
[4 markah]
- CLO1 C3 (c) Draw a control frames' field with the appropriate label.
Lukis medan bingkai kawalan dengan label yang sesuai.
- [3 marks]
[3 markah]
- CLO3 C1 (d) List **THREE (3)** considerations for a network designer to create a test plan.
*Senaraikan **TIGA (3)** perkara yang perlu dipertimbangkan oleh perekabentuk rangkaian untuk menghasilkan rancangan ujian.*
- [5 marks]
[5 markah]

CLO3 C2	<p>(e) Identify TWO (2) tools used to provide the following network information: <i>Kenalpasti DUA (2) alat yang digunakan untuk mendapatkan maklumat rangkaian yang berikut:</i></p> <ul style="list-style-type: none"> i. Network traffic ii. Bandwidth information iii. Reachability and end-to-end connectivity
	[6 marks] [6 markah]
CLO3 C3	<p>(f) Create a table of content that provides a structured and easy to read test plan. <i>Bina jadual isi kandungan untuk menyediakan rancangan ujian yang berstruktur dan mudah dibaca.,</i></p>
	[4 marks] [4 markah]
CLO3 C4	<p>(g) “A customer has received standard warranty for all his current network hardware and software. However, the warranties are limited to the replacement of the defective product and do not include technical or on-site support.”</p> <p>“Seorang pelanggan telah menerima jaminan standard untuk semua perkakasan dan perisian rangkaian sedia adanya. Walau bagaimanapun, jaminan tersebut terhad hanya dalam mengganti produk yang rosak dan tidak memberi bantuan sokongan teknikal atau secara atas talian.”</p>

Recommend the best alternative with its advantages to the customer.

Cadangkan pilihan alternatif yang lebih baik beserta kelebihannya kepada pelanggan tersebut

[4 marks]
[4 markah]

SOALAN TAMAT

