

Maintain equipment and software in working order

ICAS3115B



Ref No: DDICAS15B

Elements of Competency

Determine and undertake required equipment maintenance

- 1.1 Examine and review specified *equipment* and *maintenance* procedures, in order to determine those procedures that can be handled internally
- 1.2 Organise and undertake internal *maintenance*, as specified in the *maintenance* procedures
- 1.3 Report problems promptly to *appropriate person*

Diagnose and repair faults

- 2.1 Assess an existing problem situation and identify the main problem area
- 2.2 Test the suspected faulty *equipment* or *software* for possible failures or performance degradation, utilising available technology
- 2.3 Organise and analyse the test results
- 2.4 Review and analyse historical fault data for information of relevance to existing faults
- 2.5 Develop plans, with prioritised tasks and contingency arrangements, for the repair or replacement of faulty *equipment* or *software*, with minimum disruption to *client*
- 2.6 Liaise with *appropriate person* to obtain approval for the plans
- 2.7 Obtain necessary components and repair the *equipment* or *software* in a timely, organised manner, following *OH&S standards*

Update documentation and make recommendations for future maintenance

- 3.1 Record *maintenance* and fault data and equipment modifications, in accordance with organisational standards
- 3.2 Identify and report instances where preventative measures are needed
- 3.3 Review and update maintenance and fault data and report outcomes periodically to *appropriate person*

Number of Pages

130

Audience

This manual is aimed at people who are studying the Certificate III in Information & Communications Technology ICA30105. It covers the support unit of ICAS3115B Maintain equipment and software in working order. This manual is a learning resource and is not an assessment tool.

Prerequisites

Nil

Course Length

In a training environment this manual is suitable for approximately 20 hours.

Course Structure

This course contains instructor lead exercises as well as examples completed at the students' own pace.

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Computer Networks

Network Hardware
Personal Computer (PC)
Network Hardware
Network Software
Computer Operating Systems
Operating System Types
Application Software
Maintenance Software

Network Maintenance

Hardware Faults
Hard Disk Drives
Damage to Monitors
Keyboards & Mouse
Printers
Preventative Hardware Maintenance
Maintenance Procedures
Cleaning
Servicing
System Protection Devices
Storage Checks
Software Faults
Viruses and Intrusions
Corruption
System Degradation
Preventative Software Maintenance
Maintenance Procedures
Anti-Virus Software
Software Diagnostics
Disk Defrag
Check Disk
Software Updates
System Performance Checks
System Back-up
Running a Backup
Maintenance Schedules
System Maintenance Log

Fault Diagnosis

Hardware Malfunctions
Replacement Diagnosis
Testing Hardware
Software Malfunctions
Replacement Diagnosis
Fault Reports
Resolution Plan

Hardware Replacement

Sourcing Hardware
Pre Installation
OH&S Guidelines
Lighting
Ventilation
Ergonomic Setup
Installation and Movement
Uninstalling Previous Hardware
Installation
Reducing the Risk of Damage
Installation Steps
Plug and Play (PnP)
Non Plug and Play

Software Upgrades

Sourcing Software
Software Program Upgrade
Upgrade to Microsoft Office 2007
Software Upgrades and Patches
Installing Software Patches
Testing Software
Resolution Report