

Run Standard Diagnostic Tests

ICAT3025B



Ref No: DDICAT25B

Elements of Competency

Operate system diagnostics

- 1.1 Run the system diagnostic program according to specification
- 1.2 Modify the system configuration as indicated by the diagnostic program
- 1.3 Carry out *preventative maintenance* in line with *organisational guidelines*

Scan system for viruses

- 2.1 Scan the system to check and maintain virus protection
- 2.2 Report identified viruses to an *appropriate person*
- 2.3 Remove virus infections found by the scan using *software* tools and/or procedures or by restoring back-ups
- 2.4 Document relevant symptom and removal information

Number of Pages

64

Audience

This manual is aimed at people who are studying the Certificate III in Information & Communications Technology ICA30105. It covers the core unit of ICAD3218B Create User Documentation (Word 2007). This manual is a learning resource and is not an assessment tool. An Assessment Tool & Marking Guide is available for this manual separately.

Prerequisites & Corequisites

- A sound Introductory knowledge of Microsoft Window XP or Vista operating systems is necessary
- *ICAS3234 Care for Computer Hardware*

Course Length

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

Course Structure

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

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Workplace System Protection

Diagnostic Tools

Hardware Checks

System Performance Checks

Windows Task Manager

Other Diagnostic Software

Post Diagnostic Configuration

Preventative Maintenance

Hard Drive Optimisation

Check Disk

Disk Cleanup

Data Backup

Backup Policy

Hardware Maintenance

Cleaning

Servicing

Virus Protection

Types of Computer Virus:

Anti Virus Software

Firewalls

Virus Prevention

Virus Management

Restoring Damaged Files from Backup

Recording Virus Details

Monthly Maintenance

System Maintenance Log