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| **COMPUTER SYSTEM OPERATION** | | | | |
| **Competency Unit (CU) : COMPUTER SYSTEM MAINTENANCE** | **Code : IT-020-3:2013-C02** | | | |
| **Work Activity 1: Identify computer maintenance requirements** | **Duration :** 5 Hours | | | |
| **Learning Objectives**  At the end of learning session the apprentice will be able to:   * 1. Describe types of computer maintenance      1. Preventive      2. Corrective   2. Describe information on previous maintenance report:      1. Fault history      2. Corrective history      3. User history   3. Identify maintenance tools      1. Cutter Pliers      2. Crimping tools      3. Screw driver      4. Vacuum cleaner      5. Thermal paste      6. Dust blower      7. etc | | | | |
| **Work Activity 2 : Carry out computer preventive maintenance** | | | **Duration : 14** Hours | |
| **Learning Objectives**  At the end of learning session the apprentice will be able to:   * 1. Describe task for computer preventive maintenance      1. Workplace and workstation area check-up:         1. Cable management         2. Cleanliness         3. Temperature and humidity         4. Connectivity contact         5. Power stability      2. Define computer firmware and hardware maintenance         1. BIOS         2. Hardware operational status            1. UPS            2. Fan            3. Optical drive            4. Input and output devices            5. Battery for desktop and laptop            6. External hard disk      3. Define software patches installation and up-dating         1. Operating system patch update         2. Application update         3. Device driver update         4. BIOS update      4. Define computer storage device maintenance         1. Disk space utilisation status         2. Disk check up         3. Disk defragmentation         4. Disk clean up         5. Error check up      5. Explain computer security checking and updating         1. Antivirus pattern up date         2. Threat scanning and eliminating         3. Firewall configuration check-up         4. Internet configuration check-up      * + 1. Define types of computer data backup        1. User data backup (documents)        2. Email data        3. etc     2. Explain computer performance optimisation evaluation        1. Advance system care | | | | |
| **Work Activity 3 : Perform computer corrective maintenance** | | **Duration : 14** Hours | | |
| **Learning Objectives**  At the end of learning session the apprentice will be able to:   * 1. Understand previous maintenance report analysis      1. Previous maintenance activities      2. Fault history      3. Corrective history      4. User history   2. Define types of warning alarm, such as:      1. Long beep      2. Short beep   3. Explain types of Power On Self Test (POST) messages, such as      1. Keyboard not connected      2. BIOS date      3. Memory module incorrect configuration      4. Processor bus speed error      5. etc   4. Explain back up data retrieval      1. Data retrieval procedure      2. Data back up   5. Explain types of corrective action      1. Interruptive action:         1. Hardware- repair & replace faulty parts         2. Software- reformat/reinstall      2. Non-interruptive action         1. Software configuration restore      * 1. List types of restore:      1. Software restore      2. Application restoration      3. Data restore      4. Configuration restore      5. etc   2. Define computer system restoration:      1. Types of software      2. Types of data      3. Restoration method   3. Define computer system costing      1. Computer part cost      2. Service/ labour cost   4. Describe computer part disposal procedure according to company policy. | | | | |
| **Work Activity 4 : Prepare computer maintenance report** | | | **Duration : 3** Hours | |
| **Learning Objectives**  At the end of learning session the apprentice will be able to:   * 1. Describe computer maintenance documentation      1. Maintenance checklist      2. Maintenance record      3. Record management procedure         1. Data compilation         2. Filing   2. Describe computer maintenance reporting procedure   4.2.1 Refer to computer maintenance documentation | | | | |
| **TOTAL** | | | | **36 Hours** |