Cambria Creatives

Job Sheet and Test Plan

Cambria Creatives - Job booking sheet	**Job Number**	1234

Company Name	Cambria Creatives				
Contact	J Kenyon				
Job Description	Intalling more USB ports, new RAM stick, a new battery aswell as a drawing tablet				
User Platform	Dell Optiplex 3090				
Additional Information	• PC won't boot and the system won't keep time • Needs a cost effective upgrade to speed up the system • Upgrade is needed to speed up data transfer from USB 3.0 external hard drives • Asked to install a graphics tablet				
TO BE COMPLETED BY TECHNICIAN		**Name**	Jake Kenyon		
Computer Identification Number	9DY86Y7				
Faults found	The system doesnt boot and doesnt hold system time due to a dead battery and the system runs very slow due to outdated RAM.				
Fix applied	Replaced internal battery which fixed the clock not keeping time when the computer is off				
Hardware installed internally	An additional stick of RAM A PCIe USB 3.0 Card A CMOS Battery				
Hardware installed externally	A Graphics tablet				
System Tested (Please attach details of test)	See the attached test plan below				
Comments (record any observations, problems and resolution)	Some dust inside the computer.				
Date	12/05/2025	**Time Started**	11:10	**Time Finished**	11:25
Technician Signature	JK				

Completed Test Plan (some details have been copied from the previous task)

Name of Technician:	**Jake Kenyon**	**Computer ID**	9DY86Y7	**Date**	**12/05/25**
Brief description of work to be carried out	● I will be installing a new USB PCIe card ● I will upgrade the RAM ● I need to fix the boot-up issue and the system time issue ● I will be installing a graphics tablet				

Test No.	**What is being tested**	**How it is being tested**	**Expected Result**	**Actual Result**	**Comments**
1	Test that the newly installed USB 3.0 PCI Express Card is working correctly.	1. Once the card is installed and the drivers are set up, I will check the Device Manager to ensure the card and its USB 3.0 ports are correctly recognised by the system. 2. I will test the connected devices for functionality such as file transfers, reading/writing from an external USB drive, and checking for any disconnections or errors.	Port Recognition: The system should correctly recognise the USB 3.0 PCI Express card and show it as an active device in Device Manager under "Universal Serial Bus controllers". USB Functionality: The connected devices should be fully functional, with no disconnections or errors during file transfers. The file transfer should	The computer recognised the new USB 3.0 Express Card automatically and everything is working as it should be.	Tested the new ports with a USB Drive and it is working correctly.

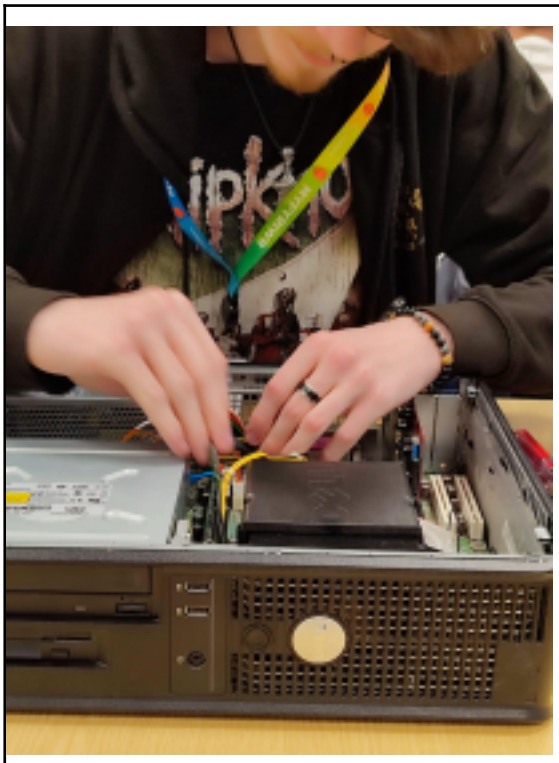
			complete without interruptions.		
2	I'm testing the newly installed RAM stick and its impact on system performance, specifically its ability to improve multitasking and ensure the system recognises and uses the additional memory correctly.	1. After installing the RAM, I will boot up the system and check the BIOS to ensure that the new RAM is detected and recognised by the system. 2. Multitasking Test: I will open multiple programs (such as a web browser, word processor, and any additional applications) simultaneously to check how well the system performs under multitasking conditions. I will monitor system performance and responsiveness to ensure there is a	RAM Recognition: The system should recognise the new RAM stick in BIOS, and the total available RAM should increase as expected. System Performance: The system should perform better during multitasking, with less delay and fewer slowdowns when switching between applications. The system should be able to handle multiple applications open at once without a noticeable performance slowdown.	The system recognised the new RAM stick when I looked in the BIOS. The system is running much quicker as a result. Opening a few programs at the same time confirms this.	Adding even more RAM at a future date would make this PC run even faster.

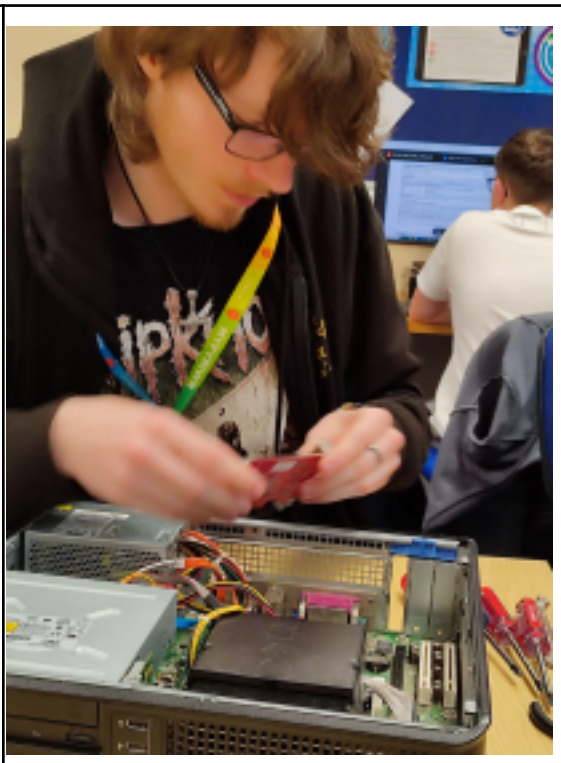
		noticeable improvement in speed and smoothness when switching between programs.			
3	Test the newly installed CMOS battery, specifically ensuring that the system clock retains the correct time even when the computer is powered off or unplugged.	Time Retention Test: After installing the new CMOS battery, I will power off the system and unplug it. I will leave the system off for a while to ensure the time is reset without a working battery. Upon powering the system back on, I will check the system time in the BIOS and the operating system to see if it keeps the correct time.	Time Retention: After shutting down and unplugging the system, the system should retain the correct time and date in the BIOS and the operating system.	The system keeps time now after replacing the battery and setting the correct time.	The CMOS battery was dead which caused the problem. Replacing this has fixed the problem.
4	I'm testing the functionality of the WACOM One	1. Connectivity Test:	The WACOM One CTL-472-N tablet should be properly	The PC recognised the new graphics tablet immediately. The stylus works correctly and can be	This should make using the PC for graphics-related work much easier.

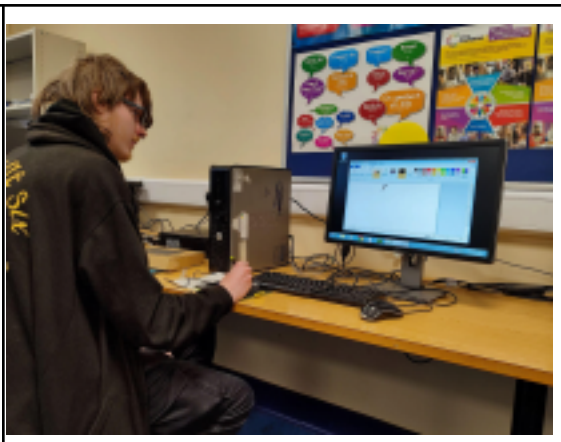
	CTL-472-N graphics tablet, including drawing capabilities and overall integration with the computer system.	I will connect the graphics tablet to the computer via USB and ensure that it is properly recognized by the operating system. I will then verify that the appropriate drivers are installed (either automatically or from the supplied CD/website). 2. Drawing Test: Using software such as Paint, I will use the stylus to draw on the tablet and check the tablet's response. I will test for responsiveness and accuracy in the drawing software to make sure that it functions as expected.	recognised by the operating system and function seamlessly with the drawing software. Pressure sensitivity and stylus responsiveness should be smooth and precise when drawing. The tablet should not experience any lag or failure to register strokes within the software.	used with programs such as Paint and Photoshop.	

WITNESS STATEMENT

Learner name:	Jake Kenyon
Qualification:	BTEC Level 2 First Diploma in Information and Creative Technology
Unit number & title:	U14: Installing and Maintaining Computer Hardware
Description of activities undertaken (please be as specific as possible)	
The student has performed a hardware installation on a desktop PC to repair hardware faults and has also installed a new piece of external hardware	
Supporting evidence of activity (eg. Photograph/screenshot) if applicable	





Student has shown evidence of the following:	**✓ Tick if applicable**
Install and maintain hardware in a technology system that includes the: ● repair of at least two different internal hardware component faults ● upgrade of at least two different internal hardware components ● installation of at least one additional external hardware device (2C.P4)	✓
Test the modified technology system for functionality against the purpose and repair any faults as necessary. (2C.P5)	✓
Explain how the modified technology system is suitable for the intended purpose and original requirements (2C.P6)	✓
Other supporting evidence of activity	

Jake first removed the side panel of the desktop and fitted a USB 3.0 PCI Express card into the motherboard. He then removed the CMOS battery, checked it with a multimeter, and confirmed it was no longer functioning before fitting a new one. After identifying the installed RAM as outdated, Jake then upgraded it with a compatible DDR module. Jake then safely moved the desktop to the workstation and safely reconnected all of the necessary wires and cables. With the system powered on, Jake connected the Wacom-branded graphics tablet and demonstrated it in use within Paint. He provided a verbal evaluation of the improvements, noting how the changes meant that the PC could now use more demanding applications and also how the graphics tablet was suitable for creative work and a better option than just using the mouse.

Assessment criteria (for which the activity provides evidence)				
2C.P4 - Install and maintain hardware in a technology system that includes the: - repair of at least two different internal hardware component faults - upgrade of at least two different internal hardware components - installation of at least one additional external hardware device 2C.P5 - Test the modified technology system for functionality against the purpose and repair any faults as necessary. 2C.P6 - Explain how the modified technology system is suitable for the intended purpose and original requirements.				
Witness name:	Marc Casson	**Job role:**	Lecturer	
Witness signature:	M Casson		**Date:**	12/05/2025
Learner name:	Jake Kenyon			
Learner signature:	Jake Kenyon 22126576@cambria.ac.uk		**Date:**	12/05/2025