Impact of Different Faults on an Organisation

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# Fault Number 1:

The education department has requested the replacement of a brand new HP Colour LaserJet Printer. The printer is boxed and available from the support room. It needs to be connected to a dedicated computer running Windows 7 Professional. They’re wanting it so that they’re able to print out leaflets for a conference.

## Diagnosis: (What is the issue)

Read through the request and diagnose exactly what needs to be done.  
The issue here is that a new printer needs to be installed.  
The printer needs to be collected from the support room.  
It needs Microsoft Windows 7 as the operating system.  
A dedicated computer is required for it to function correctly.  
It needs to be done before the deadline of a conference.

## Repair: (How would I repair it or complete the issue/request)

No repair needs to be conducted however the client is going to need to have a complete dedicated computer built/setup for the new printer. This new dedicated computer will need all the basic peripherals, screen, keyboard and mouse. Also a new install of the windows 7 operating system.

All the above mentioned things are going to require a technician to go out to the education department to do the job physically.

## Handover: (Process in which I hand control back to the customer)

The customer may have to be trained on how to use the new operating system and printer.  
They may also need training on how to use the new dedicated computer system.

## Acceptance Process: (Is the client happy and do they accept that the issue is resolved)

An invoice will be made for the costumer that will outline all work that is to be done as listed above. If the client is happy that the work has been conducted and they’re happy with the results, they’ll be requested to sign the agreement to say they are happy that all work has been completed to the standard they desired.

## Unresolved Faults: (Are there any unresolved faults at play still)

Any faults that occur with the system as a result of any of the work the technician has done will result in the technical support team being liable to fix it. Any issues that arise from customer fault will go through the normal fault report system.

## Impact on Service: (What are the impacts on the business both before and after the issue is resolved)

The impact on the business for this type of service is going to be negligible as-long as the technicians get the job done on time. If the job takes longer than expected the customer may not have the service available to them for when the conference takes place. Technicians will be coming in and out of the education department for the length of time it takes to install the required hardware and software.

# Fault Number 2:

Mr J Duval PC work with the Financial Dept. on customer council taxes. He reports, that when he starts his P.C an error message “NTldr is missing” displays. The other computers in the department are fine and one of the members of staff is off sick.

## Diagnosis: (What is the issue)

Check what the NTLDR is Missing Error refers to and the cause. Information regarding the error will most likely be found online however other mediums such as books/technical support guides and other technicians that have dealt with the issue before could also be referred to.  
In this case I used the internet to find out that “NTLDR is missing” means that the computer is setup to boot from a non-bootable source. This could be because the device hasn’t been setup correctly however seeing as how Mr J Duval has used the P.C before now fine, it is much more likely that the hard drive has died and become unreadable.

## Repair: (How would I repair it or complete the issue/request)

Repairing this issue now we know the cause is simple, we need to replace the hard drive and reinstall the operating system back upon it.   
After that has been done the technician (with the permission of the client) would try retrieve as much data as is possible from dead hard drive and back it back up onto the new one.

This issue is going to have to be resolved physically, as such a technician will have to go out to the financial dept.

## Handover: (Process in which I hand control back to the customer)

Upon completion of this task, the technician will go over what data has been saved (if any) and how to access it. If no data has been saved from the dead hard drive then this is when the technician would inform the client.

## Acceptance Process: (Is the client happy and do they accept that the issue is resolved)

An invoice will be made for the costumer that will outline all work that is to be done as listed above. If the client is happy that the work has been conducted and they’re happy with the results, they’ll be requested to sign the agreement to say they are happy that all work has been completed to the standard they desired.

## Unresolved Faults: (Are there any unresolved faults at play still)

Any faults that occur with the system as a result of any of the work the technician has done will result in the technical support team being liable to fix it. Any issues that arise from customer fault will go through the normal fault report system.

## Impact on Service: (What are the impacts on the business both before and after the issue is resolved)

The main impact on service here is going to be the possible loss of financial records and information from the dead hard drive. This could result in a loss of income for the company while they wait for the computer to be fixed too.

# Fault Number 3:

A member of staff from the library has found that her computer will simply not turn on.

## Diagnosis: (What is the issue)

Here we have very little information so I would first request further information regarding what she has done to try turn the computer on. I would also ask a set of baseline questions such as is the plug on the wall working when you plug something else into it. Is there any noise at all from the computer when she tries to power it on?

## Repair: (How would I repair it or complete the issue/request)

I would do repairs based on the responses to the questions above. There is far too little information from the reported fault to set out a repair plan for this issue. If no further information can be given regarding the problem then I would run technical tests on all the main components that could be effecting the computer’s ability to power on. These may include but are not limited to; power supply; CPU; Memory; Motherboard and electrical outlet.

## Handover: (Process in which I hand control back to the customer)

I would only hand control back to the client once the issue had been resolved. If the issue continue to go unresolved see below. If the issue continues to go unresolved and the client agrees to the purchasing of new hardware then that will be installed before control is handled back to the client. All dead hardware will be handed back to the clients unless they request the technician to dispose of it.

## Acceptance Process: (Is the client happy and do they accept that the issue is resolved)

An invoice will be made for the costumer that will outline all work that is to be done as listed above. If the client is happy that the work has been conducted and they’re happy with the results, they’ll be requested to sign the agreement to say they are happy that all work has been completed to the standard they desired.

## Unresolved Faults: (Are there any unresolved faults at play still)

If the fault continues to be unresolved then further communication with the client would be needed to discuss the possibility of replacing the effected hardware. If the SLA that the support staff will have with the client allows for the purchasing of new hardware then new hardware will be purchased dependant on what hardware is at fault.

## Impact on Service: (What are the impacts on the business both before and after the issue is resolved)

The primary impact in this scenario is going to be the time it takes to resolve the issue. As stated above, there is very little information to go on which is going to result in the repair taking longer than normal. This will result in the library possibly not be able to be used for a longer period of time.

# Fault Number 4:

Mr J Smith is the head of social services in the central building and he reports to the help desk that his P.C keeps shutting down. He has monitored the situation and finds that is he leaves his P.C off for a while, it will stay on for longer but then still shuts down. He works in an office on his own.

## Diagnosis: (What is the issue)

The main issue here is that the computer shuts down after a short to medium period of time.  
The two possible causes could be heat or power supply.  
To diagnose this I would ask Mr J Smith if he saw any error codes or blue/red screens before it shut down when he was monitoring the issue. If no errors where seen then I would ask him how long it took between starting the computer up and it shutting down.  
I would also ask, was it a normal shut down or did it simply just turn off.

## Repair: (How would I repair it or complete the issue/request)

If the fault was because the computer was producing too much heat then I would send out a technician to install better cooling to the machine or possibly edit the clock speed of the computer to help keep it cooler. I may also asked the client to move it into a cooler position if possible.  
If the power supply is to blame then I would send out a technician to replace the power supply.

Each of the two options require me to send out a technician.

## Handover: (Process in which I hand control back to the customer)

The handover process for the fault would simply take place once the machine had been tested for 24 hours to ensure that the fault has been dealt with, this is because the fault was reported to not be based on a set time, and sometimes it would take longer than others to shut down. A full 24hour test of the machine will help to ensure the problem is fixed and that the P.C is in a good enough condition to hand back to the client.

## Acceptance Process: (Is the client happy and do they accept that the issue is resolved)

An invoice will be made for the costumer that will outline all work that is to be done as listed above. If the client is happy that the work has been conducted and they’re happy with the results, they’ll be requested to sign the agreement to say they are happy that all work has been completed to the standard they desired.

## Unresolved Faults: (Are there any unresolved faults at play still)

Any faults that occur with the system as a result of any of the work the technician has done will result in the technical support team being liable to fix it. Any issues that arise from customer fault will go through the normal fault report system.

## Impact on Service: (What are the impacts on the business both before and after the issue is resolved)

The client would go without a P.C while the fault is being repaired.  
Mr J Smith may be unable to do his job in the meantime.  
Because Mr J Smith is the head of the department, it may mean work slows down for the whole department until the problem is resolved.

# Fault Number 5:

Ms T Moffat works in one of the social services offices in a library. She is experiencing some abnormal problems that seem to be intermittent. She first reports that her Windows 2000 P.C keeps freezing and she is told to reboot the machine. The system then works fine for a while but then still freezes. She also has reported on another occasion that she keeps getting errors labelled as CRC or “Cyclic Redundancy Error” and some of her data files are missing, unreadable or corrupted and it takes “forever” or it is impossible to access certain files or folders.

## Diagnosis: (What is the issue)

I would first check what CRC and cyclic redundancy error refers to. Information regarding the error will most likely be found online however other mediums such as books/technical support guides and other technicians that have dealt with the issue before could also be referred to. For this fault I googled “CRC error” and found it was a fault caused by the corruption of data on the hard drive. Based on the information given by the client, it would appear that the corruption is now quite large.

## Repair: (How would I repair it or complete the issue/request)

I would first go through the process of using Microsoft’s own tools known as the HDD Error Checking tool to see if it could locate and fix the corruptions upon the hard drive. If that fails I would have to resort to backing up all data on the hard drive and then installing a new hard drive into the machine. I would then install all applications and data that used to exists on the old hard drive. I would ensure that all applications are installed as new as to help prevent any damage to the new hard drive as a result of re-adding the old information from the old corrupted hard drive.

## Handover: (Process in which I hand control back to the customer)

Before I hand over control of the system back to the client I would ensure that the client checks to make sure I have installed all the application such as word 2000 onto the new hard drive. I would also go through and show the client how to access the data that was backed up from the old hard drive.

## Acceptance Process: (Is the client happy and do they accept that the issue is resolved)

An invoice will be made for the costumer that will outline all work that is to be done as listed above. If the client is happy that the work has been conducted and they’re happy with the results, they’ll be requested to sign the agreement to say they are happy that all work has been completed to the standard they desired.

## Unresolved Faults: (Are there any unresolved faults at play still)

Any faults that occur with the system as a result of any of the work the technician has done will result in the technical support team being liable to fix it. Any issues that arise from customer fault will go through the normal fault report system.

## Impact on Service: (What are the impacts on the business both before and after the issue is resolved)

The primary impact here is going to be both the loss of service while the issue is fixed and the possibility of losing information. This may result in a loss of service for longer than the machine is out of service as they’d also have to recollect and relevant lost data/information.

# Fault Number 6:

Mr G Holmes who works in the central building reports that he keeps getting an error that he has run out of storage space. He is working late out of working hours and needs to email a report to a colleague for the morning. He is unable to save the report and is in a real state about it.

## Diagnosis: (What is the issue)

First and foremost the issue here is clearly lack of storage space. This is made apparent by the client’s information he has given.

## Repair: (How would I repair it or complete the issue/request)

To fix this issue I would first ask the client if he could free some space from the hard drive by clearing out the recycle bin. If the client didn’t know how to do this I would request he allow me to access his machine via remote access. Once connected I would run a cleaning utility to free up enough space on the clients hard drive so he can save and send his email.

## Handover: (Process in which I hand control back to the customer)

During the handover process I would explain that the hard drive being full means he either needs to clear up some space or he needs to have a new hard drive installed for extra space. I would also cover the other options available to him such as backing up all non-important data onto a storage server so the hard drive doesn’t become full again.

## Acceptance Process: (Is the client happy and do they accept that the issue is resolved)

An invoice will be made for the costumer that will outline all work that is to be done as listed above. If the client is happy that the work has been conducted and they’re happy with the results, they’ll be requested to sign the agreement to say they are happy that all work has been completed to the standard they desired.

## Unresolved Faults: (Are there any unresolved faults at play still)

Any faults that occur with the system as a result of any of the work the technician has done will result in the technical support team being liable to fix it. Any issues that arise from customer fault will go through the normal fault report system.

## Impact on Service: (What are the impacts on the business both before and after the issue is resolved)

The impact of this issue aren’t clear as we don’t know how important the information was the he had to send however due to how upset the client got I would presume that the information was very important to the client and should be dealt with as such. By fixing this issue we may have saved the clients job and we may also have ensured that some very important data wasn’t late in it delivery.