**Template** **report**

**Organisation:** Glasgow Clyde College ( Anniesland Campus )

**Technician:** Ross Hendry

**Date:** Monday8th December 2014

**Introduction**

*I was contacted on the /12/12 by a customer who informed me that their computer wasn’t powering up and turning on. I arranged to meet Bernadette on the 07/12/14 to find a solution to her problem.*

*Ticket Number – 67550*

*Fault – Power failure*

*The type of methodology that I used is half split because I have already encountered power problems in computers in the past. As I already have experience dealing with this kind of problem my plan would be to try and power the computer up to be 100% sure that is the problem. I will then make sure the power cable has been removed and proceed to remove the case. I put on an anti-static band in order to earth myself for safety purposes. The main thing I will look for is any loose connections or frayed cables that may be stopping the power from flowing.*

**Investigation**

I went to meet with Bernadette to discuss the problem and then inspect the computer and find a solution. I informed Bernadette of my plan to find the solution to the problem by inspecting all aspects of the computer that require the power to function. As it is a power fault it shouldn’t take much longer than 15 minutes to fix or at least identify if the power cable is faulty and needs replaced. In this case I don’t think it will have to go back to the lab unless there is some kind of more severe problem.

**Planning and implementing the solution**

Using my past experience and troubleshooting I used logical thinking to check the cables that were linked to the power box. After checking every cable to try and find the fault I noticed that the cable linking the power coming in from the supply to the actual main power on button located on the front. Once I reconnected the cable I reconnected the computer to the power supply and the computer was up and running again as normal.

**Review and evaluation**

I think the effectiveness of my troubleshooting was good as I used my past experience with similar problems to logically work out the reasons for the problem. I was able to outline two scenarios where the cable could be loose and need to be plugged back in or the power supply cable could be faulty and need replaced. I was able to give the customer a rough idea of how long the problem would take.