Assessment - Preventative Maintenance Template

Use this document **6** times to create **6 (SIX) separate** Preventative Maintenance Templates, each targeted at a different ICT system. We’ll then test the created procedure to identify any issues found in the *procedure* or the *device under test*. Read through the *“Tutorial - Preventative Maintenance Template.docx”* tutorial for more information on completing this template.

***Complete this document and submit as part of your final assessment.***

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| Step 1: Identify an ICT System   * Specify Type/Model. We recommend selecting a device/software you have direct access (e.g. Printer - Brother Inkjet DCP-J315W) * Include URL reference (e.g. URL - https://support.brother.com/g/b/producttop.aspx?c=as\_ot&lang=en&prod=dcpj315w\_eu\_as) | |
| Unity Game Engine | |
| Step 2: Identify Potential Problem(s)   * Identify at least one problem for the above ICT System (e.g. Power switched off, Out-of-ink, Network cable unplugged) * Include a description of the problem | |
| Bad performance and Crashing of Unity Editor | **Step 3: Identify at least 3 symptoms for the Problem**   * Symptoms are “*an observable departure from normal function”* * What symptoms may indicate the ICT system is not functioning due to the problem? * E.g. LCD display not working, Printer not printing documents, No network connectivity |
| 1. Editor runs slowly |
| 1. Editor crashes |
| 1. Can’t build a project |
| Step 4: Develop Preventative Maintenance Procedure(s)   * Develop a step-by-step guide to follow when maintaining/diagnosing the above ICT System * Use any available (online) manuals, troubleshooting guides, and specifications to develop the maintenance procedure * Include any redundancy measures (e.g. making backups) and specify the (diagnostic) tools required to complete the procedure | |
| Step 1 – Test unity to see if the editor running slowly, crashing, or struggling to build projects? | |
| Step 2 – If yes this could be caused by lack of available system resources. Ensure no new resource heavy programs have been installed. | |
| Step 3 – Close all other applications. | |
| Step 4 – Clean up the system using its utilities. | |
| Step 5 – Consult task manager to find out if there are processes using lots of resources i.e. Memory. | |
| Step 6 – Disable virus protection software, sometimes it can slow down the file system with its scanning process. | |
| How often should this maintenance be scheduled?   * E.g. Annually, monthly, weekly | Quarterly or when staff think it is required. |
| Who should conduct this maintenance?   * E.g. Any admin staff, IT staff * Are any qualifications necessary to perform the maintenance? | Suitably qualified IT staff would be ideal as they can to determine what computer resource issues are present. |
| Are there any other organisational considerations?   * E.g. Maintenance can only be performed after-hours | If the process of checking Unity performance doesn’t interfere with daily organisational procedures, then it can be carried out at any time. Would be beneficial to monitor what software gets installed on computer systems and place restrictions on who has permission to install software. |

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| Step 5: ICT Maintenance Results (Exercise)   * Have yourself and/or another student complete the Maintenance Procedure (from step 4) and record any issues found. * NOTE: This section can be completed as a classroom exercise. | |
| Maintainer’s Name/ID:   * Person conducting the maintenance | Luke Stanbridge |
| Date maintenance performed:   * Date the maintenance was performed | 29/11/21 |
| Next scheduled maintenance due on:   * Specify the date for the next scheduled maintenance | 1/3/21 |
| Any issues found:   * Note down any problems identified, and symptoms used | Shutdown any unnecessary processes and programs that were running, checked if any new heavy resource programs were installed. Unity appears to be running correctly, performance is fine and no crashes. |
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