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) | |
| Microsoft Windows 11 | |
| 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 | |
| Windows update isn’t working | **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. Windows updater is failing to work |
| 1. Can’t perform certain tasks on windows due to it needing an update |
| 1. Can’t finish an update |
| 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 | |
| Check device manager to make sure drivers are correctly installed and up to date | |
| Check internet connection | |
| Remove any external storage devices | |
| Check hard drive capacity | |
| Try update windows manually | |
| Restart computer | |
| How often should this maintenance be scheduled?   * E.g. Annually, monthly, weekly | Anytime windows updates are required, check 6 monthly regardless |
| Who should conduct this maintenance?   * E.g. Any admin staff, IT staff * Are any qualifications necessary to perform the maintenance? | IT staff |
| Are there any other organisational considerations?   * E.g. Maintenance can only be performed after-hours | Perform after hours as to not interfere with work hours |

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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 | 29/5/21 |
| Any issues found:   * Note down any problems identified, and symptoms used | Checked drivers and Windows to make sure latest versions were installed. They were all up to date so no need to proceed with any troubleshooting. |
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