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) | |
| Apple iPhone XR | |
| 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 | |
| Faulty Bluetooth hardware component | **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. Constant disconnecting from other devices |
| 1. Can’t connect to other devices |
| 1. Can’t locate other devices with Bluetooth |
| 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 | |
| Make sure Bluetooth is turned on | |
| Make sure the device you want to connect to is set for pairing | |
| Try forgetting device and reconnect and forget devices you won’t connect to again | |
| Reset network settings | |
| Update your software to the most recent iOS | |
| Restart iPhone and if all fails reset your device’s settings to factory defaults | |
| How often should this maintenance be scheduled?   * E.g. Annually, monthly, weekly | Yearly (check software is up to date and forget old pairings are the main preventative steps that need to be applied) |
| Who should conduct this maintenance?   * E.g. Any admin staff, IT staff * Are any qualifications necessary to perform the maintenance? | Phone Owner |
| Are there any other organisational considerations?   * E.g. Maintenance can only be performed after-hours | None |

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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 | 29/11/22 |
| Any issues found:   * Note down any problems identified, and symptoms used | No issues found. Bluetooth turns on fine, and pairs with test device correctly. Forgot devices I probably won’t ever use again. Latest iOS is installed. Occasionally need to forget and reconnect headphones to get them to work. Didn’t want to touch network settings or factory reset my phone. |
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