Preventative Maintenance

Introduction

ICTSAS308



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What you'll learn

- Identify & document common symptoms of ICT problems
- Guide the resolution of common ICT problems

Select testing & preventative maintenance techniques

- Plan troubleshooting processes
 - For ICT software and hardware



What you'll learn

- Identify, document & manage symptoms of ICT problems for:
 - Desktop applications
 - Operating systems
 - Laptops
 - Mobile devices
 - Printers



What we'll do

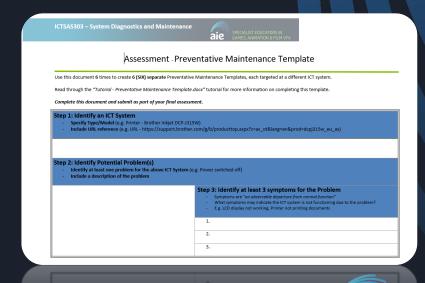
 Research Preventative Maintenance Techniques to address symptoms of ICT problems

- Create Maintenance Templates for:
 - Desktop application
 - Operating system
 - Laptop
 - Mobile device
 - Printer



Assessment

- The Preventative Maintenance Template Document
 - Complete the Assessment Template six (6) times. Once for each ICT problem domain (Laptop, mobile phone etc.)
 - Use the accompanying tutorial as a guide
 - Submit via AIE portal (Canvas)
 - Can be completed in class or home
 - Use your teacher for assistance



Where to get help

- Your teacher
- helponline@aie.edu.au
 - Online students
- Subject course chat
 - Online Canvas Forums
- References mentioned in lecture content



Summary

In this module we'll:

Examine common symptoms of ICT problems

Develop our own Preventative Maintenance templates

