

# 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

ICTSAS303 – System Diagnostics and Maintenance

 SPECIALIST EDUCATORS IN  
GAMES, ANIMATION & FILM VFX

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Assessment - Preventative Maintenance Template

Use this document 6 times to create 6 **[500]** separate Preventative Maintenance Templates, each targeted at a different ICT system.

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.

<b>Step 1: Identify an ICT System</b> <ul style="list-style-type: none"><li>- Specify Type/Model (e.g. Printer - Brother Inkjet DCP-J315W)</li><li>- Include URL reference (e.g. URL - <a href="https://support.brother.com/g/b/producttop.aspx?c=as_ot&amp;lang=en&amp;prod=dcj315w_eu_as">https://support.brother.com/g/b/producttop.aspx?c=as_ot&amp;lang=en&amp;prod=dcj315w_eu_as</a>)</li></ul>	
<b>Step 2: Identify Potential Problem(s)</b> <ul style="list-style-type: none"><li>- Identify at least one problem for the above ICT System (e.g. Power switched off)</li><li>- Include a description of the problem</li></ul>	
	<b>Step 3: Identify at least 3 symptoms for the Problem</b> <ul style="list-style-type: none"><li>- Symptoms are "an observable departure from normal function"</li><li>- What symptoms may indicate the ICT system is not functioning due to the problem?</li><li>- E.g. LCD display not working, Printer not printing documents</li></ul>
	1.
	2.
	3.

# Where to get help

- Your teacher
- [helponline@aie.edu.au](mailto: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