Preventative Maintenance – Maintenance, Testing & Troubleshooting

## About Prevention

1. ***What is prevention?***
2. What does prevention ***aim to do***?
3. What are the ***benefits to prevention***?

## About Maintenance

1. What’s ***maintenance***?
2. What does maintenance ***aim to do***?
3. When is maintenance carried out? Before or after a problem is detected?

## Preventative Maintenance

1. What are ***two types*** of preventative maintenance?
2. For each type mentioned, ***provide a real-world example*** of how the preventative maintenance can be used?

## Troubleshooting

1. What do trouble-shooters ***aim to do***?
2. What ***type of maintenance*** does trouble-shooting fall under?
3. What’s a ***trouble-shooting guide***, and how can it assist?

## Preventative Maintenance vs Trouble-shooting

1. What are the differences between preventative maintenance and trouble-shooting?

## Research an ICT Maintenance or Trouble-shooting guide

1. Select an ICT system such as Laptop, printer, phone. This can be a system you’ve researched in another exercise.
2. For your chosen ICT system, research online for a maintenance/trouble-shooting guide using resources like online manuals, manufacturer websites, FAQs, forums.
3. Describe what the guide is used for and record its URL for reference

## Classroom Exercise (optional)

1. Get in ***groups*** of 2 or more
2. One student at a time will ***discuss the resources they found online***
3. Also describe the ***guide that you found*** and ***what it’s used for***