Preventative Maintenance – ICT Systems

## ICT Systems

1. What does ***ICT*** stand for?
2. What ***types of systems*** are included under the banner of ICT?
3. What are ***common operations*** that ICT systems perform on ***data information***?

## ICT System Components

1. Describe each of the following ***ICT System*** ***Components***:
   1. Hardware
   2. Software
   3. Operating Systems
   4. Middleware
   5. Storage

## ICT Systems

1. When ***managing ICT systems***, what do we need to do to ensure their ***healthy operation***?
2. List ***3 types*** of common ***ICT Systems*** (e.g. Desktop Computer)
3. For each system, identify ***3 real-world examples*** (e.g. Apple Mac)
4. Identify a ***real-world problem*** that can occur for the ICT system
   1. For the identified problem, ***investigate potential symptoms*** that can arise as a result
   2. Describe how the ***symptoms can be detected*** (e.g. diagnostic tools, manual inspection)
   3. Describe how the problem ***can be resolved*** using ***trouble-shooting guides*** and/or ***mitigated*** using ***preventative maintenance***