Safety and Professionalism

Chapter 1

Episode: **Tools of the Trade**

Objective(s):   (No specific objective reference)
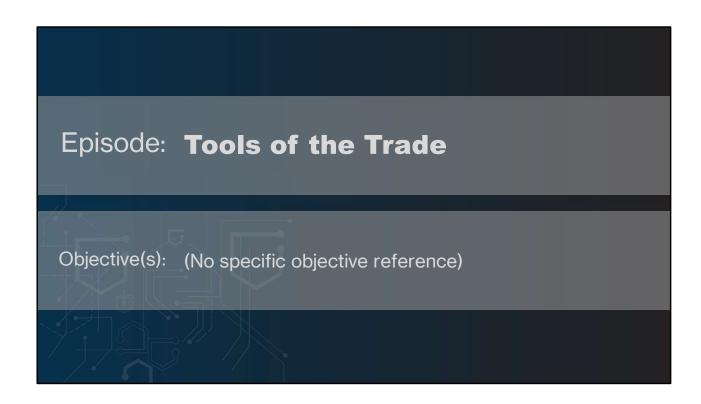
Episode Description

Technicians need the right tools to do their job. These tools include PC toolkits, mobile device toolkits, voltmeters and circuit testers.

CompTIA

Key terms

- 1:42 - Hemostat
- 1:54 - Tweezers
- 2:09 - IC inserter
- 2:40 - iFixit tool kit
- 2:51 - Nut drivers
- 3:22 - Spudgers
- 3:40 - Pry bars
- 4:08 - Voltage tester
- 4:30 - Volt/ohm meter (multimeter)
- 4:52 - Thumb drives

Quick Review

- You can buy PC repair toolkits
- There are kits for mobile devices
- Use a voltage tester or volt-ohm meter to test input voltage
- Always carry multiple thumb drives

Episode: **Troubleshooting Theory**

Objective(s): Core 1 - 5.1 Given a scenario, apply the best practice methodology to resolve problems

Episode Description

The CompTIA A+ defines a very specific workflow process to troubleshoot any problem on a system. These steps will help you mentally break down the steps to diagnose and repair a computer problem.

A+

CompTIA

Key terms

- 1:19 - Objective term - Always consider corporate policies, procedures, and impacts before implementing changes
- 1:36 - Objective term - Step 1: Identify the problem
- 1:41 - Objective term - Gather information from the user
- 1:50 - Objective term - Inquire regarding environmental or infrastructure changes
- 4:17- Objective term - Step 2: Establish a theory of probable cause (question the obvious)

Key terms

- 5:18 - Objective term - Step 3: Test the theory to determine cause
- 5:30 - Objective term - If theory isn't confirmed, establish new theory
- 5:59 - Objective term - Escalate the issue, if necessary
- 6:21 - Objective term - Step 4: Establish a plan of action to resolve the problem and implement the solution
- 7:49 - Objective term - Step 5: Verify full system functionality and, if applicable, implement preventative measures
- 8:24 - Objective term - Step 6: Document findings, actions, and outcomes

CompTIA

Quick Review

- Step 1: Identify the problem
- Step 2: Establish a theory of probable cause
- Step 3: Test the theory to determine the cause
- Step 4: Establish a plan of action to resolve the problem and implement the solution
- Step 5: Verify full system functionality and, if applicable, implement preventive measures
- Step 6: Document findings, actions, and outcome