**Diagnostics email template for Assessment 3 – ICTSAS432**

* Students may amend and improve this template if it aids in the completion of this assessment.

1. The physical PC:

Dear Sir,

Three problems have been identified with the PC you provided for repair work by CITE MS.

PC Serial number:

The problems are as follows:

1.

2.

3.

As per your instructions, the PC problems are to be fully documented before fixes or repairs are authorised.

Note that we require acknowledgement of this email and await further instructions via “lecturer feedback” before we can proceed any further.

Best regards,

[your name, your student ID]

CITE MS Technician

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1. The Virtual machine:

Dear Sir,

Ten problems have been identified with the Virtual Machine you provided for repair work by CITE MS.

Virtual Machine identifier:

The problems are as follows:

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.

As per your instructions, the virtual machine problems are to be fully documented before fixes or repairs are authorised.

Note that we require acknowledgement of this email and await further instructions via “lecturer feedback” before we can proceed any further.

Best regards,

[your name, your student ID]

CITE MS Technician