**Week 04**

**Tutorial 04:**

**Question 01.** Why are safety procedures important for IT technicians?

**Question 02.** How can an ESD damage potential computer components?

**Question 03.** Write down the differences between Blackout, Brownout, Spike and a Surge.

**Question 04.** List out some of the important disc management tools and their use in maintenance and troubleshooting.

**Question 05.** Elaborate why documentations are an important part of troubleshooting process.