**Week 06**

**Tutorial 06**

**Question 01.** Write down the key differences between preventive maintenance and troubleshooting.

**Question 02.** Are software updates an integral part of the software maintenance process? Justify your answer.

**Question 03.** What are the differences between open ended and closed ended questions?

**Question 04.** How can event viewer and device manager be used for troubleshooting and maintenance of a computer system?