Assignment #2

Student: Jared Fowler

**Question 1.**

*You have decided that you are going to start a PC repair business out of your home and you have some startup funds to set up your work area properly. Please describe all the steps that you would take to create a PC repair work area that emphasizes safety using information from Chapter 2.*

I would first dedicate a location within the house as the PC repair area. This area would be free of unneeded clutter, well lit, and would be large enough to comfortably fit the necessary tools and equipment.

To better protect both my house and the costumer’s electronics, I would purchase a type ABC fire extinguisher, an anti-static mat, and anti-static wrist strap. To further protect customer equipment, I would purchase a UPS (uninterruptible power supply) and power the costumer’s computer with it to help protect against potential electrical power problems, however unlikely. I would probably purchase two sets of the above mentioned protective equipment to better accommodate two separate work stations.

I would purchase an arsenal of tools including non-magnetic screwdrivers (flathead, phillips, torx, and hex), multimeter, tone generator, wire cutter, crimper, needle-nose pliers, zip ties, compressed air, lint-free cloth, part organizers, external enclosure for hard drive, and other tools as needed. I would have a collection of known working PC components, such as RAM modules, graphic cards, etc., to more easily swap out and test faulty components. I would have two working PCs, one at each station, which I could use to look up information, backup the costumer’s hard drive, and other useful tasks.

Finally, I would have a collection of simple software tools which would enable me to diagnose hardware issues, backup, re-partition, and format hard drives, optimize system performance, etc.…

**Question 2.**

*You work for a company that does PC repair and you observe a PC repair technician that was just hired opening a CRT monitor to perform troubleshooting. Because you do not know the background of this new PC repair technician you decide to advise this person about the dangers of working on a CRT monitor, please summarize what you would tell this technician about the dangers of opening a CRT monitor to perform troubleshooting.*

I would advise the technician that CRT (cathode ray tube) monitors should be handled with great care. Extremely high voltages can be stored in them even after being disconnected from a power source. CRT monitors may contain potentially toxic materials, such as mercury. Furthermore, CRT monitors have the potential of imploding if the vacuum tube is punctured. This may cause a dangerous rush of harmful materials such as broken glass.