

Task Sheet

Using the Internet and or books in the library, research hardware and software tools that an IT technician might use. Research and answer the following questions.

* Briefly outline what might be involved using hardware tools.
* Briefly outline what might be involved using software tools.
* Explain the impact organisational policies and procedures might have on your use of these tools.

Hardware tools to troubleshoot IT problems – what might you use?

Software utilities to troubleshoot IT problems – what might you use?

What else might you make use of?

In pairs research and take sufficient notes to be able to feedback to the group using the bullet points as your guide.