Observation Task.

Your call log for the day includes the tasks below. These will form the basis of your Observation Task.

The company is conducting an audit of the computer equipment on the premises; they also want to ensure that it is ‘fit for purpose’. Fill in the assessment sheet with your findings and submit it as part of your evidence.

You also have to diagnose the following possible faults whilst on location.

Fault Details:

1. MD’s secretary is reporting a problem with her computer, sometimes it goes into Windows and she can log in, sometimes it does not? It loses files as well. Can this be fixed?
2. MD’s secretary is reporting that the printer she prints to keeps stopping, it has paper in it but it does not always print out properly, sometimes it prints funny symbols.

Your task is to make an assessment of the PCs, either for recycling or disposal, you also have to diagnose possible solutions to the reported faults.

|  |  |  |  |
| --- | --- | --- | --- |
| Assessment of PC Unit | | | |
| Name: | | | |
| S/N: |  | | |
| Make: |  | | |
| Model: |  | | |
| OEM |  | | |
| Visual Assessment | | | |
| Is the Unit connected to a power socket?  What do you need to do? | | |  |
| Have you taken adequate safety precautions?  What do you need to do? | | |  |
| Is the Unit secured?  Why not? | | |  |
| Is the Unit complete  Why not? | | |  |
| Start-up Assessment — with guidance. | | | |
| Does it power up?  Error Messages? | |  | |
| Does it get past POST?  What indications are you getting?  , | |  | |
| BIOS settings;  What BIOS version does it have?  Update? Does it need one? Mother-broad make/model  How/Where will you find this out? | |  | |
| Does it boot into the Operating System successfully?  If not, why and what errors are you getting? | |  | |
| Operating System, Version, what are they?  How will you find this out? | |  | |
| List the hardware/ software parts required for this unit to function. | | | |
| Your recommendations for these units. | | | |