

Task Sheet

Using the Internet and or books, 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.

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

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

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