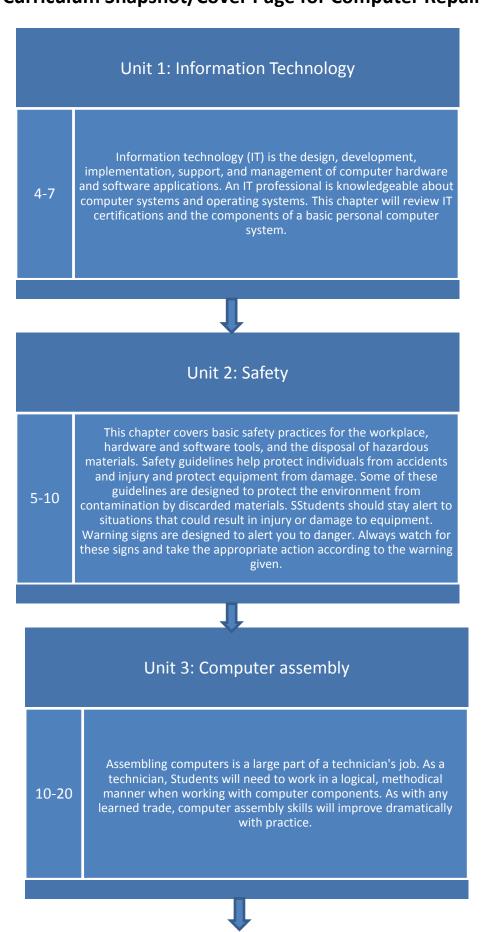


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Unit 4: Computer Maintenance and Troubleshooting

This chapter introduces preventive maintenance and the troubleshooting process. Preventive maintenance is a regular and systematic inspection, cleaning, and replacement of worn parts, materials, and systems. Preventive maintenance helps to prevent failure of parts, materials, and systems by ensuring that they are in good working order. Troubleshooting is a systematic approach to locating the cause of a fault in a computer system. A good preventive maintenance program helps minimize failures. With fewer failures, there is less troubleshooting to do, thus saving an organization time and money.

Unit 5:Operating systems

12-15

5-15

The operating system (OS) controls almost all functions on a computer. In this chapter, students will learn about the components, functions, and terminology related to the Windows 2000 and Windows XP operating systems.

Unit 6: Laptop evolution

Laptops, Personal Digital Assistants (PDAs), and Smartphones are becoming more popular as their prices decrease and technology continues to progress. As a computer technician, students need to have knowledge of portable devices of all kinds. This chapter focuses on the differences between laptops and desktops and describes the features of PDAs and Smartphones.

Unit 7: Printers

5-15

This chapter will provide essential information about printers and scanners. students will learn how printers operate, what to consider when purchasing a printer, and how to connect printers to an individual computer or to a network.

Unit 8: Networks

5-15

This chapter will provide an overview of network principles, standards, and purposes. The different types of network topologies, protocols, and logical models as well as the hardware needed to create a network student also be discussed in this chapter. Configuration, troubleshooting, and preventive maintenance will be covered. You will also learn about network software, communication methods, and hardware relationships



5-15

5-10

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Unit 9:" Computer Security

Technicians need to understand computer and network security. Failure to implement proper security procedures can have an impact on users, computers, and the general public. Private information, company secrets, financial data, computer equipment, and items of national security are placed at risk if proper security procedures are not followed.

Unit 10: Technician At Work

What is the relationship between communication skills and

troubleshooting? As a computer technician, you will not only fix computers but will also interact with people. In fact, troubleshooting is as much about communicating with the customer as it is about knowing how to fix a computer. In this chapter, you will learn to use good communication skills as confidently as you use a screwdriver. In your career as a technician, you may have to determine if a component for a customer's computer should be upgraded or replaced. It is important that you develop advanced skills in installation procedures, troubleshooting techniques, and diagnostic methods for computers. This chapter discusses the importance of component compatibility across hardware and software. It also covers the need for adequate system resources to efficiently run the customer's hardware and software. content (i.e. a "tweet")

5-10

Unit 12: advanced OS The installation, configuration, and optimization of operating 7-16 systems are examined in greater detail in this chapter. Unit 13:Laptop/Smartphones With the increase in demand for mobility, the popularity of laptops and portable devices will continue to grow. During the course of your career, you will be expected to know how to configure, 7-14 repair, and maintain these devices. The knowledge you acquire about desktop computers will help you service laptops and portable devices. However, there are important differences between the two technologies.

Unit 14:Printer and Scanners

5-15

This chapter explores the functionality of printers and scanners. You will learn how to maintain, install, and repair these devices in both local and network configurations. The chapter discusses safety hazards, configuration procedures, preventive maintenance, and printer and scanner sharing.



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