

Chapter 4 Study Guide  
Basics of Preventive Maintenance and Troubleshooting

1.	What is preventive maintenance? the regular and systematic inspection, cleaning, and replacement of worn parts, materials, and systems.
2.	What is troubleshooting? the systematic process used to locate the cause of a fault in a computer system and correct the relevant hardware and software issues.
3.	Why should you do preventive maintenance? Regular preventive maintenance reduces potential hardware and software problems, computer downtime, repair costs, and the number of equipment failures. It also improves data protection, equipment life, and stability and saves money.
4.	What should be done in hardware maintenance? Check the condition of the cables, components, and peripherals. Clean components to reduce the likelihood of overheating. Repair or replace any component that shows signs of damage or excess wear.
5.	What should you do when installing security updates, operating system updates, and program updates? Review and install the appropriate security, software, and driver updates. Update the virus definition files and scan for viruses and spyware. Remove unwanted or unused programs. Scan hard drives for errors and defragment hard drives.
6.	Why do many organizations not allow updates until extensive testing has been done? This testing is done to confirm that the update will not cause problems with the operating system and software.
7.	Why should you perform regular maintenance routines? Regular preventive maintenance reduces potential hardware and software problems, computer downtime, repair costs, and the number of equipment failures. It also improves data protection, equipment life, and stability and saves money.
8.	What are the benefits of preventive maintenance? <ul style="list-style-type: none"> <li>• Improves data protection</li> <li>• Extends the life of the components</li> <li>• Improves equipment stability</li> <li>• Reduces the number of equipment failures</li> </ul>
9.	What are the steps in the troubleshooting process? <p>Step 1. Identify the problem.</p> <p>Step 2. Establish a theory of probable cause.</p> <p>Step 3. Test the theory to determine the cause.</p> <p>Step 4. Establish a plan of action to resolve the problem and implement the solution.</p> <p>Step 5. Verify full system functionality and, if applicable, implement preventive measures.</p> <p>Step 6. Document findings, actions, and outcomes.</p>
10.	What is data backup? is a copy of the data on a computer hard drive that is saved to another storage device or to cloud storage.
11.	How often are backups done? Backups may be performed on a daily, weekly, or monthly basis.
12.	What should you do if the customer does not have a current backup? do not attempt any troubleshooting activities until you check with the customer. Here is a list of items to verify with the customer that a backup has been performed: <ul style="list-style-type: none"> <li>• Date of the last backup</li> <li>• Contents of the backup</li> <li>• Data integrity of the backup</li> <li>• Availability of all backup media for a data restore</li> </ul>
13.	What type of information should you gather from the customer? gather as much information as possible from the customer and from the computer. <ul style="list-style-type: none"> <li>• Ask direct questions to gather information.</li> </ul>

# It Essentials Chapter 4 Study Guide Answers

**N Colangelo**



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