



TECHNICAL FAULT DIAGNOSIS

1 day course: 9.30am – 5pm

This course covers how to diagnose common faults in ICT equipment. Delegates will learn how to use diagnostic tools and how to analyse information to identify the cause of faults, as well as how to apply suitable remedies to rectify the fault.

THE DIAGNOSTIC PROCESS

- Steps of the diagnostic process
 - Fault validation
 - Information gathering
 - Information analysis
 - Solution identification
- Diagnostic methods
 - Substitution
 - Replication
 - Performance and functional testing
 - Environment change
- Typical considerations affecting fault diagnosis
 - Minimisation of service disruption
 - Individual responsibility and authority
 - Escalation procedure
 - Level of service

DIAGNOSTIC TOOLS

- Electrical/electronic test instruments
- On-board self-test programs
- Loopback devices
- On-line/remote monitoring
- Diagnostic software

ASSUMED KNOWLEDGE:

Delegates attending this course should be familiar with providing basic PC support to others. They should be familiar with managing a computer by installing software, connecting a printer and peripheral devices, using the Control Panel in Windows, and have at least intermediate level knowledge of Microsoft Office.

THIS COURSE PREPARES YOU FOR:

- *ICT Professional Competence (PROCOM) Diploma: Technical Fault Diagnosis (Level 2)*

IDENTIFYING THE CAUSE OF FAULTS

- Gap analysis
- Identification of cause and effect
- Flow charts

FAULT REMEDIES

- Selecting a suitable solution to rectify a fault
- Factors to consider:
 - Business/service impact
 - Resource and skill availability
 - Ease of implementation
- Preventing reoccurrence

MAINTAINING DIAGNOSIS AND REMEDY RECORDS

- Fault description
- Supporting information
- Diagnostic tools used
- Cause of fault
- Remedy selecting