

Lesson 5
Computer-Related Issues
Computer Literacy BASICS: A Comprehensive Guide to IC³, 3rd Edition

Objectives

- Define problem solving.
- Identify problem-solving steps.
- Identify criteria for selecting a computer.
- Describe warranties and support agreements.
- Describe the concept of “useful life” as related to a computer.
- Explain the process of discarding equipment.

Vocabulary

- Linux PC
- problem solving
- support agreement
- troubleshooting
- useful life
- warranty

Introduction

- Sooner or later, you will have a _____ relating to your computer hardware or software.
- To reach a solution and correct the problem _____ a process.
- Problem solving is a _____ approach leading from an initial situation to a desired situation that is subject to some _____ constraints.

The Problem-Solving Process

- To solve a problem successfully, you must apply a _____ plan:
 1. _____ the problem.
 2. _____ and analyze the problem.
 3. _____ possible solutions.
 4. Select and _____ a solution.
 5. _____ solutions.
- The problem-solving process is called _____.

Define the Problem:

- Ensure that you actually have a problem and _____ what it is.

Investigate and Analyze the Problem:

- Collect all available _____ regarding the situation.
- Determine _____ the problem exists and its possible _____.

Identify Possible Solutions:

- Ask questions that _____ identify all possible solutions, starting with the _____ basic.

Select and Implement a Solution:

- Critique and _____ each possible solution _____ at a time to determine its likely outcome, choose the best one, and implement it.

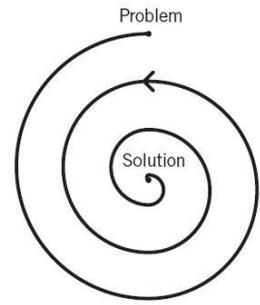
Confirm the Solution:

- _____ the performance of the solution that you put in place.

Document the Problem and the Solution:

- Prepare _____ documentation describing the problem and the solution so you can _____ refer to it again.

- _____ problems is not a linear process.



Implementing Problem-Solving Solutions

- The following steps illustrate how to the problem and find a solution:
 1. _____ the problem.
 - The printer is _____ working.
 2. _____ and analyze the problem.
 - _____ all available data and _____ regarding the situation. Review the printer manual or Web site of the manufacturer of the printer.
 3. _____ possible solutions.
 - Is the printer plugged in? Is it turned on? Is it online? Is it beeping? Is it out of ink or toner? Are there color printing issues? Does it have paper? Is it jammed? Is the cable connected, and is it connected properly? Is the cable good? Have you cleaned the printer recently?
 4. _____ and implement a solution.
 - _____ all possible solutions until you find one that is likely to work, and then _____ the solution.
 5. _____ the solution.
 - Turn off the printer and computer, turn them back on, and then test again.
 6. _____ the problem and the solution.
 - Describe the symptoms and _____ down the steps required to resolve the issue. Save the document and print a copy. _____ the copy or keep it in a notebook.

Consumer Issues

- _____, maintaining, and repairing a computer requires considerable _____ and focused decision-making.

Purchasing a Computer:

- Identify the _____ and tasks for which the computer will be used in the present and how it will be used in the _____.

Maintaining a Computer:

- Computers _____ maintenance on a regular schedule.

Warranties:

- A _____ guarantee that a product or service meets _____ specifications and if it doesn't, the manufacturer will _____ or replace it.

Support Agreements:

- A list of services specifically _____ to provide _____ to a company or organization.

Useful Life:

- The _____ time period that an asset, such as computer equipment, will be of use to the _____.

Discarded Equipment:

- The Environmental Protection Agency Web site addresses the mounting _____ of _____ waste and includes suggestions for reusing equipment:

www.epa.gov/osw/conserves/materials/eycling/basic.htm

Summary

In this lesson, you learned:

- Problem solving involves defining a problem and finding a solution.

- The sequence of problem solving is as follows: defining the problem, investigating and analyzing the problem, identifying possible solutions, selecting and implementing the best solution, evaluating the chosen solution, and then documenting the problem and solution.
- When purchasing a computer for yourself or for an organization, identify the purpose of the computer and the tasks you or others will perform on it.
- Purchasing a computer for personal use most often means selecting one that runs the latest version of the Windows or Macintosh operating system. Computers running the Linux operating system primarily are popular with knowledgeable IT professionals and home users with limited funds.
- Warranties and support agreements help you maintain computer equipment. If a computer fails to perform according to guidelines the manufacturer specifies, the warranty might provide for the repair or replacement of the computer. A computer manufacturer might provide its customers with a support agreement, which is a list of services specifically designed to provide assistance to a company or organization.
- When you purchase computer equipment, be aware of its useful life, which is the estimated time period the computer equipment will be of use to you.
- To dispose of computer equipment properly, refer to the guidelines on the EPA Web site and consider donating or recycling the equipment.