
Overview

This standard is about recognising and resolving routine digital technology problems.

It involves troubleshooting common problems and being able to perform a range of standard procedures. These include checking processes running, identifying disk usage, safely closing down and restarting, error code lookup, and battery life checks on wireless devices and battery packs.

This standard is for those who need to recognise and resolve routine digital technology problems to meet their own needs or as part of their duties.

Performance criteria

You must be able to:

1.
Identify, classify and record technical problems in line with organisational procedures
2.
Troubleshoot slow running computers by checking processes and disk usage to identify sources of problems
3.
Perform hard disk clean-up using software tools in line with organisational procedures
4.
Safely close down frozen or blue screen situations in line with organisational procedures
5.
Restart computers in safe mode to carefully identify error codes to plan problem resolutions
6.
Identify and look up device hardware and software error codes in line with manufacturers guidelines
7. Use the task manager to manually close frozen software applications
8.
Explore internet connections and network availability to identify network and internet availability and performance issues
9.
Run performance checks on mobile device batteries to identify and resolve performance issues
10.
Check attached camera and speakers connections, software drivers and status to rectify poor or non-performance issues
11.
Escalate problems that cannot be self rectified in line with organisational procedures

Knowledge and understanding

You need to know and understand:

1. The importance of identifying and classifying problems for resolution or escalation
2. How to restart a computer safely
3. The main reasons why computers run slowly
4. How to perform a hard disk analysis and clean-up
5. How to access and use the task manager to manually close software applications
6. The different start-up modes available to boot up a computer
7. How to identify error codes produced by faulty digital technology systems
8. How to look up error codes to identify problems and resolutions
9. How to restart a frozen computer in safe mode
10. How to check the performance of mobile device batteries including laptops, tablets and mobile phones
11. How to check audio connections and settings
12. How to check disk usage and perform hard disk clean-ups
13. Sources of help to assist with resolution of routine technical problems
14. The organisational escalation procedures to follow for technical issues

TECHDUPS1

Recognise and resolve routine digital technology problems



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