Training Fiche

|  |  |
| --- | --- |
| **Title** | **Solving technical problems: Identifying needs and technological responses** |
| **Keywords (meta tag)** | **Technical problems, hardware, software, optimize** |
| **Provided by** | **IWS** |
| **Language** | English |
| **Area** | *Please select one or more of the following:*   |  |  | | --- | --- | | *Information and data literacy* |  | | *Communication & collaboration* |  | | *Digital content creation*  *Safety*  *Problem solving* |  | |  | | *X* | |
| **Objectives / goals / learning outcomes** | |
| At the end of this module you will be able to:   1. Identify which type of failure we have in the computer 2. Try different methods to fix it 3. Prevent from future failures and improve the performance of the OS | |
| **Description** | |
| In this course we are going to learn how to distinguish among different failures or errors that an OS can present .  We will learn several methods to correct them as long as possible.  We will also learn some apps that help improve our PC’s efficiency. | |
| **Contents arranged in 3 levels** | |
| 1. **Module name :Trouble shooting and Problem Solving - Solving technical problems: Identifying needs and technological**    1. **Unit name: How to deal with technical issues related to hardware**        1. **Section Name: Identify the problem**       2. **Section Name: Most common mistakes**    2. **Unit name: Tips and tricks for smooth software management**        1. **Section Name: Keep your Operative system (OS) updated**       2. **Section Name: Update applications**       3. **Section Name: Uninstall applications**       4. **Section Name: System start**       5. **Section Name: Antivirus**       6. **Section Name: Disk defragmentation**       7. **Section Name: Cleaning software**       8. **Section Name: Cleaning hardware**       9. **Section Name: Installation** | |
| **Contents in bullet points** | |
| * **Unit 1: How to deal with technical issues related to hardware** * **Identify the problem** * **Most common mistakes** * **Unit 2: Tips and tricks for smooth software management** * **Keep your Operative system (OS) updated** * **Update applications** * **Uninstall applications** * **System start** * **Antivirus** * **Disk defragmentation** * **Cleaning software** * **Cleaning hardware** * **Installation** | |
| **5 glossary entries** | |
| **Operating system:** An operating system (OS) is the main software or group of programs of a computer system that manages computer hardware resources and provides services for software’s programmes.  **Hardware:** All machine parts, wiring, and other physical components of a computer or other electronic system.  **Software:** Set of instructions, data or programs used to operate computers and execute specific tasks.  **Defragment:** To reorganize files on (a disk) so that the parts of each file are stored in contiguous sectors on the disk, thereby improving computer performance and maximizing disk space.  **Driver:** A software program that enables a specific hardware device to work with a computer operating system. | |
| **Bibliography and Further References** | |
| <http://h10032.www1.hp.com/ctg/Manual/c00772999>  <https://www.laptopmag.com/articles/defragment-hard-drive-windows>  <https://www.softzone.es/2017/09/24/consejos-practicos-para-mantenimiento-del-ordenador/>  <https://tips-para.com/tecnologia/informatica/mantenimiento-preventivo-correctivo-pc/>  <https://blogthinkbig.com/tareas-de-mantenimiento-del-pc-para-cuando-tengas-tiempo-libre> | |
| **Related Material** |  |
| **Related PPT** | DELSA **Solving technical problems.ppt** |
| **Reference Link** |  |
| **Demo video** |  |