

# IT Maintenance for users

## About this unit

### Structure

This unit is taken from the national occupational standards for IT Users (ITQ), Unit 2C It is divided into sections covering “what you need to do”, “what you need to know and understand” and “what proof you need”. These are described in detail below.

### What it is about

#### Who is this unit for?

You are likely to be in a role which involves you carrying out maintenance safely (eg using ‘defrag’ to improve the performance of a hard disc); and knowing what is involved in upgrading hardware and software.

#### At the end of this unit you will be able to:

Carry out appropriate routine and non-routine maintenance safely, so that hardware and software are kept in good condition and up to date.

## What you need to do

### Manage files

- 1 Change default settings for saving data.

### Clean

- 2 Select suitable cleaning methods and materials.
- 3 Clean hardware to make it work efficiently.
- 4 Clean hardware to keep them looking good.

### Avoid health and safety risks

- 5 Carry out a risk assessment of own use of IT, including checking electrical loading of system.

### Maintain

- 6 Carry out routine maintenance to printers, following manufacturers’ instructions for users.
- 7 Identify any non-routine maintenance needed to hardware and carry it out, by following manufacturers’ guidelines

#### EXAMPLE

**Clean** (3): keyboard, mouse roller ball or vents.

## What you need to know and understand

### Maintenance

- A What non-routine maintenance may be needed and how to identify when it is necessary.
- B What maintenance professionals will be needed for.

### Health and Safety issues

- C Ways to keep risks to people to a minimum.
- D Ways to keep risks to hardware to a minimum.

### Upgrade hardware and software

- E What the benefits of upgrading may be.
- F What the drawbacks of not upgrading may be.
- G The need to check compatibility of software and hardware upgrades with other parts of a system.

## What proof you need

You will need to produce at least **two comprehensive** tasks for your assessor to judge and decide whether you have met the requirements of this unit. These tasks must:

- be fully supported by evidence which has come from your job in the workplace (or from a simulated activity)
- show that you have done and know everything from the “What you need to do” and “What you need to know and understand” sections of the unit