



Republic of the Philippines
Department of Education
National Capital Region
Schools Division Office – Muntinlupa City

**SPECIAL PROGRAM IN TECHNICAL VOCATIONAL EDUCATION (SPTVE)
COMPUTER SYSTEMS SERVICING 10 Q3-W2**

I. Topic: CONDUCT MAINTENANCE

II. Objectives:

1. understand the conduct of maintenance;
2. practice caution in performing maintenance and;
3. conduct maintenance.

III. Brief Introduction

First and foremost, maintenance is important in reducing hardware and software issues. With this, computer downtime and repair costs are reduced. Preventive maintenance depends on the needs and specifications of the equipment. For example, a device exposed to a dusty environment such as a construction site would need more maintenance as compare to an office environment.

High traffic networks such as those used in schools would require more extensive scanning and removal of malicious software and unwanted files. Do take note that it is important to create documentation for any type of preventive maintenance, so that you can also check how often certain hardware and software issues occur. Here are more reasons why maintenance should be conducted; increased data protection, extended device life, increased equipment stability, and reduced repair costs.

IV. Activities

Activity 1

There are two categories need to consider in conducting maintenance, the hardware or software. Hardware maintenance can be done by regularly checking cables, components, and peripherals. Regular cleaning of components should also be done to reduce overheating. Replacement of damaged components due to excessive wear should also be conducted. **Cleaning materials** such as *lint free cloth, compressed air, soft brush, and cotton swabs* are used in conducting hardware maintenance.

A. Given the guide on hardware maintenance, identify the cleaning tools needed to maintain cleanliness. Write your answer on the space provided.

- _____ 1. Remove dust from fans.
- _____ 2. Remove dust from the monitor.
- _____ 3. Remove dust from components inside the computer.
- _____ 4. Clean the mouse and the keyboard.
- _____ 5. Clean Cables.

Software maintenance on the other hand can be done by making it sure that updates are current. Always follow the policies when installing programs, operating system, and security





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updates. **Software maintenance guide** includes *data backup, disk defragmenter, delete unwanted files/cached, and software update.*

B. Given the task on software maintenance, identify the guide needed to maintain the software. Write your answer on the space provided.

- _____ 6. Review and check software updates.
- _____ 7. Review and check driver updates.
- _____ 8. Disk clean up.
- _____ 9. Remove unused and unwanted programs.
- _____ 10. Defragment hard drives.

Activity 2

Directions: Study each picture below and answer each question pertains to it. Write your answer inside the box.

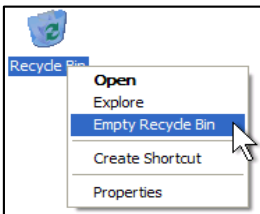
1.



- a. What is the possible problem on the computer?
- b. How do you resolve the problem?

Ans:

2.



- a. How does Recycle Bin affect the computer performance?
- b. What is to be done to Empty Recycle Bin?

Ans:

3.



- a. What category of maintenance is being shown?
- b. How does this affect the computer performance?

Ans:

4.



- a. What to do?
- b. What tool is to be used?

Ans:



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- a. What is the technician doing?
b. Why does a computer technician use goggles?

Ans:



- a. What is the name of PPE being used?
b. Who is being protected by the PPE?

Ans:

Activity 3

What can you do to address the problem below? Write a simple statement as your solution below.

PROBLEM	SOLUTION
1	
2	
3	
4	
5	



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V. Assessment

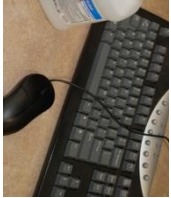
Directions: Choose a letter inside the box that best describe to the pictures below.
Write the answer parallel to each number.



___ 1.



___ 2.



___ 3.

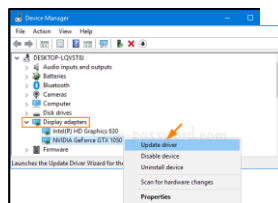


___ 4.

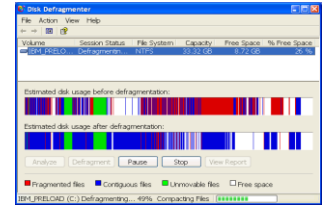
- a. Remove dust from fans.
- b. Remove dust from components inside the computer.
- c. Clean the mouse and the keyboard.
- d. Check cables.
- e. Review and check software updates.
- f. Review and check driver updates.
- g. Update anti-virus files.
- h. Scan for viruses and malware.
- i. Remove unused and unwanted programs.
- j. Defragment hard drives
- k. Installing OS



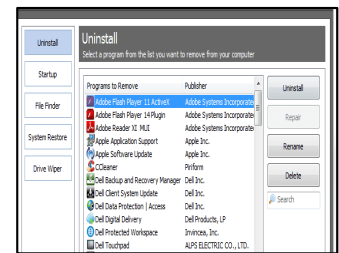
___ 5.



___ 10.



___ 6.



___ 7.



___ 8.



___ 9.

VI. Reflection:

What is the most important consideration in conducting computer maintenance?

References:

1. CHS 10 module
2. www.tesda.gov.ph
3. <http://en.wikipedia.org>
4. www.techsoup.org
5. www.howstuffworks.com
6. www.microsoft.com/technet/network

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