INFORMATION TECHNOLOGY SUPPORT SERVICE

Level II

Learning Guide # 18

Unit of Competence:-	**Administer Network Hardware and Peripheral**
Module Title:-	**Administering Network Hardware and Peripheral**
LG Code:-	**ICT ITS1 M06 LO1**
TTLM Code:-	**ICT ITS1 TTLM06 1019**

LO1:- Confirm Requirements of Clients

Instruction Sheet	LO18 – Confirm requirements of clients

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:-

- Identify and confirm client peripherals**.**
- Document client requirements and peripherals**.**
- Verify client requirements.
- Ensure warranty and support services.

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, you will be able to –

- Identify and confirm client peripherals in accordance with organizational standards.
- Document the client requirements and peripherals in line with organizational standards and findings are reported to the appropriate person.
- Verify the client requirements with appropriate person in line with organizational standards and reporting procedures
- Ensure client support expectations are covered by vendor and support services.

Learning instruction:

1. Read the specific objectives of this Learning Guide.
2. Follow the instruction describe below 1
3. Read the information written in the information “sheet 1, sheet2,sheet3 and sheet4” , “in page 3.4.5.6.8.10 and 12 ” respectively
4. Accomplish the “self-check 1, self-check 2,self-check 3,self-check 4,” “in page 7,9,11,and 13” Respectively
5. If you earned a satisfactory evaluation from the “self-check” proceed to “operation sheet 1” “in page 14 and 15”
6. Do the” LAB “Test in page “16”

*Your teacher will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advice you on additional work. But if satisfactory you can proceed to the next topic.

Information Sheet – 1	Identify and confirm client peripherals

1.1. Identifying and conforming Client peripheral with organizational standard

Overview of peripheral devices

Peripheral devices are the devices that are attached to the computer's system unit. They can be divided into either:

- input
- output
- communication, or
- secondary storage devices

1.1.1 Peripheral device

1.1.1.1 Input Devices

In computing, an input device is a piece of computer hardware equipment used to provide data and control signals to an information processing system such as a computer or information appliance. Examples of input devices include keyboards, mouse, scanners, digital cameras, joysticks, and microphones.

1.1.1.2 Output Devices

An output device is any piece of computer hardware equipment which converts information into human-readable form. In brief, output unit is responsible for providing the output in user readable form. It can be text, graphics, tactile, audio, and video.

Component of input device

Mouse

A mouse is a device that controls the movement of the cursor on a screen.

Scanners

A scanner is a device that captures text or illustrations on paper and converts the information into a form the computer can use.

Keyboard

A combination of a typewriter keyboard and numeric keypad, a keyboard enables you to enter data into a computer.

Web Cam

Web cams are small cameras that plug into your computer which allow the user to share a moving image of themselves with others on other computers through the Internet.

Light Pen

It is an input device that with utilize alight sensitive detector to select objects a display screen.

Microphones

Microphone is attach a computer by a cable that can transmit sounds and used to gather sound information to the computer when the computer is a multimedia system.

Digital camera

The digital camera takes a still photograph, stores it and then sends it as digital input in to computer.

Joy Stick

Joystick is popular pointing device, used mostly for playing computer games.

Bar Code

The bar code is identifies the product to the supermarket's computer and has a description and the latest price of the product.

Component of Output device

Monitor (LED, LCD, and CRT):

The age of **CRT** (cathode ray tube) displays is over and **LCD** displays are already being replaced with **LED** screens. ... While **LCD monitors** use CCFL (cold cathode fluorescent lamps) for backlighting, the latter use light emits diodes. This is the prime **difference between** the two display technologies.

Printers (all types):- a printer is a peripheral device which makes a persistent representation of graphics or text on paper. While most output is human-readable, bar code printers are an example of an expanded use for printers.

Plotters: - A plotter is a printer that interprets commands from a computer to make line drawings on paper with one or more automated pens. Unlike a regular printer, the plotter can draw continuous point-to-point lines directly from vector graphics files or commands. ... As a rule, *plotters* are much more expensive than printers.

Projector: - A *projector* is an output device that can take images generated by a computer or Blu-ray player and reproduce them by *projection* onto a screen, wall, or another surface. ... *Projectors* can produce either still (slides) or moving images (videos). ... Today, most *projectors* use either an HDM

Speaker(s):- A loudspeaker is an electro acoustic transducer; a device which converts an electrical audio signal into a corresponding sound.

Head Phone: - Headphones traditionally refer to a pair of small loudspeaker drivers worn on or around the head over a user's ears. They are electro acoustic transducers, which convert an electrical signal to a corresponding sound.

1.2.1 organizational standard

Organisations often have a set of standards which are required to be adhered to when it comes to purchasing equipment. Standards allow organisations to:

- Ensure that all equipment used within the organisation meets satisfactory levels of operation.
- Ensure that the equipment used is compatible with other equipment in use.
- Ensure that support staff is trained to service and maintain the equipment in use.
- Budget for and plan the timely upgrade of equipment.

1.2.1.1 Personal use of emails and internet access

The **Internet**, sometimes called simply "the Net," is a worldwide system of computer networks -- a network of networks in which users at any one computer can, if they have permission, get information from any other computer (and sometimes talk directly to users at other computers).

Email is one of the fundamental internet technologies, a tool used by nearly every person with an internet connection. It allows you to, at no cost; send a letter of unlimited length to one person – or many people at once. It arrives almost instantly, and they can reply straight away. Setting up your own email account will allow you to communicate with people you know in ways you never thought possible

Email is the modern way to send letters – you can send a message to the other side of the world and get a reply in minutes! Email is short for electronic mail. An email is a letter that is sent over a computer network instead of being sent through the post. You can attach documents and photos to emails, just like you can include a photo or a document with a letter.

Internet has been the most useful technology of the modern times which helps us not only in our daily lives, but also our personal and professional lives developments. The internet helps us achieve this in several different ways.

For the students and educational purposes the internet is widely used to gather information so as to do the research or add to the knowledge of various subjects. Even the business professionals and the professionals like doctors, access the internet to filter the necessary information for their use. The internet is therefore the largest encyclopedia for everyone, in all age categories. The internet has served to be more useful in maintaining contacts with friends and relatives who live abroad permanently.

1.2.1.2 Content of emails

As in the case of normal mail system, e-mail is also based upon the concept of a recipient address. The email address provides all of the information required to get a message to the recipient from anywhere in the world.

Consider the e-mail ID.john@hotmail.com In the above example john is the username of the person who will be sending/receiving the email. Hotmail is the mail server where the username john has been registered and com is the type of organization on the internet which is hosting the mail server.

1.2.1.3 Downloading information and accessing particular websites

Downloading is the process of copying a file (such as a game or utility) from one computer to another across the internet. When you download a game from our web site, it means you are copying it from the author or publisher's web server to your own computer. This allows you to install and use the program on your own machine.

1.2.1.4 Opening mail with attachments

You can open an attachment from the Reading Pane or from an open message. In either case, double-click the attachment to open it. To open an attachment from the message list, right-click the message that has the attachment, click View Attachments, and then click the name of the attachment.

1.2.1.5 Virus risk (MS windows OS and Mac OS only)

Windows has the reputation of the most vulnerable operating system to malware. It is on the other hand, the most used desktop and laptop platform around the world.

You may have wondered why you always need to have an anti-virus on windows system but never on Linux or Mac OS systems. Although antivirus software is necessary for each platform, but Windows is most susceptible to attacks.

1.2.1.6 Dispute resolution, document procedures and templates

The **goal** of the **dispute resolution** process is to exchange and review information in order to determine whether revision or rescission is warranted of discipline, end of employment or other application of **policy**.

1.2.1.7 Communication methods and financial control mechanisms

Control techniques provide managers with the type and amount of information ... Organizational Communication · Improving Communications ... Financial statements provide management with information to monitor financial resources and activities. ... A budget, in reality, is both a planning tool and a control mechanism.

Self Check 1	Written Test

Name:_____ Date:_____

Direction: Choose the best answer for the following question, if you have some clarifications – feel free to ask your teacher.

1. A peripheral device is?
   A. A device attached to the computer's system unit C. Hardware part of computer
   B. External part of a computer system D. All
2. One of the following is input device?
   A. Monitor C. Scanner
   B. Printer D. Projector
3. _____ **is a** combination of a typewriter and numeric keypad?
   A. Printer C. Webcam
   B. Keyboard D. Mouse
4. Output device in computer is?
   A. Printer C. Microphone
   B. Light pen D. Digital camera
5. Internet is?
   A. Is a worldwide system of computer networks
   B. Is the modern way to send letters – you can send a message to the other side of the world
   C. Is a combination of networks of network
   D. A and C

Note: **Satisfactory rating - 3 points** **Unsatisfactory - below 3 points**

Information Sheet – 2	Documenting client requirements and peripherals

1.2 **Documenting Client requirements, peripherals and reporting findings to appropriate person**

Identify and clarify user/*client requirements* and *document* these in a *requirements* specification file according to organizational guidelines.

Investigate and *document* a solution to the *requirements*. *Document* any additional *requirements* discovered in the investigation and provide advice and support on the

Steps to document requirements

1. Create a comprehensive explanation of what is needed for a product. ...
2. Interview various sources. ...
3. List system requirements or properties. ...
4. Identify any constraints for the project. ...
5. Consider any interface requirements. ...
6. Identify parameters like cost and scheduling. ...
7. Work up a development plan. ...
8. Insert visuals.

After analysis of the client's requirements, you should fully document the client's requirements and report them to your supervisor.

This document may take the forms, but would include the following:

- background information such as company details
- problems and issues that may have led to the client's request
- questions asked during your meeting with the client and their answers to those questions, as well as a list of any essential criteria

- other options or possibilities of which the client may not have been aware
- Any information for the client that will help them understand what they're getting into before you go ahead with the job (or project).

A covering memo should be attached, stating the purpose of your report and asking the supervisor for their acceptance of the report.

Self Check 2	Written Test

Name:_____ Date:_____

Direction: Write **TRUE** If the Statement Is Correct**, FALSE** If It Is Incorrect, if you have some clarifications – feel free to ask your teacher.

1. _____*Requirements* specification is file according to organizational guidelines.
2. _____ Reporting is one of checking requirement analysis.
3. _____ Each client need their specification on the organization.
4. _____ Interview is one method of collecting information from clients.
5. _____ a covering memo should not be attached, stating the purpose of your report and asking the supervisor.

Note: **Satisfactory rating - 3 points** **Unsatisfactory - below 3 points.**

Information Sheet – 3	Verifying and reporting client requirement

1.3 Verifying and reporting Client requirements

Identifying the client means obtaining certain basic information about your client and any third party directing, instructing or who has the authority to direct or instruct your client such as a name and address. You must obtain this information whenever you are retained to provide legal services to a client unless an exemption applies.

Verifying the identity of a client means actually looking at an original identifying document from an independent source to ensure that your clients and any third parties are who they say they are. You are only required to verify the identity of your client and such third parties if you are involved in a funds transfer activity, that is, you engage in or instruct with respect to the payment, receipt or transfer of funds. You are not required to identify and/or verify the identity of your client and such third parties in all situations.

Methods of verification

Verification techniques can be classified into formal or informal, and static or dynamic. Four main verification methods are inspection, demonstration, testing, and analysis. Some of the popular verification techniques include desk checking, inspections, walkthroughs, and reviews.

Self Check 3	Written Test

Name:_____ Date:_____

Instruction: Choose the best answer for the following question, if you have some clarifications – feel free to ask your teacher.

1. Verifying client support is
   A. Obtaining certain basic information about your client
   B. Any third party directing, instructing
   C. Who has the authority to direct or instruct your client such as a name and address
   D. All
2. How to verify the identity of client
   A. Is looking at an original identifying document from an independent source to ensure that your clients
   B. Obtaining certain basic information about your client
   C. Any third party directing, instructing
   D. All
3. You are only required to verify the identity of your client by
   A. you engage in or instruct with respect
   B. payment
   C. receipt or transfer of funds
   D. All
4. Verification techniques can be classified into
   A. formal or informal
   B. static or dynamic
   C. demonstration
   D. A & B
5. One of the following is main verification methods?
   A. Inspection, demonstration, testing, and analysis.
   B. static or dynamic
   C. formal or informal
   D. All

Note: **Satisfactory rating - 3 points** **Unsatisfactory - below 3 points.**

Information Sheet – 4	**Ensure client support expectation by vendor warranty**

1.4 Taking action to ensure client support expectation by vendor warranty and support services

Warranties and support

Before acquiring hardware peripheral devices, it is vital to assess what kind of warranties, service and support, prospective suppliers will provide.

Warranties

A warranty is an agreed upon term which covers a computer or computer component. Generally, most computers have a 1 or 3 year warranty. This warranty may or may not cover the service, repair and replacement of computer parts.

An extended warranty is an available option provided by manufacturers or third-party companies that provides additional support and/or repair of a computer or other hardware devices beyond its standard warranty.

Service and support

It is important to know what kind of support services are offered by the prospective supplier. There are many questions to consider such as:

- If a device requires repairs does it have to be sent back to the supplier (called 'Return to base') or will they provide on-site visits?
- What is the average response time if service is required?
- What kinds of maintenance and repair costs could be incurred during the duration of use of the device?
- Will the device require regular servicing? If so, how many services will be necessary over a one-year period?

Self Check 4	Written Test

Name:_____ Date:_____

Direction: **filling** the appropriate answer for the following question in the specie provided, if you have some clarifications- feel free to ask your teacher.

1. _____ is an agreed upon term which covers a computer or computer component.
2. _____ is an available option provided by manufacturers or third-party companies that provides additional support.
3. _____ a device requires repairs does it have to be sent back to the supplier.
4. _____ Will the device requires regular servicing?

Note: **Satisfactory rating - 3 points** **Unsatisfactory - below 3 points.**

Operation Sheet – 1	Procedure of how to opining, downloading email attachment in internet

To open email in internet follow the following instruction

You'll need:

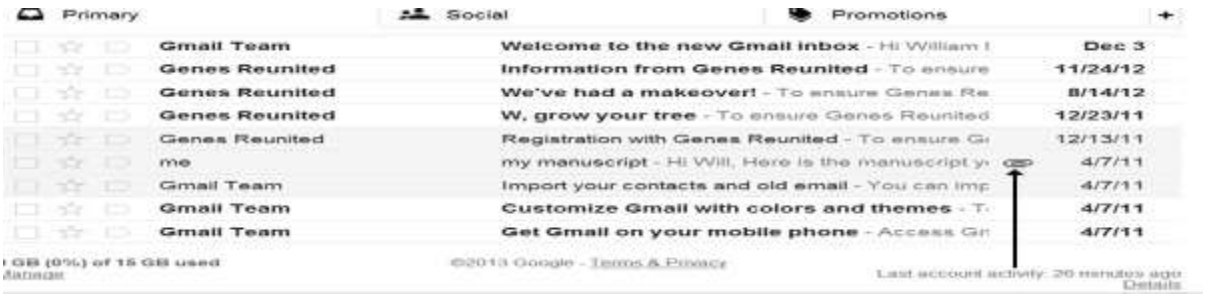
- a computer with internet connection
- an email that is set up and ready to send and receive emails.

Follow these step-by-step instructions to open an attachment

Step 1: Log in to your email account.

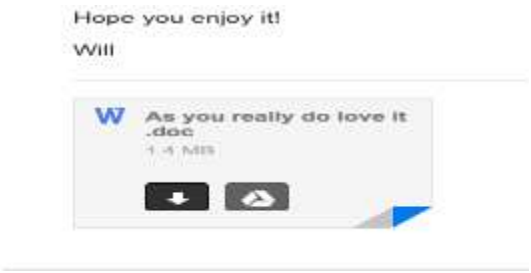
Step 2: Make sure you're in your inbox.

Step 3: An email with an attachment will have a paperclip icon next to it to show that there's something attached to the email you've received. Click on the icon.



Step 4: The email will open up with the attachment shown at the bottom.

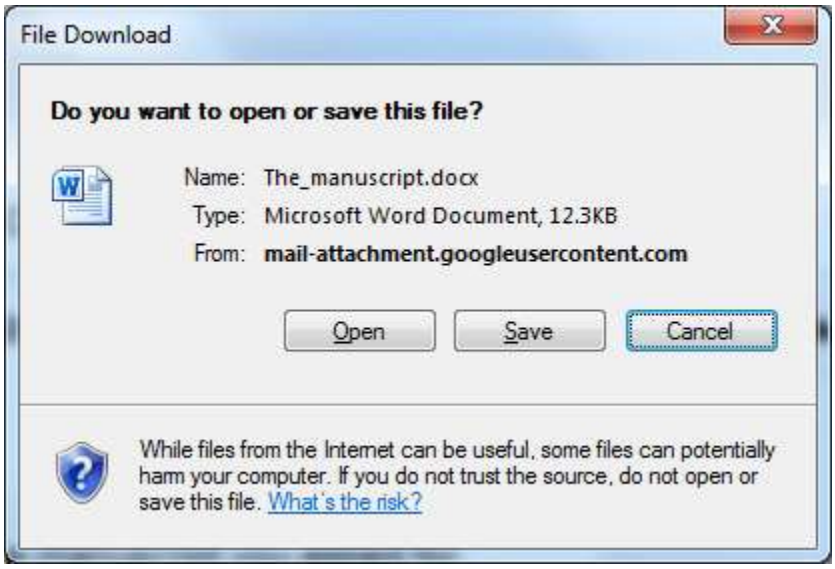
Step 5: Hover over the attachment to see the download options. In this instance, you can open the document as a 'Google Doc' or download it to your computer. We will click the **down arrow** to download it to our computer.



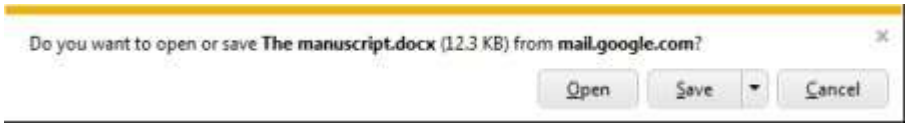
Another box will pop up asking if you want to 'Open', 'Save' or 'Cancel' the download. Click **Save**.

You may see a box similar to this.

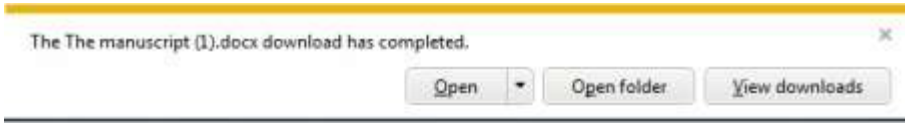
Another box will pop up asking if you want to ‘Open’, ‘Save’ or ‘Cancel’ the download. Click **Save**.You may see a box similar to this:



Or this:



Step 6: Find a place to save your document and download it to your computer. Once the document has been downloaded, you may be offered another dialogue box with further options: open the document itself by clicking **Open**; or open the folder to which the document has been saved by clicking **Open folder**.



Step 7: Click **Back to Inbox** to go back to your list of received emails. You’ll now be able to access through your Windows folders the attachment saved on your computer.

Lap Test	Practical Demonstration

Name: _____ Date: _____
Time started: _____ Time finished: _____

Instructions: You are required to perform the following individually with the presence of your teacher.

- *Your teacher will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advice you on additional work. But if satisfactory, you can proceed to the next topic.*

Task 1. How to open a file from email?

Task 2. How to download attachable file an email?

List of reference material

1. Book

- beginners-intro-email-part1
- Computer Hardware_ Hardware Components and Internal PC Connection
- Computer Networking & Hardware Concepts

2. Web adders links

- www.wikipidia.com
- www.google.com
- web1.keira-h.school.nsw.edu.au/faculties/IT/