Tech Squad

What do I want them to be able to do at the end of the year?

-Turn on a machine, troubleshoot the problem, see if they can fix it, and if they can’t, take down necessary info and put in a trouble ticket.

How do we start?

-Assess levels of virtuosity.

Take out a laptop sans battery

Try to turn it on

Have students figure out why it’s not turning on

Lesson One:

Check the obvious stuff first

What is the obvious stuff?

Power cable

Power switch

Is there a battery in?

What else?

Lesson Two:

Once we have done step one, what’s next?

How do we troubleshoot a problem?

-Always ALWAYS ALWAYS write stuff down.

What do I mean by stuff?

-error messages

-processes (step by step)

Is the problem replicable?

-If yes, what step is tripping the machine up?

-if no, ask questions about when it happened?

Did the end user add a piece of software or hardware to the system?