

BEST PRACTICES

1. Title of the Practice:

COMPUTER BRACE

2. Objective of the Practice

Computer hardware are carefully selected to meet the evolving needs of the organization and its supporting information systems to Identify and discuss the role of the essential hardware components of a computer system and Operating System, Application software are critical in helping individuals and organizations achieve their goals .

Every department has a system and printer with internet facility, all staff members are using systems and they are facing some hardware and software problems, the computer department helps to clear the problems without any charge.

3. The Context

Our department is extending the hardware and software service to the other partments in the college , like any software usage, bugs and hardware problems .

4. The Practice

Our department has trained the students for hardware (like power supply, plugging, RAM,etc.), software (installation of drivers , virus clean , temp files, etc.) if any department has a problem, first hardware trained students visit and solve the problems, if the problem is not solved then department faculty members try to solve the problems, if problem is still not solved then only outsourcing hardware engineer comes to our help.

Some of the problems solved by the department

a) General slowdown

One of the most common problems users have with their computer is that it is "running slow."

Solution :Nine times out of ten, the main reason for general PC slowdown is improper distribution of hardware resources. What this means is that specific programs or processes are using too much of your RAM, hard drive, or CPU.

b) PC will not turn on :

Solution: Pressing the power button on your computer and having nothing happen can feel like the end of the world. Luckily, power issues do not necessarily mean the entire PC is broken or that data has been lost. Both desktops and laptops can refuse to turn on for a number of reasons. Sometimes it can even be just a peripheral such as an external monitor that is having problems and stopping the PC from turning on entirely.

c) Peripherals not working:

Sometimes the most knowing problems are peripherals you are trying to use with the machine, keyboards and mouse

Solution: The first thing to check when an external device is not working is its connection to the computer. Cables can easily break, or ports can be obstructed. Before getting into any more serious solutions, it is always best practice to try using different cables or connections on your machine to see if a device will begin working again.

d) Audio issues

Virtual meetings have become standard these days, and so have a host of audio issues that can make using your PC unbearable. Microphones get accidentally muted, or audio sources can switch within different programs.

Solution: Most keyboards, headsets, or microphones come with a dedicated mute button. When dealing with sound issues, it is always best practice to check these functions and buttons first. Accidental button or key presses can sometimes mute audio sources in programs or your entire PC audio.

5. Evidence of Success

The department of computers solves many complaints in various departments without any charge , if any department has a hardware, software problem first they make a complaint on Computer Brace Book , within 3 working days we solve the problem , if the problem is not solved then only outsourcing software engineer will solve with charge.

6. Problems Encountered and Resources

Problem	SOFTWARE	HARDWARE
Computer is slow	Could be malware, too many start-up items (Windows) or build up of temporary files	Could be hard drive is fragmented or starting to fail, not enough RAM or an old CPU
Computer keeps restarting	Could be automatic OS update problem, adware, virus or other malware	Could be graphics card, motherboard or network card drivers
Keyboard, mouse, printer or other peripherals aren't working properly	Could be driver issues	Could be computer port issues or peripheral component issues
Peripheral commands interpreted incorrectly	✓	
App command not working	Software if it's happening in only one app	Hardware if it's happening in more than one app
Internet is slow	Could be an app in background is consuming the bandwidth	Could be hard disk failing
Downloads take forever		✓
Computer freezes	✓	
Attachments won't open	✓	
PC blue screen of death		✓ (although it could be your drivers)
Pop-up ads	✓	
Corrupt files or long delays accessing files		✓
Google performing oddly	✓	
Sudden shut off...or sudden anything weird		✓
Graphical errors like your computer screen is jumbled		✓
Unusual noises		✓

Sample images

