



Forms and Publications Review

INSTRUCTIONS: The following screens contain a series of questions and answers you should know about this subject. Read the stem of the question, review your notes, and then write down the answer the question. The correct answer can be found on the next screen. Review and compare your answer with mine. If they match... Great! If they don't... You have some studying to do before you take the module exam.

Regardless of the amount of experience you have repairing computers, you are always required to have a _____ on hand when repairing equipment.



Even the most experienced technician always keeps a technical manual on hand when servicing equipment. You must have the right manual with you as well and open to the page you're working on. You'll need it no matter how many times you've done a particular task.



What is the Julian date for January 25, 2002?

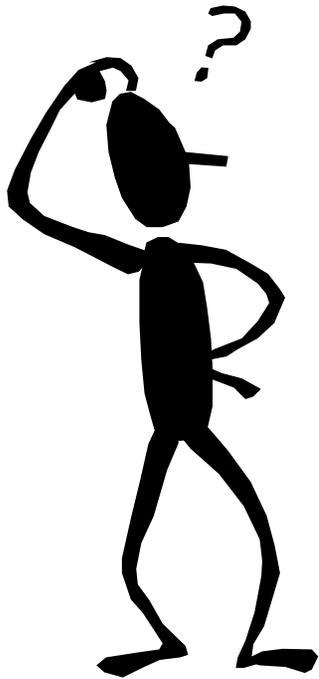


The Julian date is a four-digit number comprised of the last digit of the year concatenated with the number of the day of the year. Clear as glass... Right? Look at it this way. The first digit of the Julian date for January 25,

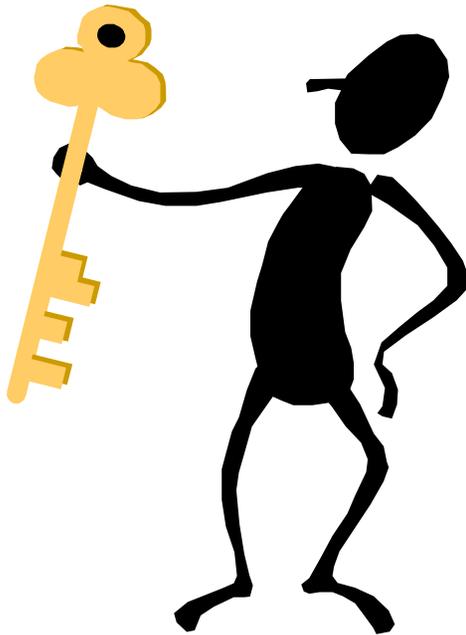


2002 would be 2. That's because the last digit of 2002 is 2. The next three digits are the day of the year starting with January 1st (001) and ending with December 31st (365 - But only if it's not a leap year.) The Julian date for January 25, 2002 would then be 2025.

Which task does not require a valid work order in hand to start work on?



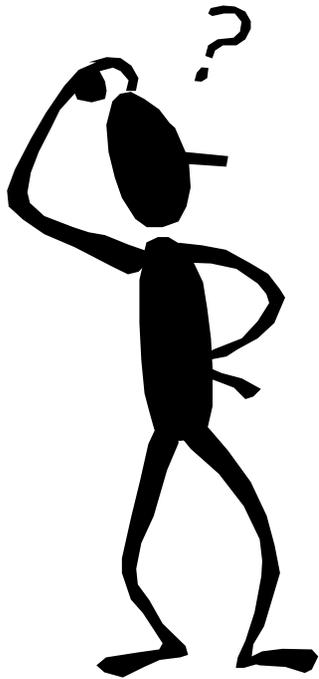
Work Orders are very important documents used in the service industry to keep track of the work their technicians do. It's part of a maintenance data collection



system that also determines what equipment has been repaired, what was wrong with it, what parts were replaced and how much time it took to repair it. Therefore, you would need to use a workorder to show the time spent on software installation, PMIs and computer repair, but not for things like taking out the trash, sweeping the

floor, or inventorying toolkits. In other words... shop work.

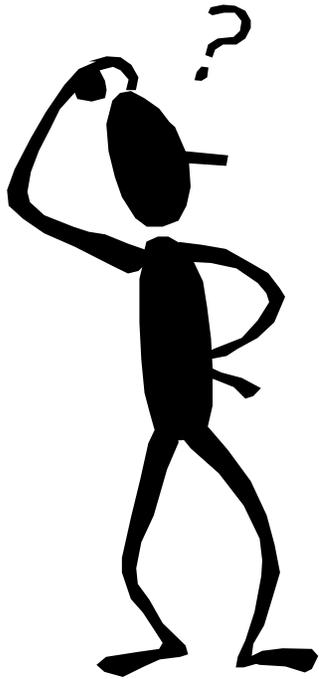
This person acts as the owner of the company or your employer.



Let's see here... The dispatcher is sometimes a student in the classroom, but in normal life he's some overbearing schlub telling you what to do. Think about the "Taxi's" Louis DePalma when you think about Dispatchers. Although it's a nice sentiment and a wonderful slogan, the customer really isn't the owner of the company and neither are technicians. Team leaders are working stiffs too so the only logical answer to this question would be... Your instructor fulfills the role of the company owner and your employer.



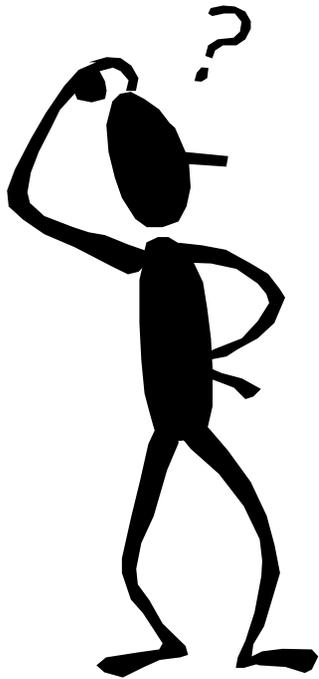
What is the primary purpose of the time card?



Perhaps you haven't had a real job before... One where you get paid by the hour. Businesses use a variety of documents to keep track of the amount of time you spend on the job site so they can calculate how much to pay you. Usually it's a time card. It's your responsibility to punch-in (out) on time and punch-in (out) everyday you're at work. If you don't, payroll won't pay you correctly. The time card is of no real use to anyone except payroll.



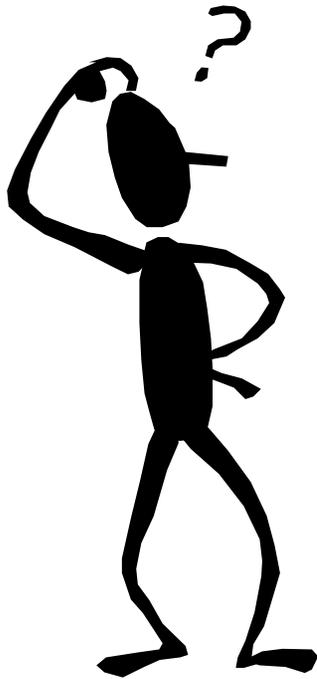
The only thing you can refer to when taking any exam is your _____ .



The CSS exams are modeled after the same requirements for CompTIA A+ Certification. Although the A+ Certification Exam only allows the use of blank paper and a writing tool only, the CSS course allows you to use your Study Guide sheets and only your Study Guide sheets when taking the CSS exams. Be forewarned though, you will not be able to use these when you take the A+ exam.



Leadership and self assessment are key components being taught in this course. Your supervisor can be a student leader or your instructor. They will initial your _____ as you successfully complete each subtask. You must complete every subtask to receive credit to the entire task.



Well... Instructors do initial-off time cards, but that's for employability skills and not subtask completion. The document that the instructor or team leader initials off to show task completion is the assignment checklist.

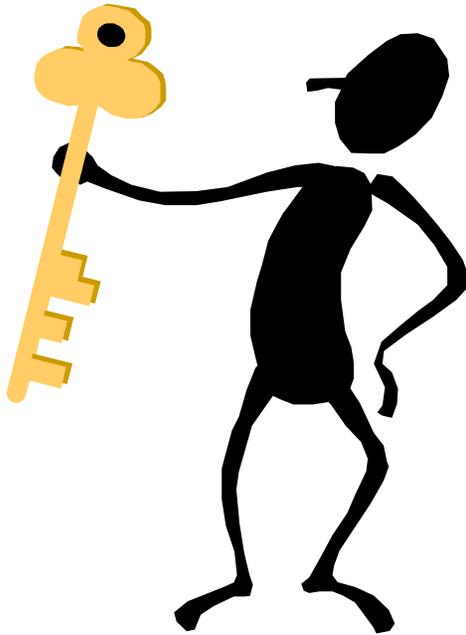


There's one for every module and it really is the guide for everything you do in this course. You can't fail if you following the assignment checklist so print it out and use it.

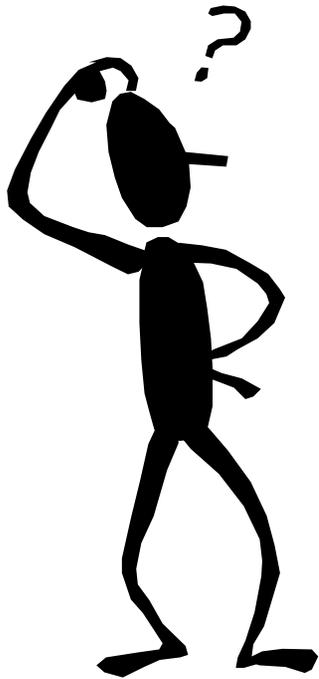
Mrs. Johnsonmaeyer just turned-in a broken computer for repair. She says the hard disk drive is bad. You don't have a replacement drive on hand. You opened a work order and examined the computer and found that the drive was in fact defective. You ordered the drive and placed the computer on the shelf until the part comes in. At this point... What's the status code for this job?



Yes... I understand that Ms. J's computer is actually "broken" but that's not the code we use to identify the status of this job. The computer's not awaiting maintenance (AMW) either, because we haven't received the replacement part yet. Once the new drive comes in, then the job moves to the awaiting maintenance (AWM) section of the Job Control Binder and then we can dispatch it to a technician (In-Work). Until then, this job is awaiting parts (AWP).



How long should you keep Job Control Logs on file?



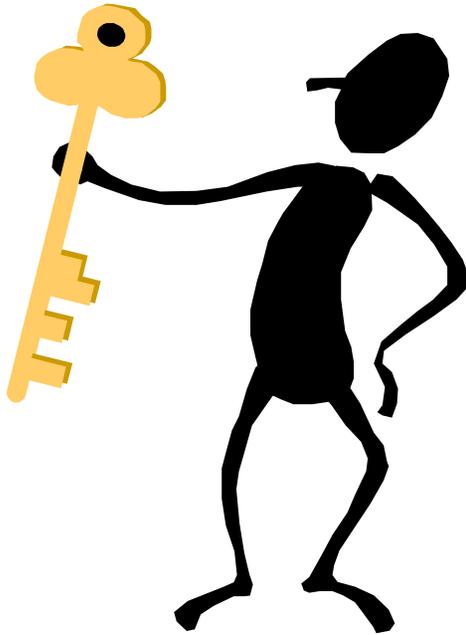
The Job Control Logs form a history of all the work your class has done in computer service and support. We want you to keep these logs on file for a full calendar year. You can use the logs to look up repair trends in computer maintenance as well as reference customer inquiries. This is also true for records kept with the Job Dispatcher software.



Part of this form is given to the customer as a receipt. The remaining part is attached to the item that was turned-in for repair.



The work order form is one of the most important documents used in the service and support industry. It's a written record of customer and technician information as well as the job history of the work being performed. It's maintained in the Job Control binder and the original is never given to the customer. The same is true for the Job Control Log. The Out Record is used to keep track of checked-out technical manuals and makes absolutely no sense as an answer to this question.



If you answered "Out Record"... bad choice. Therefore, it's the Repairable Item Tag that's used to identify equipment in the shop with the bottom part of this form given to the customer as a receipt.