

Guidelines

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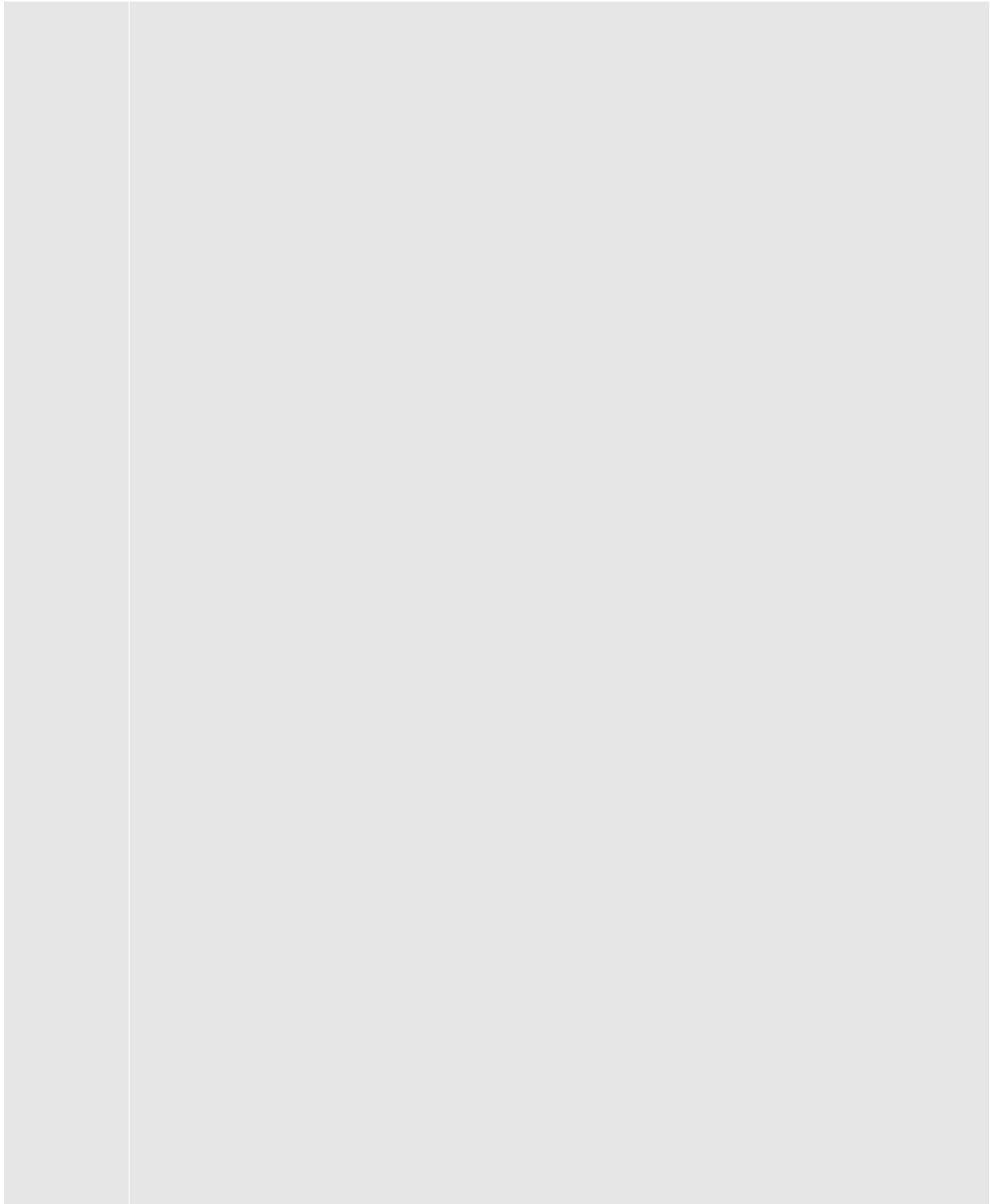
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PHASES	EXPLANATIONS
1	Determine the source of the problem: 1.1 system files; or 1.2 hardware related problem
2	For problem due to the system file (corrupted), determine whether you need installation or not. 2.1 If installation is required, reinstall the Operating System. 2.2. If installation is not required, check boot file <command.com> then find boot file from other personal computer with the same Operating System and “ Sys” over to the affected personal computer. (<use Command < Sys c : >).
3	Restart the computer and test it. If it is okay, end the process. Else, proceed with step 4.
4	For problem due to hardware, test the hardware (e.g. harddisk or motherboard); and check for parts availability: 4.1 If parts is available, replace faulty parts accordingly and test replaced parts. If available part is working proceed to Step 6. If the part is not working, proceed to Step 4.2. 4.2 If part not available/working, contact SAINS Call Centre for quotation/ repair/ replacement. If quotation required, the technician will proceed with purchasing of the parts and proceed to Step 5.

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5	The technician receive repaired/replacement/ new parts and test them accordingly: 5.1 If the part is working, install and test it. Proceed to Step 6. 5.2 If the part is not working, repeat Step 4.2
6	The technician will record the particular of maintenance work in the Maintenance of ICT Equipment Form.

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