# Task 6

Use Table 1 to determine what the priorities should be. Then number each problem in Table 2 according to the priority settings and answer the question.

**Table 1:** Priority settings

|  |  |
| --- | --- |
| Priority | Definition |
| 1 | Critical systems are unusable and business is severely affected. |
| 2 | Critical systems are degraded and business is affected. |
| 3 | Non-critical systems are unusable or degraded. Business is not affected. |
| 4 | All systems are available and business is not affected. |
| P | Problem is pending. Waiting for equipment or software testing. |
| C | Unable to contact client. Require client’s approval to continue to next step. |

**Table 2:** Problems

|  |  |  |
| --- | --- | --- |
| Priority | Problem | Answer |
|  | Marty needs to know what version of windows he is running to install a new application,  This page explains how to determine what version of Windows you are running.  [**What Version of Windows am I Running?**](http://www.helpdesk.umd.edu/topics/troubleshooting/applications/advise/2283/) | Explain the steps:  1. Press the **Windows** & **R key** at the same time. This will bring up the **Run Program** box.  2. Inside the **Run Program** box, type **winver** and press **Enter**  What version is your computer: |
|  | Jo needs to disable the Windows XP Firewall completely. | Jo to turn off the Windows firewall, do the following:  To disable Windows Firewall, follow these steps:   1. Click Start, click Run, type Firewall**.**cpl, and then click OK. 2. On the General tab, click Off(notrecommended). 3. Click OK. |
|  | Marie has a “bounced” email  Notes:E-mail almost never vanishes into thin air. If a problem occurs with delivery, the sender virtually always gets a response, or "bounce", which consists of  a normal header (usually from "Mailer-Daemon" or "Mail Delivery Subsystem")  a section of information specifying what went wrong, and  an optional section consisting of the original mail item  That second section is the vital one in figuring out what has happened. | Why does e-mail bounce, give reasons to Marie why her email may have bounced:  E-mail usually bounces because the user is either unknown or the mailbox is full. |
|  | The network switch on the first floor of a suburban retail store has failed. All cash registers connected to this switch have failed. Customers are directed to the other side of the store to make purchases. |  |
|  | Pinko in marketing has a frozen screen on his PC | Explain how to start his PC in safe mode:  Click **Start** and then click **Shut Down**  In the drop-down list of the **Shut Down Windows** dialog box, click **Restart**, and then click **OK**  As your computer restarts but before Windows launches, press F8.  Use the arrow keys to highlight the appropriate safe mode option, and then press ENTER |
|  | Eugene in the Finance Department needs to know how to find his own IP Address.  See: <http://www.helpdesk.umd.edu/topics/troubleshooting/applications/advise/2882/> | Explain to him how to find his IP Address:  From the Start menu select Run  Type cmd in the Run window field  Type **ipconfig /all**  What is the IP Address of your PC:  153.107.33.151 |
|  | The accounting department has asked the HelpDesk to advise on converting all its computers running XP operating system to Windows 7. | Create a report for the accounting department including an instruction plan for changeover to Windows 7. |

## A quick guide to report structures

The structure of a report moves the reader along a logical path towards the recommendations, findings or conclusions made. Different types of reports require different structures. The following table outlines the possible headings for different types of reports.

**Table 1:** Outline of report structures and order of text or pages

|  |  |  |
| --- | --- | --- |
| Short report | Long report | Technical report |
| Purpose | Preliminary material: cover page, table of contents and lists of tables, graphs and figures. | Table of contents, lists of tables, illustrations and statistical data. |
| Definitions of terminology |
| Purpose |
| Scope |
| Introduction | Introduction | Introduction |
| Discussion | Discussion | Background and research method. |
|  | Method and technique used |
|  | Statement of the issue | Analysis |
|  | Findings | Findings |
| Conclusion | Conclusion | Summary of results |
| Recommendations | Recommendations | Recommendations |
| End matter such as bibliography, appendices and index. |

**Create a Report**

Create a report for the accounting department including an instruction plan for changeover to Windows 7. Cover issues such as whether the PC’s can run Windows 7.

References:

<http://www.youtube.com/watch?v=KCnstpU1Qus>

<http://windows.about.com/od/windowsosversions/f/FAQwindows7Upgrade.htm>

<http://windows.about.com/od/windowsosversions/u/UP_Win7.htm>

<http://www.youtube.com/watch?v=jZxRWTz8qiY>