Instructional Scenario
911. What's Your Computer Emergency?

Course/Duty Area: Information Technology Fundamentals/Investigating Computer Fundamentals

Scenario:

You provide IT support in a small organization and notice several problems with the employees' computers. You realize the employees are not caring for their computers as they should, so you decide it is necessary to explain to them the importance of computer system maintenance and preventive measures.

Big Question:

What would be the best way to describe the importance of computer system maintenance and preventive measures?

Focused Questions:

- What resources are needed to explain computer system maintenance and preventive measures?
- What types of equipment are needed?
- What maintenance should be performed?
- What are some preventive measures?
- What are some types of protection (anti-malware)?
- What are some consequences of failing to take preventive measures?

Student Project or Outcome:

Create a presentation to explain the importance of system maintenance and preventive measures.

In your presentation, you will describe the types of equipment needed, options to consider in performing maintenance and preventive measures, types of protection (anti-malware), and consequences of failing to take preventive measures.

The presentation should
- consist of ten slides
- include title, description, equipment, maintenance, preventive measures, types of protection, consequences of failing to take preventive measures, conclusion, and works cited
- use at least two resources
- use appropriate images
- identify important words and include them on the notes pane
- print as handouts including important words for an oral presentation.

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