

Dell Hardware Maintenance: Desktops, Workstations, Notebooks

Course SSDL008 One Day; Instructorled

Overview:

This 1-day course is designed to transfer the field service knowledge and skills required to install and perform break/fix service on Dimension™, Optiplex™, and Dell Precision™ products as well as Dell Notebook products through instructor-led classroom lectures and laboratory exercises. This course teaches the Theory of Operation; Proper Component Removal and Replacement Procedures; Operating System Installation and Configuration; and Hardware Troubleshooting for the current line of products.

This course combines Dell Hardware Maintenance for Desktops, Workstations with Dell Hardware Maintenance for Notebooks.

Who Should Attend

This course would be of special value to anyone who is involved in the installation, maintenance and/or support of Dell portables and Dell Desktops & Workstations.

Suggested Prerequisite

This course is designed for IT professionals with a computer support background and who have technical expertise in diagnosing and servicing computer systems. This course is not designed for new technicians.

Course Outline

Describe various types of architecture found in today's Notebook and desktop systems

Understand and list the key features of the latest Dell Notebook and desktop products

Describe the POST procedures and the various methods of reporting failures during POST

Be able to access and understand the set up utility Be able to use the various diagnostic

tools and documentation to isolate failures Access and use the features of the Dell Internet

support site Demonstrate competency in breakdown and assembly.