**Classroom Activities (Discussion & Hands-on)**

**Theoretical Mock Exercises**

1. What are the **Troubleshooting Theory** Steps?

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| 1. | I |
| 2. | E |
| 3. | T |
| 4. | E |
| 5. | V |
| 6. | D |

1. Why it is **important to** **capture important information and document** them during **Incident Response**? Please explain…

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1. What is **Hardware Compatibility** issue? Should it be **Classified** under hardware or software issue? Please explain…

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1. What are the **System Tools** can be used to troubleshoot **System Slowness Issue**?

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1. What is **Workstation Security Best Practices** to mitigate security threats such as inadvertent mistakes, malware, social engineering…etc? List 4

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1. What are the **five important techniques** when moving an equipment such as computer so to avoid safety hazards?

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| 2. |  |
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| 4. |  |
| 5. |  |

1. What are the **potential safety hazards** for (1) **CRT monitor** (2) **Power Supply**?

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| **CRT Monitor** |  |
| **Power Supply** |  |

**Practical Mock Exercises**

* Installing Windows 10 / Windows 8/8.1 / Windows Server 2008 R2 (individual task)
* Exploring Windows Updates features (individual task)
* Exploring Firewall features (individual task)
* Exploring Windows Defender (individual task)
* Software troubleshooting & problem solving? (individual task)