

## IT Essentials 5.0

### 7.7.2.4 Worksheet - Investigating Support Websites and Repair Companies

Print and complete this worksheet.

For this worksheet, you will investigate the services provided by a local laptop repair company or a laptop manufacturer support website. Use the Internet or a local phone directory to locate a local laptop repair company or laptop manufacturer support website. Answer the following questions:

#### Local Laptop Repair Company

1. What different types of services are offered by the repair company?
2. What brand(s) of laptop computers can be repaired at this repair company?
3. What type(s) of warranty is offered at this repair company?
4. Does the staff have industry certifications? If so, what are the certifications?
5. Is there a guaranteed completion time for repairs? If so, what are the details?
6. Does the repair company offer remote technical services?

#### Laptop Manufacturer Support Website

7. What steps are required for locating device drivers for a laptop?
8. What type(s) of support are offered for troubleshooting laptops?

9. Does the manufacturer website offer remote technical services, if so what type(s)?
  
10. What method(s) are used to located parts?
  
11. What steps are required for locating manuals for a laptop?