



TLE 9 – ICT Computer Systems Servicing
QUIZ 1- FOURTH QUARTER
SY 2023 – 2024

Name: _____

Date: _____

Grade & Section: _____

I. MULTIPLE CHOICE

Directions: Read each item carefully. Choose your answer from the pool of words below. Write ONLY the letter of the best answer on your answer sheet. Use CAPITAL LETTERS.

- | | |
|---------------------|-------------------------|
| A. Process | F. Output |
| B. Procedure | G. Objectives |
| C. Work instruction | H. Trigger/instructions |
| D. Title/ overview | |
| E. Input | |

- ___ 1. A set of linked or interactive activities that convert inputs into outputs.
- ___ 2. It describes any feedback needed from other procedures/processes, department, etc.
- ___ 3. It describes what the Work Instructions do.
- ___ 4. It is defined by carrying out an operation or process.
- ___ 5. It describes the objective and what the user can expect to happen after they have completed the activity.
- ___ 6. These are documents that explain the basic instructions for performing such tasks in a simple and precise manner.
- ___ 7. It identifies any triggers needed to start the activity.
- ___ 8. It describes the outputs produced by the Work Instruction.
- ___ 9. It states what needs to be done and why.
- ___ 10. It explains how to carry out the procedure.

II. Directions: Arrange in chronological order the step-by-steps on how to write the work instructions. Write only the number (1-5) on your answer sheet.

- 11. _____ Document Control-Version#, Date, Doc name, Detail of change, Review date, etc.
- 12. _____ One role activity. Don't combine two roles in the same step.
- 13. _____ Describe the detailed instructions for the work. Identify roles and responsibilities.
- 14. _____ Give each activity its own title.
- 15. _____ Number each step. And use consistent formatting

III. Directions: Name the following parts of the system unit. Write your answer on your answer sheet.



16.



17.



18.



19.



20.

IV. Arrange the following steps on how to assemble and disassemble the computer. Write only the number (1-10) on your answer sheet.

A. Personal Computer Assembly

- _____ 21. Remove the motherboard
- _____ 22. Detach power supply
- _____ 23. Remove the RAM
- _____ 24. Open the system case
- _____ 25. Remove CD/DVD drive
- _____ 26. Remove the CPU
- _____ 27. Unplugging
- _____ 28. Removing the system fan
- _____ 29. Detach the hard drive
- _____ 30. Removing the CPU fan

B. Personal Computer Disassembly

- _____ 31. Install the CPU
- _____ 32. Connect the power supply
- _____ 33. Install hard disk drive
- _____ 34. Prepare the motherboard
- _____ 35. Install graphics/ video card
- _____ 36. Prepare your workplace
- _____ 37. Install the CPU heat sink
- _____ 38. Place the motherboard into the case
- _____ 39. Install the RAM
- _____ 40. Install CD/DVD drives