Unit Project—Power Supplies

A customer brings in a computer with the following problem:

I built a computer myself. I've got Windows XP home, a Gigabyte GA-7VXP motherboard, an Athlon XP 2600+ processor, an Asus FX200 video card, two IDE hard disk drives (80GB and 40GB), 512MB of DDR400 RAM (aka PC 3200), and a DVD-RW drive.

The problem is that it keeps resetting in a sporadic manner. It can go all day and then suddenly reboot, or it can reset itself immediately after having been switched on.

I emailed the mobo manufacturer and they think it's the power supply, but I don't think so. It's 350 watts, which is more than enough. The power supply came with the case, so I'm sure it's fine.

Task One: Create a list of words that must be defined in order to answer the customer's question.

Task Two: Develop a list of questions that must be answered before you can begin fulfilling the customer needs. Email your questions to ppumpkin@teechur.com

Task Three: Develop a customer overview. Who is this guy? What does he need? How can you help?

Task Four: Determine a list of his current needs and potential future needs.

Task Five: Research the power requirements for his system. Create a table that shows the amount of power each component is pulling. If he doesn't have a component listed, assume a generic brand. (In other words, just because he doesn't say he has a floppy drive, doesn't mean he doesn't have one. Assume that he does as well as a modem or network card, and other common components.

Task Six: Develop a theory about what might be causing his problem. Then develop a list of steps to take to troubleshoot and test the theory. These steps must include more than just "get a new xx". How should he test it? What should he use for testing? What readings? Etc.

Task Seven: Research the requirements for the task he's asking you to complete.

Task Eight: Create a *simple* step by step package, complete with diagrams and screen shots, that will explain to him:

1. What it is he wants to do. Use proper terminology.
2. How to set it up.
3. The different ways he can set it up. Be CLEAR.
4. Any additional hardware or software requirements.
5. Troubleshooting tips for when it doesn't work.
6. Your suggestion for the best way to set it up.

Task Seven: Create a complete proposal that outlines what you can do for the customer. Include drawings and images, price quotes, and other items as applicable.

Power Supply Failure