Types of faults that can occur in an organisation

Poor performance

In an organisation, computers may have faults such as poor performance levels. This could be due to the fact that the computer’s memory is low (whether it is RAM or storage), or simply due to the fact that a software or piece of hardware is causing the computer system to run slow and may need to be removed or updated to get the system running faster. In order to fix these types of faults, as mentioned, an upgrade may be necessary so that it can fix bugs and other problems causing the performance to be poor.

Loss of service

Whilst trying to access the system, if an upgrade or installation is taking place, loss of service can occur. This means that an employee will not be able to use the network, causing problems throughout the organisation. To fix this, organisations should avoid upgrading or installing during working hours so that they can avoid issues within the company (such as staff not being able to use resources located in the organisations network).

Viruses

There can be times when faults such as viruses occur. Viruses can cause problems such as slowing down the performance of a computer, damaging files and even deleting files that may be important and very useful to an organisation. Viruses can get onto a computer system via emails (a staff member could accidentally open spam mail and open up an attachment which has a virus attached to it) or fake adverts on the internet. In order to stop viruses getting into the network, organisations should make it aware to staff to be careful on which emails they open and websites they go onto whilst on the internet to avoid problems that happen when viruses are found.

Error messages

This issue could occur when (for example) a user is trying to save a file whether it is a type of media file or document, and an error message in a dial box pops up and reads “out of memory”, or even whilst on the internet and an issue occurs and a dial box asking to send an error report to windows appears.

Hardware or Software problems

A problem that can occur is problems that hardware or software is having. A piece of hardware such as a printer may not be working, for example if a user has sent their work to be printed, maybe the printer does not recognise the PC, and would have to be installed onto the PC in order to complete the process of printing the files. With software, problems such as not being able to load up or that the software is freezing could happen in an organisation, this would have to be dealt by a technician which can solve these type of problems so that staff are able to use the software smoothly.