Building skills for independence in IT use

The purpose of this trial project is to gauge if our organisation can support our remote clients to build their independence in the use, maintenance and simple repair of IT equipment and software by providing simple video tutorials.

The idea is based on producing in-house, simple video tutorials on common maintenance, diagnostic and repair processes associated with a personal computer and its peripherals.

The videos are to be short, show what is required and have this supported by a dialogue track that provides an audio explanation. The video specifications are:

* mp4 format
* Standard aspect ratio of 16:9
* Resolution (the amount of detail in your video or how realistic and clear the video appears) can come down to 480 pixels, i.e. a screen size of around 840 x 480 – sufficient for viewing through a web browser and a file size small enough to not slow down the web.

In this trial to see if the approach is valued, the following topics are to be addressed - each topic forming a simple short, narrated video:

**Video 1: Using the ‘Run Maintenance Tasks’ tool on a personal computer**

**Video 2: How to locate the ‘Disk cleanup’ tool and run this tool on a personal computer and clean files**

**Video 3: How to locate the ‘CHKDSK utility’ tool and run this tool on** **a personal computer and repair any errors**

**Video 4: How to locate the ‘Memory testing’ tool and run this tool on a personal computer**

**Video 5: How to locate the application Windows Defender and run this anti-virus application on a personal computer**