

## Explanation of Services

Some of the software services provided in the PSU Computer Repair Center are:

- Diagnosis – We will determine the likely source(s) of the problem described by the client – any other obvious issues discovered during our evaluation will be noted

- OS installation on new / blank hard drive– If a new hard drive is installed in a computer, or the hard drive has been reformatted, we will install a licensed operating system. We will ensure all Microsoft updates and drivers are installed for the computer, unless the device driver is not available (this is rare).

- OS re-installation due to corrupt operating system -

When the computer is not functional due to a damaged operating system or severe malware / virus issue, the client's data is backed up by us onto a temporary storage device

Steps taken:

1. Data is backed up
2. The hard drive is formatted, which deletes **all** information on it
3. Microsoft Windows or MAC OS installed with all updates
4. MS Office is reinstalled if applicable
5. A free antivirus is installed on Windows systems unless instructed otherwise
6. Data is restored
7. Network access is restored

- Data backup -

- Includes data from client profile(s)
  - If data is stored outside of default location of client profile(s), successful backup is not guaranteed unless we are informed ahead of time of its location
    - Example: If a tax program is used, its data is usually stored outside of client profile. We need to know before service is started that such applications are used
  - A client can decide that we back up only documents or only pictures but cannot select specific dated data. Reason: We transfer complete folders and not specific files
- Note: Successful data recovery is dependent on functionality of the hard drive

- Data Recovery is different than data backup –
  - Data recovery is required when a normal backup of data is not possible due to condition of hard drive, operation system failure, or severe virus infection
  - A data recovery program is used on the hard drive
  - Data recovery can take several hours
  - Note: Successful data recovery is dependent on functionality of the hard drive

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