

## FICHE À DESTINATION DE L'EXAMINATEUR

Interaction orale puis écrite avec le jury **en anglais**

*5 minutes maximum +10 minutes environ*

### Tâche proposée au candidat

#### SITUATION PROPOSÉE

One of your customers' computers is frozen and doesn't respond to any command anymore. He needs your help to fix the problem.

You are an IT technician.

The teacher/examiner plays the part of your customer.

Your task: Follow up on the conversation.

### Éléments de guidage à destination de l'examinateur

Vous trouverez ci-dessous des pistes (non exhaustives) qui vous indiquent ce qui est attendu du candidat : explication de la tâche et questions qu'il devrait aborder dans l'interaction.

#### **Task:**

*Does this happen when trying to open a program? Are many programs open at the same time? Does the problem occur when watching a video? Have new drivers been installed? Have you heard abnormal noises coming from your computer recently?*

#### **Topics and backup questions:**

*Check if the computer can respond to anything by pressing the Caps Lock key on the keyboard and watching the LED to see if it turns on and off. If nothing happens you must reboot the computer / Back up your important information in case a serious problem is on the way / Make sure you have all the latest updates for all running programs / Make sure your computer is clean by running a virus scan / Try only running one program at a time / A driver may be corrupted, outdated or conflicting with another driver / Update the operating system or reinstall it if needed / The computer processor may be getting too hot and the fan may be failing so it is necessary to check the fans in the computer / A defective hard drive, stick of RAM, video card, or another piece of hardware can cause a computer to freeze.*