<u>Laptop</u>

Another piece of technology that my uncle now uses is a laptop. It has helped him a lot and it means he doesn't have to carry lots of information around with him.

Laptops have made my uncles life a lot easier due to the fact that he can find out exactly what the problem is with the break down just by using his laptop. My uncle has a laptop in his van and it is one of the most important pieces of equipment he has. The programme he uses has saved him a lot of time and a lot effort; he has a programme that is a breakdown problem identifier. Jeff's computer programme is run with flow charts. All he has to do is type in the make of the car e.g. ford focus, and a flow chart comes up and all he does is follow the chart e.g. "is the engine working" if it is then you go to a yes column then another question is asked and it goes on like that. This programme would be able to be used if it wasn't for laptops.

Laptops have made my uncles job easier as he can now use it to find out information that he doesn't know about a particular etc, he can do this by simply accessing a data base that has a list of vehicles and lots of information about them.

Twenty years ago this process would not have been possible as it was too expensive to fund and the equipment probably hadn't been fully developed. Before this equipment had been made Jeff had to rely on folders and books he kept in the back of his van, he had to expect they had the information he wanted .Laptops have saved space as he doesn't have to store loads of folders and books. Also it has saved time. Instead of spending ages looking through books and information folders Jeff can just type in the vehicle he wants to find out about and its done like that.

However the downside to my uncle's laptop is, like a mobile phone, crime encouraging. If he is not careful and he leaves it lying where people can see it e.g. car driving seat, there is a risk that it might get stolen. Also there is a risk that it might suffer a technical difficulty e.g. it might stop working for some reason, it might run out of battery, or it might be faulty. In which case Jeff would have to do what he did twenty years ago and rely on the books in the back of the van.

In conclusion to this my uncle has benefited a lot from the use of his laptop. Compared to the way it was done twenty years ago he is much better of the way he does it today. Laptops have affected many peoples jobs but I think my uncle Jeff's job has been affected tremendously by laptops.