Level 3 Customer support provision 3 (7540-030/7630-323)

Systems and Principles
Assignment guide for Candidates

Assignment D

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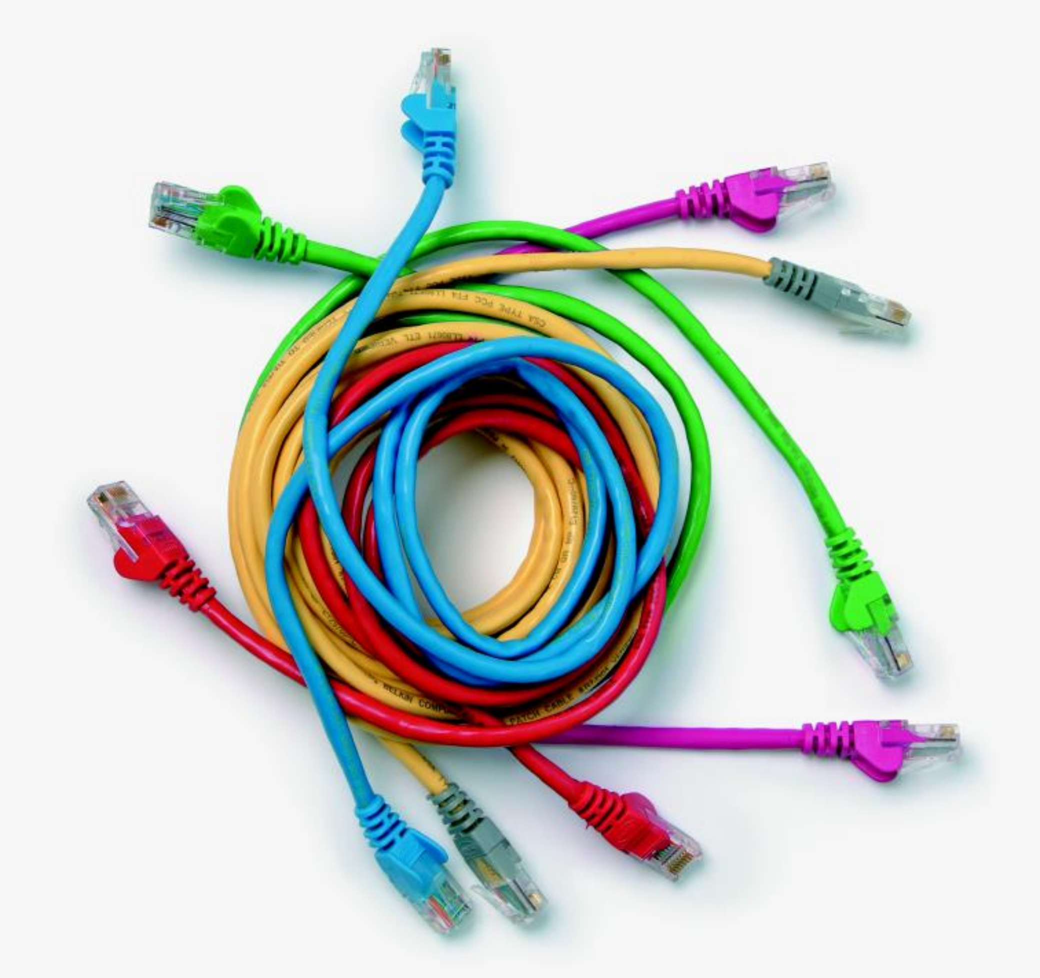

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Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 3 Customer support provision 3 (7540-030/7630-323).

Health and safety

You are asked to consider the importance of safe working practices at all times.

You are responsible for maintaining the safety of others as well as your own. Anyone behaving in an unsafe fashion will be stopped and a suitable warning given. You will **not** be allowed to continue with an assignment if you compromise any of the Health and Safety requirements. This may seem rather strict but, apart from the potentially unpleasant consequences, you must acquire the habits required for the workplace.

Time allowance

The recommended time allowance for this assignment is **5 hours**.

Level 3 Customer support provision 3 (7540-030/7630-323)

Candidate Instructions

Time allowance: 5 hours

Assignment set up:

This assignment is made up of **four** tasks:

- Task A – Support call resolution
- Task B – Fault-finding chart
- Task C – Client questionnaire
- Task D – Training session

Scenario

You are working as a Second Line/Senior Support Technician for a small to medium sized enterprise (SME). This organisation has a PC based network with WAN connections to the Internet and remote sites. It also has network based printing and other shared resources.

You work as part of the IT helpdesk team in which you remotely support users by taking support calls, resolving them and carrying out network administration. In addition, you are expected to go onsite to resolve calls that cannot be fixed remotely and deliver training sessions to end users.

Finally, as a Senior Technician, you are expected to create fault-finding charts to allow junior colleagues to easily resolve common IT problems.

Read all of the instructions carefully and complete the tasks in the order given.

Task A – Support call resolution

In this task you are expected to input data regarding an IT related issue. Create a script or flow chart which shows the process involved in troubleshooting that issue.

The assessor will supply you with details of the customer request for support.

1 Use manual/written or electronic methods to record details of the customer requests and the outcome giving details of the:
   - customer
   - problem
   - date and time of call
   - date and time of first response
   - action taken
   - time of resolution.

2 Please use the Answer Sheet provided to complete Task A2.
   Describe **three** reasons for recording/logging customers' technical support requests and their outcomes.

3 Please use the Answer Sheet provided to complete Task A3.
   Explain the reasons for maintaining accurate records of:

   - requests for technical support
   - the nature of the problem
   - the type of response given
   - the method of resolution
   - the outcome.

Task B – Fault-finding chart

You are expected to illustrate a process to resolve the problem reported in Task A. You are not expected to physically resolve this problem. Your answer should therefore contain a detailed troubleshooting process.

1 Record the fault-finding process by creating a flow chart or script to solve the issue reported by the customer. You should include at least **five** stages.

2 Using your flow chart or script with a customer support telephone call:
   - diagnose the problem presented by the customer
   - guide the customer through the fault finding process and confirm the fault has been accurately reported
   - provide a solution or a workaround to the fault using available resources and guide the customer through implementing it
   - confirm with the customer that the solution has been effective
   - fully document the support call, the diagnostic process and the solution, according to company standards.

Task C – Client questionnaire

You are expected to create a client questionnaire to question end users about their perception of the IT support function. This is to be used in conjunction with the helpdesk data to identify an area where user training may be required.

1 Design a questionnaire with **ten** questions for gathering effective feedback from customers to help improve technical support provision.

2 Use your questionnaire from Task C1 to obtain feedback from **six** users.

3 Analyse feedback gathered and prepare a report detailing the results of the analysis, recommendations for improvements and areas of responsibility.

Task D – Training session

You will need to plan and deliver a short training session to an end user on a topic you have identified from your analysis of your helpdesk records and client questionnaires. For this you will need to create some training materials and a feedback form for the session.

1 Using the analysis of the questionnaires in Task C3, identify **six** training needs and prepare a training guide to meet these needs.

2 Using the training guide prepared in Task D1 coach a user (the assessor) through the process to improve their skill levels.

3 Design a short feedback form and obtain feedback regarding the effectiveness of the coaching in the previous Task.

4 Please use the Answer Sheet provided to complete Task D4.
Evaluate and report on the coaching delivered.

5 Please use the Answer Sheet provided to complete Task D5.
Describe **three** different methods of escalating support request and state an appropriate situation where each of these methods would be used.

When you have finished working:

- Sign each document above your name and label all removable storage media with your name.
- Hand all paperwork and removable storage media to your assessor.

If the assignment is taken over more than one period, all paperwork and removable media must be returned to the test supervisor at the end of each sitting.

End of assignment

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