

**Overview**

This event provides recognition for FBLA members who demonstrate an understanding of and ability to provide technical assistance to end users. The ability to provide technical assistance to the users of computer hardware and software is essential to the success of any organization and its continued operation.

This is an individual event. This event consists of two parts: an objective test and a performance. The objective test is taken collaboratively by the team members and the top ten (10) teams scoring the highest on the objective test will advance to the final round and participate in the performance component.

**Competencies and Task Lists**

<http://www.fbla-pbl.org/docs/ct/FBLA/HELPDESK.pdf>

**Web Site Resources**

- Help Desk Institute  
<http://www.ThinkHDI.com>
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**HELP DESK SAMPLE QUESTIONS**

1. \_\_\_\_\_ is a term describing changing trends in the use of WWW technology that aim to enhance creativity, information sharing, collaboration, and functionality of the Web.
  - a. Web 2.0
  - b. Internet 2
  - c. Web collaboration
  - d. Avatar
2. A(n)\_\_\_\_\_ is a computer user's representation of him or her.
  - a. avatar
  - b. Web 2.0
  - c. self-image
  - d. Skype
3. \_\_\_\_\_ is based on a scheme that enables an individual to gain credits for each certification exam taken.
  - a. HDI certification
  - b. SSPA certification
  - c. ITIL certification
  - d. Project management certification
4. \_\_\_\_\_ is the most widely recognized and required certification for entry-level help desk service technicians.
  - a. SSPA certification
  - b. ITIL certification
  - c. HDI certification
  - d. CompTIA certification

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5. A widely recognized entry-level vendor certification is:
    - a. CompTIA
    - b. SSPA
    - c. Apple Certified Support Professional
    - d. HDI
  6. If your help desk provides good Web-based support, which is **not** true?
    - a. Good problem-solving skills are increasingly important for analysts.
    - b. Help desk analysts must get better at solving simple problems quickly.
    - c. Communication skills play a secondary role.
    - d. Writing skills have greater importance.
  7. In the \_\_\_\_\_, the support industry, in an effort to elevate the role of the help desk, began to offer certification programs geared specifically to help desk professionals.
    - a. early 1990s
    - b. late 1980s
    - c. early 1980s
    - d. late 1990s
  8. Which type of experience is least likely to help you prepare for a help desk career?
    - a. experience stocking shelves
    - b. teaching experience
    - c. experience working in a restaurant
    - d. experience working at a store in the mall
  9. \_\_\_\_\_ is a summary document that describes the project, its objectives, and the way these objectives will be achieved.
    - a. Project scope
    - b. Work breakdown structure
    - c. Gantt chart
    - d. Project plan
  10. \_\_\_\_\_ is a task-oriented division of the work to be done in a given project.
    - a. Project plan
    - b. Work breakdown structure
    - c. Project scope
    - d. Gantt chart
  11. A(n) \_\_\_\_\_ call center is **not** a typical type of call center.
    - a. blended
    - b. multipurpose
    - c. outbound
    - d. inbound
  12. A(n) \_\_\_\_\_ call center takes orders, responds to billing inquiries, and provides customer support.
    - a. outbound
    - b. inbound
    - c. blended
    - d. multipurpose
  13. A(n) \_\_\_\_\_ call center primarily does telemarketing.
    - a. outbound
    - b. inbound**
    - c. blended
    - d. multipurpose

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14. A(n)\_\_\_\_\_ is a department or a person within a company that supplies information, products, or services to another department or person within the same company.
    - a. internal service desk
    - b. internal service provider
    - c. internal contact center
    - d. external service desk
  15. Tracking the incident to ensure that the customer is kept informed about the status of the incident is called:
    - a. taking ownership
    - b. escalating
    - c. customer tracking
    - d. incident tracking
  16. \_\_\_\_\_ uses training systems that people access from any personal computer that has an Internet connection and a browser.
    - a. Internet-based training
    - b. Network training
    - c. Computer-based training
    - d. CAD training
  17. \_\_\_\_\_ distribute(s) digital media files over the Internet to personal computers and portable media players.
    - a. Webinars
    - b. Web-based seminars
    - c. Podcasting
    - d. Wiki
  18. \_\_\_\_\_ are used to deliver presentations, lectures, and workshops over the Internet.
    - a. Overhead projectors
    - b. Podcasts
    - c. Wiki
    - d. Webinars
  19. A help desk that has its analysts located at home or in another location is called a(n):
    - a. outsourced help desk
    - b. consulting help desk
    - c. remote help desk
    - d. virtual help desk
  20. A \_\_\_\_\_ help desk approach enables an organization to provide 24-hour coverage with each regional service desk working only during the usual business hours for its location.
    - a. structured
    - b. point-of-sale
    - c. routine
    - d. follow-the-sun
  21. The process of determining a customer's need and routing him or her to the appropriate support group is known as:
    - a. request
    - b. forwarding
    - c. triage
    - d. documenting

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22. When the budget items required to run the help desk are considered an expense to the company, the help desk is referred to as:
- a. cost center
  - b. internal center
  - c. in-house center
  - d. department center
23. A leading help desk supplier in the market is:
- a. World Data Systems
  - b. Electronic Data Systems
  - c. Apple Data Systems
  - d. HP Help Desk
24. A help desk that must cover its expenses and perhaps make a profit by charging a fee for support services is known as:
- a. revenue center
  - b. sales center
  - c. marginal center
  - d. profit center
25. The most common help desk service being outsourced today is:
- a. out-of-country support
  - b. multilingual support
  - c. hardware support and repair
  - d. after-hours service
26. \_\_\_\_\_ involves measuring a person's physical characteristics, such as a palm print or the retina of an eye.
- a. Bioengineering
  - b. Biometrics
  - c. Bioenergetics
  - d. Biodegradable
27. The condition of good physical and mental health, especially when maintained by proper diet and exercise, is called:
- a. fitness
  - b. dieting
  - c. wellness
  - d. biometrics
28. An area outfitted with equipment and furnishings for a worker is known as:
- a. workstation
  - b. work environment
  - c. workplace
  - d. workspace
29. \_\_\_\_\_ are physical symptoms caused by excessive and repeated use of the hands, wrists, arms, and thumbs.
- a. Carpal tunnel injuries
  - b. Carpal tunnel syndrome
  - c. Computer vision syndrome
  - d. Repetitive stress injuries

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30. \_\_\_\_\_ is a common repetitive stress injury that affects the hands and wrists, particularly from repetitive typing.
- a. Carpal tunnel syndrome
  - b. Computer vision syndrome
  - c. Hand and wrist syndrome
  - d. Retinal injuries
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## HELP DESK SAMPLE ROLE PLAY

### PARTICIPANT INSTRUCTIONS

1. You have 10 minutes to review the scenario.
2. You will have an interactive five-minute presentation with the judges who will ask questions throughout the presentation.

### CASE STUDY SITUATION

#### Background

You are the help desk associate for Sweet Peas, Inc. Sweet Peas is a multimillion dollar shoe company. The company has over 30 salesmen working throughout the world. The sales force does not work at the headquarters' office but at home.

#### Situation

Two weeks ago you set up a brand new laptop for the new salesman. You installed virus protection and many other applications that are needed for the new salesman (judges) to work at home. The salesman telecommutes.

Today, one hour before you leave for the day, the new salesman comes into the office to complain about his laptop. The new salesman, who is irate from his three-hour commute to the office headquarters, is complaining that his laptop is running extremely slow when he turns it on and when he opens up any application. The salesman stated that he has very important orders that need to go out tonight. He needs his laptop fixed today.

#### Tasks

Your time is limited. What should you do first?

Next, with time ticking away, you try several different ways to speed up the laptop. Name at least five different ways to speed up the laptop.

It is now 30 minutes before you leave for the day, and some of the procedures you tried are not working. What should you do?

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**FBLA Principles & Procedures Answer Key**

1) C	11) A	21) C
2) B	12) A	22) D
3) C	13) B	23) B
4) A	14) A	24) D
5) C	15) D	25) A
6) A	16) D	26) A
7) D	17) B	27) C
8) D	18) A	28) B
9) A	19) D	29) A
10) A	20) A	30) C

**Future Business Leader Answer Key**

1) B	11) B	21) A
2) B	12) B	22) B
3) C	13) A	23) A
4) C	14) C	24) C
5) D	15) A	25) B
6) B	16) B	26) D
7) D	17) C	27) A
8) C	18) A	28) B
9) C	19) C	29) A
10) B	20) A	30) A

**Global Business Answer Key**

1) C	11) C	21) A
2) B	12) A	22) B
3) A	13) C	23) B
4) B	14) D	24) B
5) D	15) A	25) A
6) D	16) A	26) D
7) C	17) D	27) C
8) C	18) D	28) A
9) A	19) D	29) C
10) B	20) B	30) C

**Health Care Administration Answer Key**

1) B	11) A	21) B
2) B	12) A	22) D
3) B	13) B	23) B
4) D	14) D	24) A
5) D	15) C	25) C
6) B	16) B	26) D
7) A	17) A	27) D
8) A	18) C	28) C
9) B	19) C	29) C
10) B	20) B	30) C

**Help Desk Answer Key**

1) A	11) B	21) C
2) A	12) B	22) A
3) C	13) A	23) B
4) D	14) B	24) D
5) C	15) A	25) C
6) B	16) A	26) B
7) A	17) C	27) C
8) A	18) D	28) D
9) D	19) D	29) D
10) B	20) D	30) A