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

The topics listed below are prioritized, listing first the most important content areas of the tests.

Objective Test Competencies
- Operating systems hardware and set-up and operation
- Software applications
- E-mail
- Internet access
- Printing
- Networking and network connection issues
- Hardware protection including spam, virus protection, and critical updates
- Communication skills

Performance Competencies
- Identify computer or networking problems
- Communication skills
- Translate case into effective, efficient, and spontaneous action
- Work cooperatively with others
- Possess good decision-making and problem-solving skills
- Troubleshoot problems
- Have a positive and outgoing personality
- Be responsible, reliable, and trustworthy

Procedures/Tips
- Review the event guidelines in the *CMH* since guidelines may change.
- Review the Competitive Events Tips in the front of the book.
- Teams will be sequestered.
- Teams have 20 minutes to review the case study.
- Teams have seven (7) minutes to present the case and the judges have three (3) minutes for a Q&A.

Web Site Resources
- http://www.ThinkHDI.com

Help Desk Sample Questions

1. A customer calls your help desk and begins to explain in detail what happened when he tried to use his Internet browser and how he attempted to fix the problem. At what point should you interrupt him?
    a. after he describes the first issue
    b. after you have an answer to his problem
    c. as soon as you understand what happened
    d. never

2. While staffing a help desk, you get a frantic call from an upset user who says his computer has no display on the monitor. What would be an appropriate question to ask?
    a. Is the monitor turned on?
    b. What did you do?
    c. How old is your monitor?
    d. When did it last work?

3. You are staffing a help desk. You receive a call from a client who indicates she lost a spreadsheet file that she is certain she saved to her hard drive. Which of the following statements would you use to direct the client to open My Document in the most efficient manner possible?
    a. How can you not remember where you saved a file? They save automatically to My Documents so look there.
    b. Click the start and move your mouse until it moves over My Documents. Left click, and open My Documents.
    c. Open your spreadsheet program, choose file menu and open, and then navigate to My Documents.
    d. Most programs automatically save to a folder called My Documents. There is usually an icon on your desktop for My Documents. Double click and open it and let's talk about what you see in that folder.

4. A staff member in another department calls and said his computer "doesn't work." What would be a good first question to ask?
    a. Did the computer ever work?
    b. When did the computer work last?
    c. When you say "doesn't work," what do you mean? What happens when you press the power button?
    d. What are you trying to do?

5. You are troubleshooting a problem for a client at her desk, and your client is explaining the problem to you. Your cell phone rings, and you see it is your supervisor. What would be an acceptable action for you to take?
    a. Politely interrupt her, excuse yourself, and answer the phone.
    b. Call your boss from your client's phone as soon as she finishes what she is saying.
    c. Immediately answer your cell phone.
    d. Wait until your client finishes her description and run through any simple things you could try to solve the problem. Then explain that you need to call your boss on your cell phone.

6. One of your co-workers receives a new printer that you must set up and install. What should you do to complete the work request?
    a. Set up the printer, install any necessary print drives, and then print a test page.
    b. Walk the co-worker through setting up the printer himself.
    c. Set up the printer, plug everything in, and let the co-worker know that you are done.
    d. Let the co-worker set up the print and ask him to let you know when he is done. Then you come over and print a test page.

7. A staff member calls and indicates that her mouse is not working. The pointer on the screen will not move. What can you suggest to the staff member by phone to do to solve the problem? What would be the last thing you would try to solve the problem?
   a. restart the computer.
   b. check to see if the mouse is plugged in.
   c. move the mouse to another USB port.
   d. replace the mouse with another mouse.

8. A customer calls and indicates his mouse is not functioning properly. When he moves the moves, sometimes the mouse will jump across the screen and sometimes it won't move at all. It seems to click as the customer moves it. You learn it is not an optical mouse. You assume that the mouse ball is dirty and needs to be cleaned. How would you suggest the client clean the mouse ball?
   a. Take out the mouse ball and wash it in the sink. Use a wet rag to clean off the top of the mouse.
   b. Spray window cleaner on it and wipe it off with paper towel.
   c. Use rubbing alcohol with a cotton swab to clean it off.
   d. Use a pencil eraser to clean it.

9. You are giving a seminar to senior citizens on how to care for their computers. Which of the following would you say they should not use to clean their LCD display?
   a. distilled water
   b. commercial glass cleaner
   c. mildly soapy water
   d. vinegar and water solution

10. Someone calls and asks the best way to dispose of a CRT?
    a. check for a recycling program in your community that accepts CRTs and take it there
    b. throw it in the garbage
    c. it's not possible to safely dispose of a CRT
    d. have it picked up by a hazardous waste company

11. A customer calls and asks a guaranteed way to protect your PC during a lightning storm. What would you suggest?
    a. make sure it is on a UPS
    b. make sure it is on a surge suppressor
    c. turn off the computer
    d. unplug the computer and all of its components

12. A client calls and asks "what are the best conditions in which to store their computer components"? What would you say?
    a. cold and humid
    b. cool and dry
    c. hot and humid
    d. hot and dry

13. While staffing a help desk, a customer brings in his computer and explains that he installed an additional drive into the computer. Prior to installing the drive, the computer worked; now it won't even power up—no lights, nothing. When he takes out the drive, everything works. What is the most likely problem?
    a. dead hard drive
    b. dead power supply
    c. insufficient wattage provided by the power supply
    d. insufficient wattage provided by the electrical outlet

14. A client calls and indicates her computer starts for a few seconds, then it shuts down, and then it repeats that process. What could be the problem?
    a. The fan is not working, and the CPU is overheating.
    b. The wrong CPU was installed on the motherboard.
    c. There is a bad power supply.
    d. It's a bad CPU.

15. A customer is interested in buying a computer and asks what "RAM" is. How would you explain the purpose of RAM?
    a. It is the place where currently running programs are stored for faster access.
    b. It is the place that non-running programs are stored.
    c. Nothing is stored in RAM.
    d. Hardware information is stored on it.

16. A customer calls and indicates the clock on his computer keeps losing time. What would you do to solve the problem?
    a. replace your BIOS
    b. replace the CMOS battery
    c. replace your hard drive
    d. reinstall Windows.

17. You are staffing a help desk. A new employee is assisting a customer and is upgrading the customer's RAM. Once he does that and restarts the computer, it won't boot at all. The fans and drives spring, but the computer screen stays black. The PC beeps over and over. What's the most likely problem?
    a. There is a problem with the video card; the new employee must have loosed it.
    b. The RAM was installed properly; it may be seated incorrectly.
    c. The CPU was installed incorrectly.
    d. Nothing is wrong. This happens from time to time.

18. A customer has a digital camera that uses SD cards. She wants to be able to view the contents of the card on her computer. What would you suggest she install on her computer?
    a. a 3.5" floppy drive
    b. a zip drive
    c. a scanner
    d. a card reader

19. A customer installs a new sound card on his computer, and now there is no sound coming out of the speakers. The computer boots OK. What would you suggest she do to her Windows XP computer to get it working again?
    a. roll back the drivers and reinstall the old sound card
    b. reinstall the new drivers
    c. reload Windows
    d. get new speaker

20. If you encounter a laptop that doesn't seem to recharge and you know it has a new battery, what could be the problem?
    a. the AC adapter
    b. the CPU
    c. the RAM
    d. the video card

21. A customer asks for the maximum range of current Bluetooth devices. How would you respond?
    a. 1 meter
    b. 3 feet
    c. 10 meters
    d. 300 feet

22. A customer wants to create a wireless network with the maximum throughput speed? How will you respond when the customer asks for the maximum speed?
    a. 2 mbps
    b. 11 mbps
    c. 54 mbps
    d. 4 mbps

23. An employee calls the help desk and reports that he deleted a critical file from his USB flash drive and that he cannot find it in the recycle bin. What can you do to help him?
    a. Tell the employee to go to My Documents and look for it there.
    b. Tell the employee to open My Computer and then choose Tools—Folder Options and then to view hidden files.
    c. Nothing. You can't recover the file from the recycle bin when deleted from a USB flash drive.
    d. Right click the recycle bin and select properties from the menu.

24. What would you do to move a client's essential files and folders to his new computer?
    a. disk cleanup
    b. migrate wizard
    c. file and settings transfer wizard
    d. put it on a flash drive and move it to the new computer

25. A client has a new computer in which accounts have been created for each member of her family. Which type of account should be created for the person who can access anything in Windows?
    a. administrator
    b. power user
    c. super user
    d. user

26. A client calls your help desk and indicated that his new computer worked fine for 30 days and then nothing happened on day 31. She indicates something about activation, but she is not clear in what she says. What do you think is the problem?
    a. She didn't complete the Windows XP activation process.
    b. She doesn't have a floppy drive in her computer.
    c. Windows is corrupt and she will have to reload windows.
    d. Microsoft had a problem contacting her regarding registration.

27. A customer calls and indicates he wants to set up a network for his four home computers to share his cable modem connection. What kind of network would you suggest?
    a. A peer to peer network.
    b. You don't have enough information
    c. A Windows domain network
    d. A client/server network

28. A customer calls and indicates that she can receive e-mail from her ISP, but she cannot send e-mail. What might be her problem?
    a. a POP3 problem
    b. an SMTP problem
    c. an IMAP problem
    d. an UART problem

29. A customer calls your help desk and asks what she can do to protect her computer from malicious users. She will be connecting to a cable modem. What would you suggest that she have?
    a. a Windows defender
    b. a network domain
    c. a firewall
    d. a router

30. A customer calls and gives you several different options of passwords that he would like to use on his bank accounts. What one would you say is the most secure?
   a. Robert
   b. RobertB
   c. RoBert!8*
   d. robert8*

Performance Indicators
- Described the situation(s)
- Problem/incident properly documented
- Issued a solution or recommendation(s); resolved problem
- Voice quality and diction
- Poise and professional appearance
- Self-confidence and assertiveness
- Politeness and professionalism in answering questions
- Demonstrated conflict resolution skills
- Closure
- Basic hardware/software knowledge, used correct terminology
- Demonstrated ability to effectively answer client's technical questions
- Demonstrated troubleshooting skills and effective investigative methods
- Meets the needs of the client/customer

Background Information
You are the help desk associate for Sweet Peas, Inc. Sweet Peas, Inc. is a multi-million dollar shoe company. The company has over 30 salesmen working worldwide. The sales force does not work at the headquarters' office, rather, they all work from home.

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

Today, one hour before you leave for the day, the new salesman comes into your office to complain about his laptop. The new salesman, who is irate from his 3-hour commute to 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!

Questions
- Your time is limited. What should you do first, second, etc.?
- Additionally, you need to speed the laptop up. Name at least 5 different ways to speed up the laptop and explain that to the salesman so that they can perform the operations at a later time.
- Unfortunately, all of the items that you tried are not working very well and it is now 30 minutes before you are scheduled to leave for the day. What are your options in assisting the salesman?

Other Useful Information
- The laptop has Windows XP and won't boot
- When you set up the laptop, you put important data files in several locations on the drive but the salesman has idea which folders some of the files are located.
- The salesman is especially concerned about losing e-mail addresses, e-mail, and Internet Explorer Favorites links.

FBLA Principles & Procedure Answer Key

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

Future Business Leader Answer Key

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

Global Business Answer Key

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

Help Desk Answer Key

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

Introduction to Business Answer Key

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