NICE Challenge Project

Challenge Submission Report

Submission ID: 114278

Timestamp: 5/30/2024 6:00 PM UTC

Name: Colin Choquette

Challenge ID: 172

Challenge Title: Helpdesk Fun: User Login Nightmares [NG]

Scenario

Sergio has opened a support ticket about not being able to sign in to his workstation. We need you to diagnose and resolve this problem so that he can get back to work.
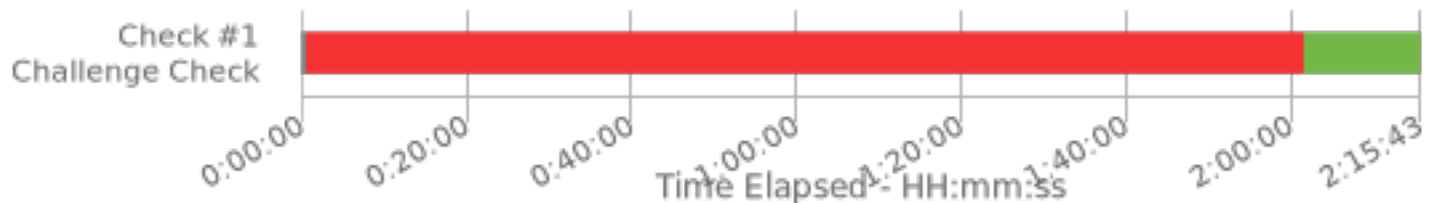
Duration

2:15

Full Check Pass

Full: 1/1

Final Check Details

✅ Check #1: Domain Users Can Sign In to Workstation

Specialty Area

Customer Service and Technical Support

Work Role

Technical Support Specialist

NICE Framework Task

T0494 Administer accounts, network rights, and access to systems and equipment.

Knowledge, Skills, and Abilities

• A0025 Ability to accurately define incidents, problems, and events in the trouble ticketing system.

• A0122 Ability to design capabilities to find solutions to less common and more complex system problems.

• K0088 Knowledge of systems administration concepts.

• K0224 Knowledge of system administration concepts for operating systems such as but not limited to Unix/Linux, IOS, Android, and Windows operating systems.

• K0294 Knowledge of IT system operation, maintenance, and security needed to keep equipment functioning properly.

• K0302 Knowledge of the basic operation of computers.

• K0330 Knowledge of successful capabilities to identify the solutions to less common and more complex system problems.

• S0058 Skill in using the appropriate tools for repairing software, hardware, and peripheral equipment of a system.

• S0159 Skill in configuring and validating network workstations and peripherals in accordance with approved standards and/or specifications.

Centers of Academic Excellence Knowledge Units

• Basic Cyber Operations
• Basic Networking
• Digital Communications
• IT Systems Components
• Operating Systems Administration