# Performance Assessment

## Criteria

### Unit code, name and release number

BSBCRT404 – Apply Advanced Critical Thinking for Work Processes

ICTSAS432 – Identify and resolve client ICT problems

### Qualification/Course code, name and release number

ICT40120 - Certificate IV in Information Technology (1)

## Student details

### Student number

### Student name

## Assessment Declaration

1. This assessment is my original work and no part of it has been copied from any other source except where due acknowledgement is made.
2. No part of this assessment has been written for me by any other person except where such collaboration has been authorised by the assessor concerned.
3. I understand that plagiarism is the presentation of the work, idea or creation of another person as though it is your own. Plagiarism occurs when the origin of the material used is not appropriately cited. No part of this assessment is plagiarised.

### Student signature and Date

Version: 1.0

Date created: 01 December 2019

Date modified: 01 December 2019

For queries, please contact:

Technology and Business Services SkillsPoint

Location: Ultimo

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## Assessment instructions

Table 1 Assessment instructions

| Assessment details | Instructions |
| --- | --- |
| **Assessment overview** | The objective of this assessment is to assess your knowledge of researching and implementing new technology. |
| **Assessment Event number** | 2 of 2 |
| **Instructions for this assessment** | This is a written assessment and it will be assessing you on your knowledge of the unit.  This assessment is in several parts:   1. Develop a Proposal 2. Client Problem Exercise 1 3. Client Problem Exercise 2 |
| **Submission instructions** | On completion of this assessment, you are required to upload it or hand it to your assessor for marking.  Ensure you have written your name at the bottom of each page of this assessment.  Submit the following documents:   1. Email to teacher 2. Proposal 3. Completed Spreadsheet 4. Maintenance Report   It is important that you keep a copy of all electronic and hardcopy assessments submitted to TAFE and complete the assessment declaration when submitting the assessment. |
| **What do I need to do to achieve a satisfactory result?** | To achieve a satisfactory result for this assessment all questions must be answered correctly. |
| **Assessment conditions** | Assessment conditions will replicate the workplace, where the conditions are typical of those in an ICT working environment or workplace.  Assessment may be undertaken in normal classroom conditions, which is assumed to be noisy and similar to workplace conditions, or within the workplace. This may include phones ringing, people talking and other interruptions. |
| **What do I need to provide?** | A pen, if a paper version of assessment is provided  USB drive or other storage method with enough free space to save work to. |
| **What will the assessor provide?** | n/a |
| **Due date and time allowed** | Indicative time to complete assessment: 2-3 hours |
| **Assessment location** | This assessment will take place either remotely or in the classroom.  The student may access their referenced text, learning notes and other resources. |
| **Supervision** | This is a take home assessment. |
| **Reasonable adjustment** | If you have a permanent or temporary condition that may prevent you from successfully completing the assessment event(s) in the way described, you should talk to your assessor about ‘reasonable adjustment’. This is the adjustment of the way you are assessed to take into account your condition, which must be approved BEFORE you attempt the assessment. |
| **Assessment feedback, review or appeals** | In accordance with the TAFE NSW policy *Manage Assessment Appeals,* all students have the right to appeal an assessment decision in relation to how the assessment was conducted and the outcome of the assessment. Appeals must be lodged within **14 working days** of the formal notification of the result of the assessment.  If you would like to request a review of your results or if you have any concerns about your results, contact your Teacher or Head Teacher. If they are unavailable, contact the Student Administration Officer.  Contact your Head Teacher for the assessment appeals procedures at your college/campus. |

# Specific Instructions

**Complete the 3 tasks based on the scenario below**

## Scenario

You work for a gaming studio that develops multiplayer games.

Your studio has released a 3D game that involves social and community connections. As part of the service to the user base, you have given users the option of giving feedback directly to your studio about their experience in the game.

The feedback line has become a de-facto helpdesk for user problems, with users calling up when they are having trouble accessing the game, having computer problems, wanting to know how to accumulate higher scores quickly, finding legitimate errors, and having problems with Internet speeds, printers, and a myriad of other issues.

Your studio is recording all these contacts in a giant spreadsheet (**GameServiceDesk.xlsx**), detailing the contact’s information and problems, plus the steps taken to fix the issue.

All staff within the studio take turns manning the phones and responding to user comments, and it is currently your turn.

You are finding it difficult to keep up with all the calls as well as log all the relevant information, and you wonder whether there is a better way, or at least a different approach to chunking and storing the information that is coming in.

You also wonder if maybe the user enquiries should be streamed in some way to filter them in different directions.

Company policy is to ensure the clients have a good relationship with the game and the company, and to avoid alienating them.

## Task 1: Develop a Proposal

**Part A – Critical Thinking Approach**

Using a Critical Thinking Approach, investigate the current approach, and determine if there is a problem. You may want to consider the details being recorded in the spreadsheet, the kind of people and queries coming in, or even the whole approach. Are the fields containing information sufficient? Are the right people making enquiries? Are they the right enquiries? Is it possible to field them in some way before they reach the person on the phone? Could some problems be handled automatically?

Make a list of all the questions you would ask yourself and others. Indicate where else you might look to find answers.

**Answer**:

Analysing the current situation and approach by the business, it is obvious there are several problems and points of contention, both for the outlook of outcomes for customers and the prospective solutions that staff may pursue in resolving clients’ matters.

Staff need a software solution that is able to better capture data regarding customers’ inquiries and issues, with a built-in ability to prioritise those matters deemed most urgent according to management’s designed preferences (Such as drop-down menus in a form field automatically assigning and calculating RACI outcomes). To add on for staff’s abilities, a service desk for call queue-choice-assortment may be necessary to be able to better divy customers to the relevant department and assistance personnel.

For customers, a software solution that enables a space to clearly find responses and answers to their enquiries is a vital resource, as well as being able to communicate or addendum their issue tickets without needing to create a new ticket each time more information they feel is necessary or related to their matter is required. This would cut down on many repeated or ‘spammed’ tickets in the system that staff need to individually resolve.

An online guide can be written and provided for customer to follow with issues that occur with frequent regularity (Solve-your-own/FAQ), which would alleviate common stressors of both staff and customers alike.

**Part B – Write an email followed by the proposal**

Write an *unsolicited internal* proposal to your management.

1. Compose a brief email to your teacher outlining the problem and your proposal, indicating you will be following up with a more detailed proposal.
2. Wait for feedback from your email, then write your proposal, incorporating the feedback from the teacher.

Your proposal should (as discussed in Moodle lesson materials):

* Begin with a solid Introduction
* Provide a detailed background about the problem and our role
* Provide detailed proposal, the solution that will solve the problem – do research and provide background information and statistics about your plan
* Give a timeframe and cost to implement your plan
* Conclude by reflecting your introduction, and briefly summarising your plan
* Maximum two pages

**Answer**:

Andrew,  
 It has become apparent that the ICT support desk is attending to matters that are not a part of the original remit or intention behind its role. The workload if the help desks can be cheaply and effectively reduced by implementing several remedial fixes that will free up our company’s resources and time in a way that will better serve our customers and staff.

For clients, we should implement an FAQ page outlining common issues that clients face and their issues based on frequent solutions that our staff are offering now on a regular basis. This should be able to cut down time spent by our resources on dealing with tickets by allowing users to diagnose and resolve their own issues, allowing for focus to be redirected to those matters where it is needed most.

For our backend services, staff require a suitable and tailored solution toward data collection and client sorting. This will allow them to keep track of different clients’ matters with a much clearer focus, without losing any time on details regarding a customer’s matter being lost – which has been a sore point that has caused many clients to disengage from our support and live services as a whole.

A call queue choice-system would much better facilitate sorting and organising customers toward the specific resources that are capable of rendering them assistance, cutting down on erroneous tickets created for matters that are not the client-facing desk’s remit or duties. This would also enable management to easily witness and check on individual matters without needing to search and scan through the entire system when checking that customers’ matters have been attended to.

I estimate that this that the above solutions will cost about forty resource hours from the IT department, including research and implementing the suitable solutions and remedies to our service/help desk’s issues.

Regards,

Phill.

1. Reflect on the process of writing the email and proposal – do you think you were successful in creating your proposal? How do you think you could have improved the process?

**Answer**:

I have written an excellent formal proposal outlining everything that needs to be outlined with all necessary details, requests, reasonings, and costs included.

It could be improved by further elaborating on each point and including more details.

## Task 2: Client Problem Exercise 1

Examine the Maintenance Log (**GameServiceDesk.xlsx**).

In the Spreadsheet, for each user:

* Based on the Impact Analysis Matrix in the Appendix and associated key, indicate the Priority of the enquiry
* Indicate in the **Comments** column the question(s) you would ask the user to clarify their enquiry
* In the **Assigned to** column, indicate whether you can resolve this or if you would refer to others (eg Tech Support), or escalate to your Manager

## Task 3: Client Problem Exercise 2

You have been asked to create a Maintenance Report based on the information in the Maintenance Log (**GameServiceDesk.xlsx)**, which summarises the activity for 3rd March – 10th March.

The kind of information you have been asked to provide includes:

* A general overview of the kinds of requests being received.
* The general level of priority for requests – was there a priority level that occurred more than most? – summarise the distribution of priorities in a table
* The percentage of requests that were in various categories (eg referred to IT, solvable over the phone, not relevant, etc – you decide the categories).
* A description of any requests that had a priority of 1 or 2.

You have also been asked to examine the requests of anyone who made more than one contact, and summarise their issues and the priority of each issue.

If any requests required escalation, please indicate the reason that escalation was required.

Finally, did anyone make requests regarding their hardware, and if so, what advice was likely given, including how to dispose of any faulty or used components? Although this kind of request is not desirable, the company want to keep its userbase happy.

**Summary of deliverables for Tasks 1-3**

1. Email to teacher
2. Proposal
3. Completed Spreadsheet
4. Maintenance Report

## Table Description automatically generatedAPPENDIX – IMPACT ANALYSIS MATRIX

1. With reference to the previous question, how would you prioritise requests for assistance?

### Key to Impact Analysis Matrix

|  |  |
| --- | --- |
| IMPACT | PRIORITY |
| Low | 5 |
| Normal | 4 |
| Medium | 3 |
| HIgh | 2 |
| Critical | 1 |

## Assessment Feedback

*NOTE: This section* ***must*** *have the assessor signature and student signature to complete the feedback.*

### Assessment outcome

Satisfactory

Unsatisfactory

### Assessor feedback

Has the Assessment Declaration been signed and dated by the student?

☐ Are you assured that the evidence presented for assessment is the student’s own work?

Was the assessment event successfully completed?

If no, was the resubmission/re-assessment successfully completed?

Was reasonable adjustment in place for this assessment event?  
*If yes, ensure it is detailed on the assessment document.*

Comments:

### Assessor name, signature and date:

### Student acknowledgement of assessment outcome

Would you like to make any comments about this assessment?

### Student name, signature and date

***NOTE: Make sure you have written your name at the bottom of each page of your submission before attaching the cover sheet and submitting to your assessor for marking.***