

# 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

- i) This assessment is my original work and no part of it has been copied from any other source except where due acknowledgement is made.
- ii) 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.
- iii) 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
<b>Assessment overview</b>	The objective of this assessment is to assess your knowledge of researching and implementing new technology.
<b>Assessment Event number</b>	2 of 2
<b>Instructions for this assessment</b>	<p>This is a written assessment and it will be assessing you on your knowledge of the unit.</p> <p>This assessment is in several parts:</p> <ol style="list-style-type: none"> <li><b>1. Develop a Proposal</b></li> <li><b>2. Client Problem Exercise 1</b></li> <li><b>3. Client Problem Exercise 2</b></li> </ol>
<b>Submission instructions</b>	<p>On completion of this assessment, you are required to upload it or hand it to your assessor for marking.</p> <p>Ensure you have written your name at the bottom of each page of this assessment.</p> <p>Submit the following documents:</p> <ol style="list-style-type: none"> <li><b>Email to teacher</b></li> <li><b>Proposal</b></li> <li><b>Completed Spreadsheet</b></li> <li><b>Maintenance Report</b></li> </ol> <p>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.</p>
<b>What do I need to do to achieve a satisfactory result?</b>	To achieve a satisfactory result for this assessment all questions must be answered correctly.

Assessment details	Instructions
<b>Assessment conditions</b>	<p>Assessment conditions will replicate the workplace, where the conditions are typical of those in an ICT working environment or workplace.</p> <p>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.</p>
<b>What do I need to provide?</b>	<p><b>A pen, if a paper version of assessment is provided</b></p> <p><b>USB drive or other storage method with enough free space to save work to.</b></p>
<b>What will the assessor provide?</b>	n/a
<b>Due date and time allowed</b>	Indicative time to complete assessment: 2-3 hours
<b>Assessment location</b>	<p>This assessment will take place either remotely or in the classroom.</p> <p>The student may access their referenced text, learning notes and other resources.</p>
<b>Supervision</b>	This is a take home assessment.
<b>Reasonable adjustment</b>	<p>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.</p>

Assessment details	Instructions
<b>Assessment feedback, review or appeals</b>	<p>In accordance with the TAFE NSW policy <i>Manage Assessment Appeals</i>, 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 <b>14 working days</b> of the formal notification of the result of the assessment.</p> <p>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.</p> <p>Contact your Head Teacher for the assessment appeals procedures at your college/campus.</p>

## 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:

The questions that I would include on the list of fact-finding for this matter would include how often each member of the team is clear on who needs to handle each degree of matter, how often each team member is certain on their ability to classify the severity of each case that comes toward them, which inbound clients are the easiest for them to oversee and understand the issues of, and where they ought to go to find out more information for the policies and procedures that they are intended to follow.

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

Write an *unsolicited internal* proposal to your management.

- i) Compose a brief email to your teacher outlining the problem and your proposal, indicating you will be following up with a more detailed proposal.
- ii) 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,

The IT support and help desks are overloaded by burdensome duties without any clearly defined policies or procedures to follow regarding their minute-to-minute operations. As a company and business, we are wasting resources and man hours that could otherwise be utilised elsewhere with much greater efficiency. There are three critical things that will save us resources with an incredibly small amount of investment from us.

In the first is defining how the desks ought to be conducting their basic processes. What is the threshold for a matter to be escalated to management? What is the required level of attention that they ought to give to each low level concern before diverting it to other relevant resources, so the desks may attend to other duties? Who follows up with clients' affairs and ensures their needs have been met (Contact point or resolution point)? At present, whoever acts as the first point of liaison between us and our clients is the one that will handle and oversee every facet of the clients' matter – regardless of whether or not the matter is within the purview of that resource. At the present cost this is to us, it is unrealistic to expect that this is maintainable even in the short-term.

Second to afford is producing a better back-end ITSM software solution for the Help/Support desks to record and classify each matter. This will allow them to catalogue each issue with much greater accuracy and clarity, with follow-up and task assignments becoming smoother and clearer. Management (including C-suite) will spend far less time searching for individual matters that reach their attention and having to scan through the current spreadsheet multiple times in an attempt to collate all contact instances (That are at present recorded individually rather than collectively under a single entry) regarding the matter. Whether or not a matter requires attention will become clearer for every level of our body.

Third of the urgent points requiring attention is the lack of direct manager involvement with each matter. Attitude of the desks' managers has been incredibly lax and they have made no attempt or effort to be involved in the running of their departments. Many of the issues outlined above ought to already be well-known. The lack of knowledge and attention thus far given to them is a display of the direct management's level of focus on their own department.

It is, however, fantastic that our kitchen and canteen are both sufficiently stocked with refreshments and above-adequately functional equipment.

Resolving all of these issues will only require four hours (Including time for group meetings to confirm all details) of the HR department regarding mandates and policy for the conduct of departmental management, and approximately forty hours from a single resource of the IT department to research, implement, and problem-resolve a database solution for the desks' immediate data entry and clerical needs.



These three simple things will vastly improve our efficiency as a whole, and reduce our expenditure on overhead costs by at least thirty percent, as well as improving customer satisfaction and retention.

- Phill  
*Lead Producer*

- iii) 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?

The email and proposal is written clearly and with SMART objectives in mind, and would be very successful in a true office environment. It could be improved by incorporating a graph and chart on current average spending on each matter that comes before either the Help or Support desk departments, and one comparing that to the expected spending after the outcomes mentioned in the email have been achieved.

## 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 3<sup>rd</sup> March – 10<sup>th</sup> 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.

ISSUE PRIORITY	FREQUENCY OF PRIORITY
One	3
Two	3
Three	3
Four	6
Five	1

Several requests were incredibly vital (Six points of frequency across priorities One and Two) and likely to have required escalation, but with unclear guidelines on how or when to do so, Help/Support desk personnel are forced to handle all matters by themselves. Also to add, five of those support request tickets appear to be related to a single issue and could be collected together to simplify and be much easier to assign resolution for.

Matters that are Priorities One and Two affected the entire playerbase, or a single VIP. While the entire playerbase is correctly placed as a high priority, the VIP is erroneously given too high of a priority and is a drain on resources as a result for what should be otherwise simple-to-resolve personal issues.

8.66% of requests each fell into categories One, Two, and Three. 17.122% fell into category Four, with only 0.26% of requests fell into category Five. This represents a glaring problem with the classification system, as many problems are given far too high of a priority compared to what they truly represent or require.

### Summary of deliverables for Tasks 1-3

- i) Email to teacher
- ii) Proposal
- iii) Completed Spreadsheet
- iv) Maintenance Report

## APPENDIX – IMPACT ANALYSIS MATRIX

Problem impact analysis matrix	The problem affects the whole user base	The problem affects a small number of users	Problem affects only individual user	The client is a <b>VIP user</b> (long-term player)
Can the user still access and play the game without significant effect from the problem? (eg occasional lags)	Medium	Normal	Low	Normal

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

Requests involving a majority of the userbase are correctly placed, but I would remove the priority given to “VIP”s, given the nature of many personal or idiosyncratic requests draining resources and attention away from the thinly staffed Help/Support desks. There should be much clearer guidelines for what the desk personnel themselves are to handle, and what they ought to escalate to higher management.

### 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.***