



# NICE Challenge Project

## Challenge Submission Report

<https://portal.nice-challenge.com/reports/verify/F2FE6-8218-3BC43/>

Submission ID: 92699

Timestamp: 9/1/2023 3:16 AM UTC

Name: Joshua Kisner

Challenge ID: 115

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



### Scenario

One of our accountants, Sergio Chanel, has been having several issues with his Windows workstation lately. The issues have gotten so bad that he is now unable to complete his work in a timely manner. You will need to review his Windows workstation profile and fix the issues he has reported as well as restore any basic company default settings the other IT staff request.

Reviewed By: Solomon Zewde at Houston Community College

### Duration

0:12

### Full Check Pass

Full: 5/5

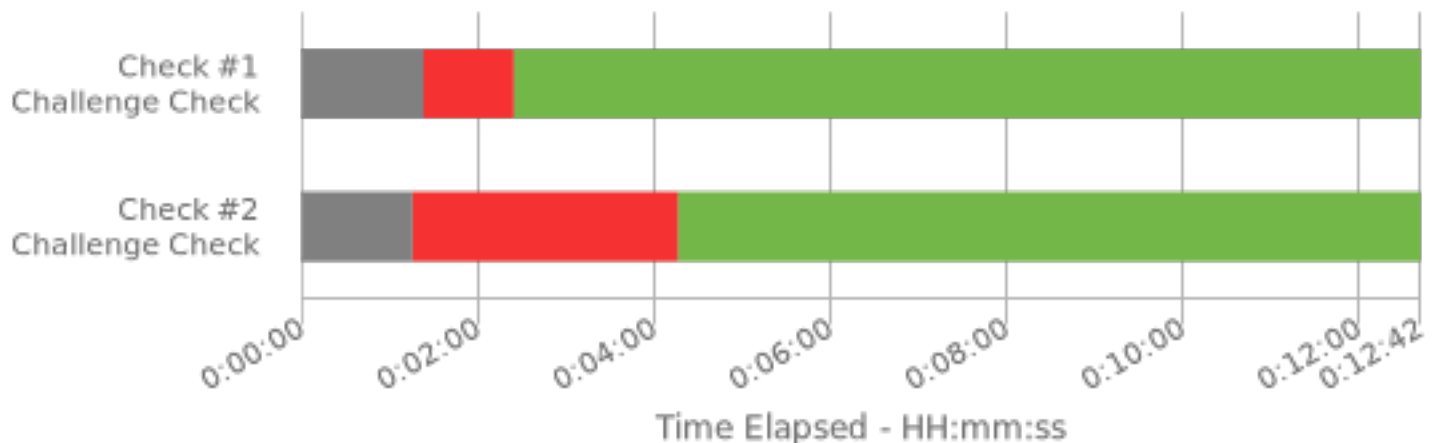
### Final Check Details

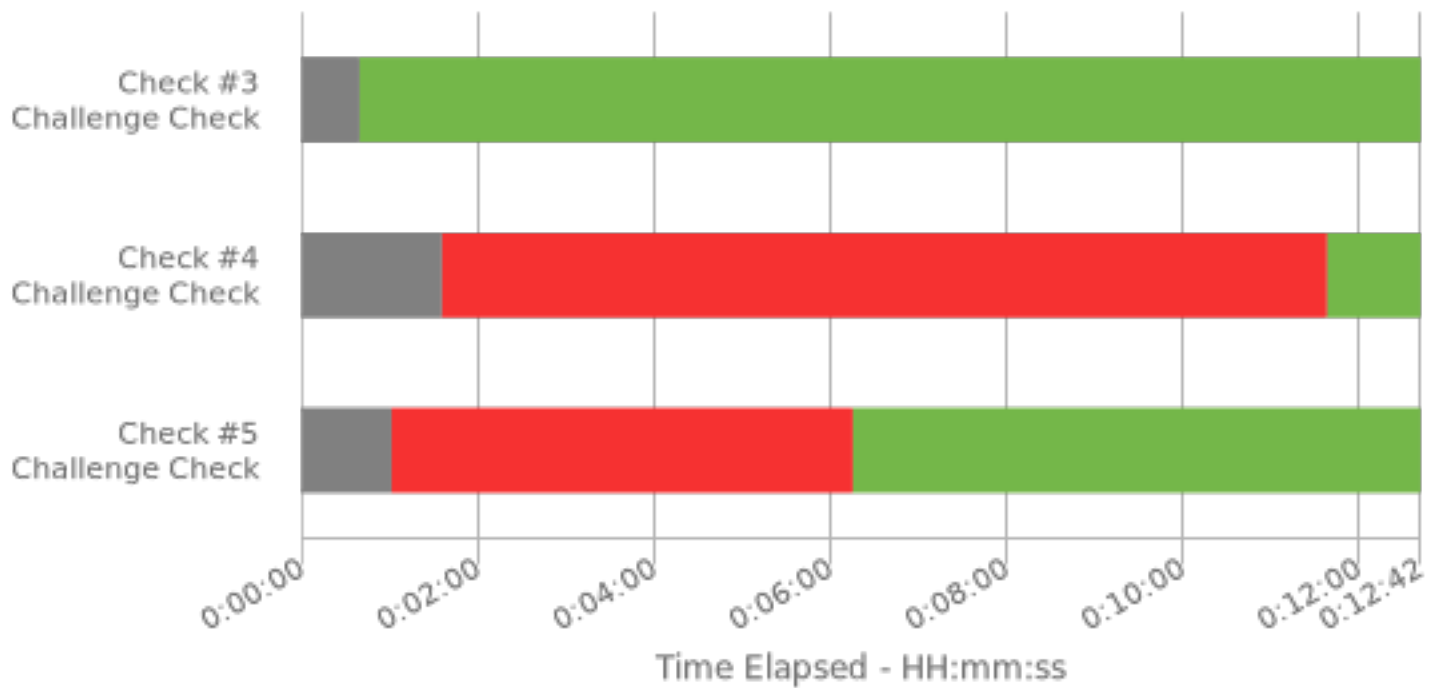
- ✓ Check #1: Fix Mouse Buttons
- ✓ Check #2: Fix Desktop Icons
- ✓ Check #3: Logged in as Sergio Chanel [Should Stay Green]
- ✓ Check #4: Fix The Internet
- ✓ Check #5: HR Network Share Mapped to Drive Letter H

### Curator Feedback

Well done!

Challenge Attempt Successful: ✓





## Specialty Area

Customer Service and Technical Support

## Work Role

Technical Support Specialist

## NICE Framework Task

T0468 Diagnose and resolve customer reported system incidents, problems, and events.

## Knowledge, Skills, and Abilities

- K0088 Knowledge of systems administration concepts.
- K0292 Knowledge of the operations and processes for incident, problem, and event management.
- 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.
- S0142 Skill in conducting research for troubleshooting novel client-level problems.
- S0159 Skill in configuring and validating network workstations and peripherals in accordance with approved standards and/or specifications.

## Centers of Academic Excellence Knowledge Units

- IT Systems Components
- Operating Systems Concepts