

COURSE NAME / CODE	BTEC National Diploma in IT
UNIT / MODULE / K/F SKILL / CODE	12 – IT Technical Support Guide
LEVEL	3
ASSIGNMENT TITLE	Manage and Maintain IT Support (Assignment 3)

LECTURER/ASSESSOR	S Taylor
ISSUE DATE	15 th May 2017
DEADLINE DATE	5 th June 2017

Student declaration

I declare that this assignment is all my own work and the sources of information and material I have used (including the internet) have been fully identified and properly acknowledged as required.

STUDENT NAME	SIGNATURE

ASSESSMENT DETAILS & GRADING CRITERIA

(NB: Columns 1 & 2 of the table below will be completed once the assignment has been submitted) Please note that criteria & evidence should be aimed to give the learner the maximum grade available within their qualification (i.e. A, Pass, Distinction)

CONTEXT FOR TASK		TASK						
Assignment brief								
GRADING CRITERIA FOR TASK		EVIDENCE	1) EVIDENCE SEEN		2) CRITERIA MET			
			Y	N	Y	I	N	IV
P4	Source technical information to provide advice and guidance for a variety of faults	Fault Log						
P5	Use different communication routes to provide advice and guidance	Report / Fault Log						
P6	Respond appropriately to end users	Questionnaire / Survey / Supporting Statements						
P7	Check solutions and record actions	Fault Log						
M3	Judge the value of different sources of support material	Fault Log						
M4	Provide additional support material to users	User Guide						
D2	Demonstrate effective communication skills with different types of end user	Report/ Supporting Statement / Questionnaire						
KS	IT3.1: Search and select information.IT3.2 Presenting Information							

KEY: Y = Yes, I = Incomplete, N = No

BREAKDOWN OF HOW GRADES WILL BE AWARDED:

(NB: Please tick as appropriate)

TYPE OF QUALIFICATION	TICK	DESCRIPTION
BTECS / WORKSKILLS	✓	Pass / Merit / Distinction / Fail
A LEVELS / A2		A-U

Internal Verification of Assignment Brief

IV Full Name		Sign		Date:	
LIV Full Name		Sign		Date:	

Unit: 12

IT Technical Support



Assignment: 3

Manage and Maintain IT Support

Please note that your assignment **MUST** have the following:

1. Cover page
2. Contents page
3. Introduction
4. Conclusion
5. Bibliography

SCENARIO

You have been asked to assist in IT Support activities within the UTC Reading. In this assistance role, you are to support other users of the IT systems either by email or in person.

As part of this assignment you are to provide support for at least two software problems, one hardware problem and where an end user has a lack of understanding on something IT related.

You are to either assist on the machines in your institution or utilizing kit you may have at home.

To evidence this you need to produce the following:-

P4:

The sourcing of your information which can be detailed in the form of fault records. You should ensure that you quote a variety of sources.

Suggested template for Fault Log

Date	Fault	How it was resolved	Sources of information that helped resolution
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Sources of information can be:-

- Product specifications and manuals
- Colleagues with specialist expertise
- Manufacturers knowledge base/resource sites
- Fault recordings showing previously found solutions
- FAQs and technical forums

P5:

As part of your communication when dealing with your faults, you will be giving advice and guidance to your end users. You need to show what advice and guidance you gave to your end users and the communication route you took.

Valid forms of communication include:-

- Direct to user (email, face to face, telephone)
- Additional support material (email, newsletters, FAQs)
- Input to technical forums
- Help sheets
- User guides

P6:

When fixing a fault and communicating to end users you are expected to respond appropriately to them. To ensure that this is done, most establishments will ask the user to fill in a short survey on the service that they received.

To fulfil this criteria you are to have either a supporting statement from the end user on the service you provided or you could devise a short questionnaire for them to fill in on completion after fixing each fault.

P7:

You are to show that you have checked your solution and that you have recorded it in full on your Fault Log. Your fault and the solution should be recorded in full – not just a brief note on the Fault Log.

M3:

On your Fault Log and/or Report, you need to show that you have accessed a variety of sources for your technical support fix. You should so that you have checked the validity of each source that you have used to aid you in solving your fault(s). You can detail this as a reference appendix on the back of your report.

M4:

You are to produce a User Guide of the common faults. Your fault should be showed with appropriate screenshots or illustrations so that your readers will understand your fault and/or solution to the problem. This is NOT the same as P5 and your examples MUST be different.

D2:

When fixing your faults you need to demonstrate that you have provided appropriate responses for particular users (experienced, novice, technical) and should state what type of user you was providing support for.

On your Fault Log, you should demonstrate how, when and where advice and guidance was given – this could be provided in the form of supporting statements from your end users on the quality of the guidance provided (short questionnaire?)

The details for this should include:-

- How the guidance was presented
- How well you communicated the information
- How well you handled the situation

If this is witnessed by an assessor, then Witness Statements will also be accepted towards this criteria.

FOR THE PASS CRITERIA	
P4	Fault Logs detailing the source of the information used to help you with your support
P5	Report / Fault Log detailing how you communicated with your end users
P6	Survey / Questionnaire / Supporting Statement which establishes the service that the end user received
P7	Fault Log showing that the solution has been checked and recorded correctly
FOR THE MERIT CRITERIA	
M3	Fault Log / Report detailing the sources that was referenced for the technical support. This could be the appendix in the back of the report
M4	User Guide of common faults – none of which should be included in P5
FOR THE DISTINCTION CRITERIA	
D2	Report / Supporting Statements / Questionnaire detailing how advice and guidance was given to the various level of ability end users witness statements if applicable