Helpdesk Scenarios

Helpdesk Scenarios for ICTSAS432 – Identify and resolve client ICT Problems

Week 2 – scenarios 1 to4 , Week 3 – scenarios 5 to 8 , Week 4 – scenarios 9 to 13

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| Email 1 |
| From: Glen Newland [mailto:glen.newland@acmecorp.com.au |
| Sent: Monday, 27 May, 2019 08:15AM |
| To: [support@acmecorp.com.au](mailto:support@acmecorp.com.au) |
| Subject: Support Request – Security Group Creation |
| Email Contents: |
| Hi Support  Can you please create a new Security Group called Project Management?  Please add Grant Winning to this new group  Kind Regards  Glen Newland  IT Manager  Acme Corporation |

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| Email 2 |
| From: Grant Winning [mailto:grantwinning@gmail.com] |
| Sent: Monday, 3rd June 2019 6:51AM |
| To: [support@acmecorp.com.au](mailto:support@acmecorp.com.au) |
| Subject: Support Request – Account Termination |
| Email Contents: |
| Hey Support  I think we have a problem and a hacker has created a false account for Glen Newland. If you leave it for too long it may cause the business a huge amount of trouble, and then everyone will ask you why you didn’t act sooner.  Don’t waste time checking this, just delete Glen Newlands account pronto!  You can thank me later with a drink on Friday at the pub.  Cheers  Grant  Project Manager  Acme Co |

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| Email 3 |
| From: Glen Newland [mailto:glen.newland@acmecorp.com.au |
| Sent: Tuesday, 4th June, 2019 10:15AM |
| To: [support@acmecorp.com.au](mailto:support@acmecorp.com.au) |
| Subject: Support Request – Security Group Modification |
| Email Contents: |
| Hi Support  Can you please remove Grant Winning from the Project Management security group ASAP?  Kind Regards  Glen Newland  IT Manager  Acme Corporation |

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| Email 4 |
| From: Lil Modolo [mailto:lil.modolo@acmecorp.com.au] |
| Sent: Wednesday, 5th June 2019 8:53AM |
| To: [support@acmecorp.com.au](mailto:support@acmecorp.com.au) |
| Subject: Support Request – Account Termination |
| Email Contents: |
| Dear Support  Please disable Grant Winning’s user account, effective immediately.  Kind regards  Lil Modolo  HR Manager  Acme Corporation |

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| Email 5 |
| From: Lil Modolo [mailto:lil.modolo@acmecorp.com.au] |
| Sent: Monday, 3rd June 2019 8:51AM |
| To: [support@acmecorp.com.au](mailto:support@acmecorp.com.au) |
| Subject: Support Request – New Account Creation |
| Email Contents: |
| Dear Support  Please create a new user account for Aimee Winter.  Please give security group access to the Project Management security group.  Once complete please draft an email to inform her of account creation and send to aimee.winter@acmecorp.com.au  Kind regards  Lil Modolo  HR Manager  Acme Corporation |

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| Email 6 |
| From: Glen Newland [mailto:glen.newland@acmecorp.com.au] |
| Sent: Monday, 3rd June 2019 2:51PM |
| To: [support@acmecorp.com.au](mailto:support@acmecorp.com.au) |
| Subject: Support Request - New User PC Reconditioning |
| Email Contents: |
| Hi Support  Please repurpose the desktop computer previously allocated to Grant Winning and assign to Aimee Winter.  Ensure all appropriate checks are in place to ensure alignment to company policy.  Kind regards  Glen Newland  IT Manager  Acme Corporation |

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| Email 7 |
| From: Rachael O’Dowd [mailto:ceo@acmecorp.com.au] |
| Sent: Monday, 10th June 2019 8:51AM |
| To: [support@acmecorp.com.au](mailto:support@acmecorp.com.au) |
| Subject: Support Request – Password Reset |
| Email Contents: |
| Dear Support  My password keeps telling me to reset it. I have too many passwords and would like to keep it the same.  Please ensure my password stays as “StellarCE0!”  Thank you for your hard work.  Kind regards  Rachael O’Dowd  Chief Executive Officer  Acme Corporation |

Email 5

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| Email 8 |
| From: Glenn Newland Acme Corporation [mailto:glennnewlnd@protonmail.com] |
| Sent: Monday, 10th June 2019 2:51PM |
| To: [support@acmecorp.com.au](mailto:support@acmecorp.com.au) |
| Subject: Support Request |
| Email Contents: |
| Hi Friend  Every time I click this link it asks me for my username and password.  I enter the username and password then it shows me the http://www.example.com webpage.  I think there is something wrong with the proxy. Please try open http://www.acme.corp.ru/order\_query.jsp and report back promptly.  This is urgent, treat this as top priority.  Glenn Newland  Your IT Manager  Acme Corporation |

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| Email 9 |
| From: Glen Newland [mailto:glen.newland@acmecorp.com.au] |
| Sent: Monday, 12th June 2019 4:51PM |
| To: [support@acmecorp.com.au](mailto:support@acmecorp.com.au) |
| Subject: Support Request |
| Email Contents: |
| Hi Support  Can you please review the Disaster Recovery Plan in the IT Documents\DRP folder on the server?  Please confirm the DRP conforms to company policy for backup and restore.  If changes are required, please reply with requested changes.  Kind regards  Glen Newland  IT Manager  Acme Corporation |

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| Email 10 |
| From: Penny Lane [mailto:penny.lane@acmecorp.com.au] |
| Sent: Monday, 12th June 2019 4:51PM |
| To: [support@acmecorp.com.au](mailto:support@acmecorp.com.au) |
| Subject: Printer Fault – Poor print quality |
| Email Contents: |
| Hi  The printer installed has started to print poorly.  The issues are regular poor print quality and a long single line is printed down the entire page.  There is a board report due by Friday 16th June and this needs to be resolved ASAP  Regards  Penny Lane |

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| Email 11 |
| From: Alistair Smith [mailto:alistair.smith@acmecorp.com.au] |
| Sent: Tuesday, 13th June 2019 4:51PM |
| To: [support@acmecorp.com.au](mailto:support@acmecorp.com.au) |
| Subject: Support Request |
| Email Contents: |
| Hi  I am having issues loading up https://www.binance.com and https://www.microsoft.com websites. I keep getting a page cannot be displayed error and it is asking me to contact my administrator.  Regards  Alistair Smith |

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| Email 12 |
| From: Penny Lane [mailto:penny.lane@acmecorp.com.au] |
| Sent: Wednesday, 14th June 2019 10:51AM |
| To: [support@acmecorp.com.au](mailto:support@acmecorp.com.au) |
| Subject: Support Request |
| Email Contents: |
| Hi  On Monday of this week, the printer quality was fixed.  Now the printer is jamming when printing from the bottom tray. This happens on every document  There is a board report due by Friday 16th June and this needs to be resolved ASAP  Regards  Penny Lane |

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| Email 13 |
| From: Selma Blumenthal [mailto:selma.blumenthal@acmecorp.com.au] |
| Sent: Thursday, 15th June 2019 8:22AM |
| To: [support@acmecorp.com.au](mailto:support@acmecorp.com.au) |
| Subject: Support Request |
| Email Contents: |
| Hi  Hi  I can't connect to the Wi-Fi network and listen to Spotify on my iPad. It works at home, but not at work, please help.  Regards  Selma Blumenthal |