

CompTIA A+ Core 2 Exam 220-1102

# Lesson 20



## Implementing Operational Procedures

# Objectives

- Implement best practice documentation
- Use proper communication techniques
- Use common safety and environmental procedures

## Lesson 20

# Topic 20A

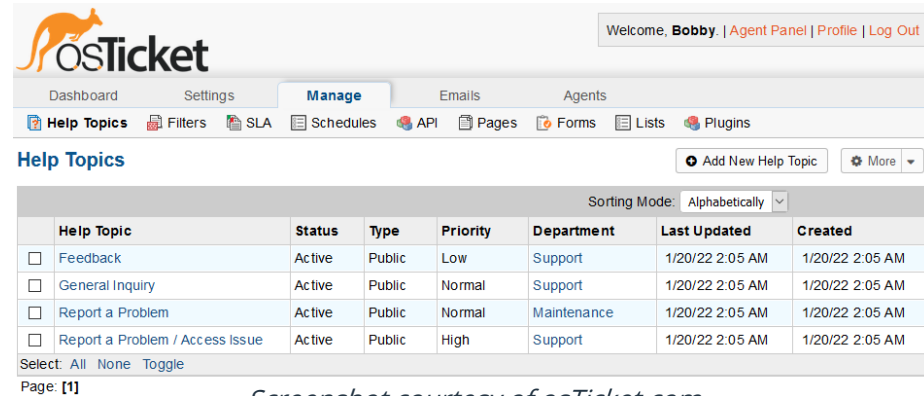
## Implement Best Practice Documentation

# Standard Operating Procedure

- Policy, procedure, and guidance
- Standard operating procedures (SOPs)
  - Procedures for custom installation of software package
  - New-user setup checklist
  - End-user termination checklist

# Ticketing Systems

- User information
- Device information
- Description of problems
- Categories
  - Requests, incidents, problems
  - Customer-selectable categories
- Severity
  - Critical, major, minor



The screenshot shows the osTicket web interface. At the top, there's a navigation bar with links like Dashboard, Settings, Manage (active), Emails, and Agents. Below this is a secondary bar with icons for Help Topics, Filters, SLA, Schedules, API, Pages, Forms, Lists, and Plugins. The main content area is titled 'Help Topics' and includes a table of help topics. The table has columns for Help Topic, Status, Type, Priority, Department, Last Updated, and Created. There are four rows of help topics listed. Above the table, there's a 'Sorting Mode' dropdown set to 'Alphabetically' and buttons for 'Add New Help Topic' and 'More'. Below the table, there's a 'Select' dropdown with options 'All', 'None', and 'Toggle', and a 'Page: [1]' indicator.

	Help Topic	Status	Type	Priority	Department	Last Updated	Created
<input type="checkbox"/>	Feedback	Active	Public	Low	Support	1/20/22 2:05 AM	1/20/22 2:05 AM
<input type="checkbox"/>	General Inquiry	Active	Public	Normal	Support	1/20/22 2:05 AM	1/20/22 2:05 AM
<input type="checkbox"/>	Report a Problem	Active	Public	Normal	Maintenance	1/20/22 2:05 AM	1/20/22 2:05 AM
<input type="checkbox"/>	Report a Problem / Access Issue	Active	Public	High	Support	1/20/22 2:05 AM	1/20/22 2:05 AM

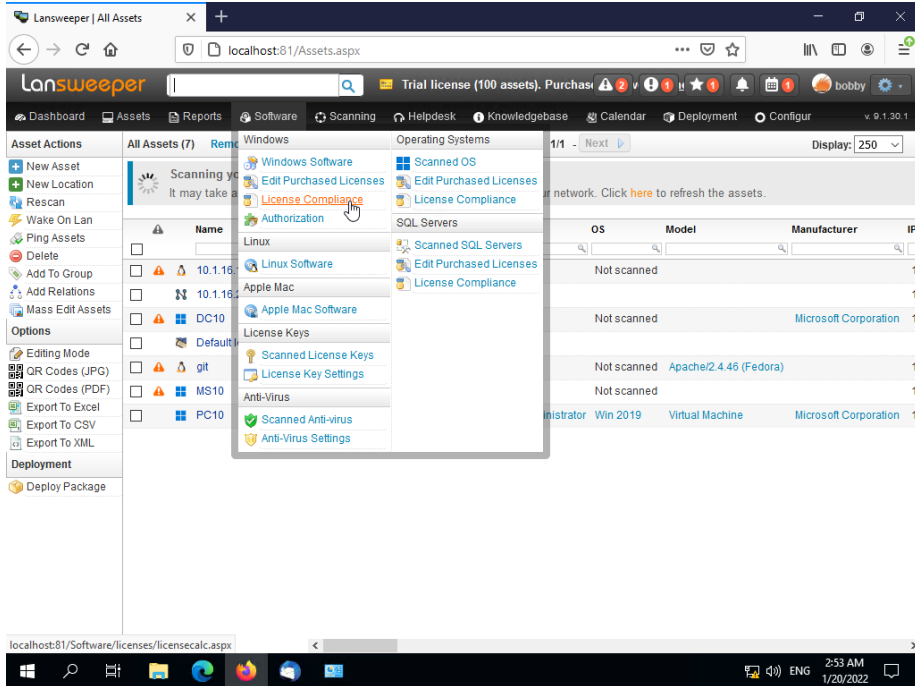
*Screenshot courtesy of osTicket.com*

# Ticket Management

- Escalation levels
  - To third-party
  - To higher level of seniority
  - Support tiers
- Clear, concise written communication
  - Problem description
  - Progress notes
  - Problem resolution
- Incident report
  - Lessons learned/after action analysis and reporting

# Asset Identification and Inventory

- Asset management
  - Identification and life-cycle procedures
  - Inventory list
- Database systems
- Asset tags and IDs
- Network topology diagrams



*Screenshot used with permission from Lansweeper*

# Asset Documentation

- Procurement life cycle
  - Acquisition, Procurement, Deployment, Maintenance, Disposal
- Warranty and licensing
- Assigned users
- Support documentation and Knowledge Base articles
  - Support, warranty, and licensing information
  - Cross-reference to ticket system
  - Validity of third-party knowledge bases and articles



# Change Management Concepts

- ITIL configuration management model
  - Service assets
  - Configuration items (CIs)
  - Configuration and performance baselines
- Change requests
  - Purpose of the change
  - Scope of the change

# Change Approval

- Change board approvals
- Risk analysis
  - Quantitative versus qualitative
  - Risk level
- Test and implement change plan
  - Responsible staff member
  - Affected systems/impact
  - Sandbox testing
  - Date and time of the change
  - Rollback plan
- End-user acceptance

# Policy Documentation

- Acceptable use policy (AUP)
- Regulatory compliance requirements
  - Splash screens

## **Review Activity: Best Practice Documentation**

- Standard Operating Procedures
- Ticketing Systems and Ticket Management
- Asset Identification, Inventory, and Documentation
- Change Management Concepts
- Change Approval
- Policy Documentation

## Lab Activity

- Assisted Lab: Manage a Support Ticket
  - Ensure that resolution of a support issue is fully documented in a ticketing system

## Lesson 20

# Topic 20B

## Use Proper Communication Techniques

# Professional Support Processes

- Provide proper documentation on the services provided
- Set and meet expectations/time line and communicate status with the customer
- Clear instructions for repair and replace
- Follow up with customer/user at a later date to verify satisfaction

# Professional Support Delivery

- Be on time
- Avoid distractions
  - Personal calls/interruptions
  - Texting/social media sites
- Deal appropriately with confidential and private materials



# Professional Appearance

- Professional appearance and attire
- Use proper language and avoid jargon, acronyms, and slang, when applicable
- Be culturally sensitive
  - Use appropriate professional titles, when applicable



*Image by goodluz © 123RF.com*

# Professional Communications



*Image by goodluz © 123RF.com*

- Actively listen, take notes, and avoid interrupting the customer
- Ask questions and clarify statements
  - Open-ended versus closed questions

# Difficult Situations

- Maintain a positive attitude/project confidence
  - Do not argue with customers or be defensive
  - Avoid dismissing customer problems
  - Avoid being judgmental
- Collaborate to focus on solutions
  - Defuse tense situations and focus on positive outcomes
  - End contact if there is abuse or threat
- Be professional
  - Do not disclose experience via social media outlets



*Image by Wang Tom © 123RF.com*

## **Review Activity: Proper Communication Techniques**

- Professional Support Processes and Delivery
- Professional Appearance
- Professional Communications
- Difficult Situations

## Lesson 20

# Topic 20C

## Use Common Safety and Environmental Procedures

# Compliance with Regulations

- Health and safety laws
- Building codes
- Environmental regulations

# Electrical Safety

- Electrical circuits
  - Current, voltage, and resistance
- Fuses
- Equipment grounding
- Proper power handling and personal safety
  - Disconnect power before repairing PC
- Electrical fire safety
  - Use CO<sub>2</sub> or dry power extinguishers only



*Image by phadventure © 123RF.com*

# Other Safety Hazard Mitigations

- Trip hazards
- Lifting techniques
  - Weight limits for one/two person
  - Ensure clear path
  - Safe lifting technique
- Safety goggles and masks
  - Risks from dust and toner



# Environmental Impacts

- Location and equipment placement
- Maintenance schedules
- Dust cleanup
  - Compressed air blasters
  - PC-safe and toner-safe vacuums
- Temperature, humidity-level awareness, and proper ventilation

# Electrostatic Discharge Mitigation

- Risks from electrostatic discharge (ESD)
- Proper component handling
  - Self-grounding
  - Anti-ESD wrist straps and service mats
- Proper component storage
  - Anti-ESD shielding and dissipative packaging

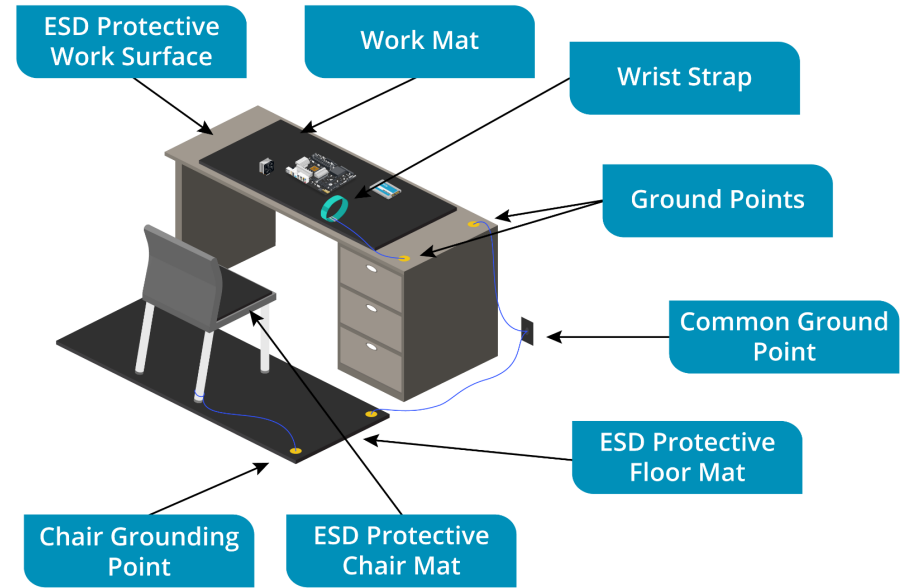


Image ©123RF.com

# Building Power Issues and Mitigations



*Image by magraphics© 123RF.com*

- Power surges, brownouts, and blackouts
- Surge suppressors
- Battery backup
  - Uninterruptible power supply (UPS)

# Responsible Disposal

- Compliance with governmental regulations
- Material safety data sheet (MSDS)
  - Documentation for handling and disposal
- Proper disposal
  - Battery disposal
  - Toner disposal
  - Other devices and assets
    - Electronic waste regulations

## **Review Activity: Safety and Environmental Procedures**

- Compliance with Regulations
- Electrical Safety and Other Safety Hazard Mitigations
- Environmental Impacts
- Electrostatic Discharge Mitigation
- Building Power Issues and Mitigations
- Materials Handling and Responsible Disposal

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## Summary