Assessment Task 1: Resolve ICT problem

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| Course code and title | **ICT50220 Diploma of Information Technology** |
| Unit code and  title | **ICTSAS527 Manage Client Problems** |
| Due date | As on Moodle |
| Resources  required | * Access to ICTSAS527 Moodle Site * Access to computer and internet * Microsoft Word Application * Learner Resource * MP Technology Institute Service Level Agreement (SLA) document * Client feedback template |
| Decision making rules | To achieve an overall satisfactory result for this assessment task:   * Learners must achieve a satisfactory result for each item in the **Assessment Checklist/s.** |
| Learner  instructions | For this task you will:   * Complete it individually. * Complete it in your own time and submit it by the due date. * Have time to read and review the assessment task in class. * Submit your answers electronically via Moodle   This task has 6 parts:   * Part 1 –questions in order to prepare you for your role play. * Part 2 – You will call the client and resolve their issue. * Part 3 – You will close off the ticket as you have resolved the issue. * Part 4 – You will gather feedback on your service provision. * Part 5 – You will evaluate the feedback. * Part 6 – You will notify the client of the outcomes of the feedback they have provided.   If you have any questions about the task or concerns about your ability to complete the task, please discuss this with your assessor. |

MP Technology Institute Case Study

## Scenario

MP Technology (MPT) is a large VET and Higher Education provider based in Melbourne. The college has seven campuses within Metropolitan Melbourne with a presence in regional Victoria. MPT has its own in-house ICT department, ICT Services, which provides an efficient ICT Network. This includes all internet, wireless access, file access, user registration, data management, online learning, remote work for staff, desktop and end user support. MPT provides a web-based student portal that enables student access to their email, student accounts and other learning services. MPT has separate servers for staff.

In 2020, due to pandemic ICT Services was tasked with the challenge of rapidly facilitating the shift from on campus ICT service provisioning to fully remote service delivery. There has been an increase in demand for ICT Services.

ICT Services has an online ticketing system that enables students and staff members to lodge service requests. Requests can be sent via email [ictservices@mpt.edu.au](mailto:ictservices@mpt.edu.au), lodged online through ICT service portal or by calling ICT services on (03) 9269 1200.

When a ticket is lodged, the standard process is as follows:

1. Open – initial status assigned to a ticket by the system when it is raised.
2. Assigned – status when a ticket gets assigned to a support person.
3. In Progress – status when support person starts to work on a ticket.
4. Pending – temporary status used to put a ticket on hold while support person is waiting for crucial information requested from a client or from an external vendor.
5. Resolved – status assigned to a ticket when work is completed and issue is resolved.
6. Re-opened – status given to a ticket when client contacts service desk again after closure of their ticket and requests further assistance with the same issue. This status is only used if request is made within three days after the resolution date of the original ticket otherwise a new ticket needs to be raised for the issue.

Support personal can lodge a ticket on behalf of the client. The ticketing system automatically assigns each request a priority. This is a priority determined system based on user profile. There is a picklist selection system presented to the client in order to determine the nature of the issue. The system profiles end-users based on their role and assigns one of the following: student, staff or administrator.

A ticket may be escalated from first level support to second level at any time during the process of resolution. This is a judgement call made by the support officer responsible for the ticket. There are second level support teams that tickets might be escalated to:

1. Business Applications and Web
2. Desktop and Mobile Technology
3. Communications and Networks
4. Security and Access Management

Most of the MPT desktops run on Windows 10. The ICT Support activities are covered by a Service Level Agreement (SLA) between clients represented by their heads of departments and the ICT Services department.

Hierarchy and reporting lines of the ICT services is as shown below:

**A screenshot of a computer

Description automatically generated with medium confidence**

*Mohamed Abdi, ©Melbourne Polytechnic, 2021*

**Industry Software**

Microsoft Office is widely used in MPT. This is an office productivity software that includes word processor, Excel, Outlook, Publisher, Access and PowerPoint. Office has desktop version available for PCs running windows and MacOS, mobile apps for Android and iOS, and a version that runs within a web browser.

**Industry Hardware**

An example of industry hardware used in MPT is Xerox B215 Multifunction Printer.

This printer has built-in Wi-Fi and touch screen user interface. Staff use this printer to copy, print, scan, fax, & email documents.

**MPT Businss Domain and Business Structure**

MPT is an education service provider that has broad client base including school leavers, new migrants, adults returning to study, industry-based and international students.

Resolve ICT Problem

In this scenario-based task, you will be required to resolve an ICT problem a client is experiencing. You need to respond to an ICT support request in accordance with the SLA.

For the purpose of this task, you will play the role of an ICT Support Officer working for MP Technology (MPT) ICT Services Department.

## Scenario:

An online ticketing system  [Jira Service Desk](https://www.atlassian.com/software/jira/service-management/features/service-desk)) will be set up on the cloud to enable you to receive a support ticket.

For the purpose of this assessment task, you are the nominated service person in the ICT Services and have picked up below service request received via email from the service desk queue.

*To: ictservices@mpt.edu.au*

*Hi,*

*My name is Alex from the Business Faculty. I am not able to access my files this morning after login.*

*They were all ok yesterday when I left work. These are the files on our faculty drive where I have folders that I normally access using windows explorer. I could not see any drive or folders when I logged in today.*

*I have an exam scheduled for my students this afternoon and I need access to my files. Please help.*

*Thanks, Alex*

*Teacher, Business Department*

*Phone: (03) 9269 1200*

*alex@mpt.edu.au*

You know that some changes were made overnight to the group policies used to administer user access. This has impacted on many users who have lost their access to folders on shared drives as a result of the change. Service desk is receiving many requests and support staff received information from their team leader on how to resolve this issue. The resolution requires group policy to be forced on each machine individually as shown in below screen shot:

Text

Description automatically generated

*Mohamed Abdi, ©Melbourne Polytechnic, 2021*

## Part 1 – Preparation

Read through the case study and the MP Technology Institute Service level Agrrement and answer the following questions.

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| **1** | **As you are new to the company you will need to confirm the following details with your supervisor.**  **Review the SLA and draft an email to your supervisor confirming the client point of contact and correct action and escalation procedure details.**  **50-100 words** | | | | |  |
|  | ANSWER | **☐** | SATISFACTORY | **☐** | NOT SATISFACTORY | |
| Dear sir,  As a new employee in our company, I am currently handling a customer service issue from Alex, a teacher in Business Department, and have come across the Service Level Agreement (SLA) document. However, I would like to confirm with you some details regarding the customer's contact point and the correct action and upgrade procedures that will be taken.  The attached is the screenshot of the email from Alex and the following email will be sent to Alex  “  Hi Alex  Thank you for contacting MTP Customer Service,  We appreciate your dedication in contacting us and we are happy to assist you in confirming the necessary details to help you resolve the customer's issue effectively.  Please let us know the specific details you require, and we will do our best to provide you with accurate information.  Regards,  MPT-ICT Support Officer.  '' | | | | | | |

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| **2** | **Review the client issue. What resolutions will you offer?** | | | | |  |
|  | ANSWER | **☐** | SATISFACTORY | **☐** | NOT SATISFACTORY | |
| **Solution to the problem:**  Open Command Prompt (CMD) and type the following command,  “**gpupdate/force**”  This command will update the group policies used to administer user access and help you to access again your folders and files on the shared drives.  The attached is the screen showing how the process will be done:  Text  Description automatically generated | | | | | | |

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| **3** | **Raise a ticket for the request and assign a priority as per SLA. You need to include screen shot of your ticket in your submission.** | | | | |  |
|  | ANSWER | **☐** | SATISFACTORY | **☐** | NOT SATISFACTORY | |
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| **4** | **Draft a response email to be sent to the client as an acknowledgement for their request. You need to provide:**   * **a resolution time timeframe** * **priority** * **ticket number** * **phone or email contact.**   **You will need to include a screen shot of this email in your submission.** | | | | |  |
|  | ANSWER | **☐** | SATISFACTORY | **☐** | NOT SATISFACTORY | |
| *"Dear customer,*  *We confirm that we have received your letter and assure you that your request will be processed promptly. We promise to resolve your issue within 48 hours and strive to provide a solution within 24 hours. Please be assured that your request has been prioritized and will be handled with the utmost care.*  *If you need any further assistance or have any questions, please feel free to contact us by phone or email. Our phone number is 18050343609 and our email address is s1554654@student.mp.edu.au*  *Thank you for your patience and trust in our services. We will do our best to provide you with a satisfactory solution as soon as possible. "* | | | | | | |

## Part 2 – Call your client – Observation

This is an observation task in which you will be observed communicating with a client to resolve their ICT issue. You will demonstrate how you effectively listening and as questions using concise language .

* Ask at least 2 questions to diagnose and confirm the issue
* Explain the resolutionproecess and talk them through step by step how to resolve this issue
* Confirm that the problem is resolved you will now close off the ticket in Jira
* Using the client feedback template ask the client about the services that they have received today and document their response.

# Assessment Checklist: Part 2

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| **Learner name** | | WangYiZhuo | **Student ID** | | S1554654 | |
| **Assessor name** | |  | **Date** | |  | |
| Observation checklist  assessor to complete the following | | | | | | |
| observation | | | | | | |
| **The LEARNER:** | | | | **SATISFACTORY** | | **NOT SATISFACTORY** |
|  | Greeted the client | | |  | |  |
|  | Asked at least 2 questions, listened and used this information to diagnose and resolve the issue | | |  | |  |
|  | Explained they would be closing off the ticket | | |  | |  |
|  | Sought feedback from the client using the client feedback template and documented the client’s repsonse | | |  | |  |
| **Feedback -** Assessor must include feedback about the observed performance | | | | | | |
| ***During the observation period, the System Support Officer (Learner) asked at least 2 questions, listened and used the necessary information to diagnose and resolve the issue, explained how the ticked will be closed and sought feedback from the client using the client feedback template and documented the client’s response.*** | | | | | | |

## Part 3 – Close off ticket

Now the issue has been resolved with the client, close the ticket in Jira. Provide a screenshot below showing the ticket is closed.

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## Part 4 – Report

1. Create a report on the feedback you have received. The report should contain:

* An introduction
* A summary of the feedback
* Your proposed actions for future improvements and reasons why you are suggesting this
* It should be in a professional format
* Should be 200 – 300 words

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| The purpose of this report is to summarize the data access incident issues reported by customer Alex and provide actionable recommendations for improving our data management system and protection policies.  Our goal is to identify the root cause of the problem and provide actionable recommendations to improve our data management systems and protection policies. Upon discovering the data access issue, our team took immediate action by updating the Group Policy that governs user access to protect the data and communicating the situation to all team members. We conducted a comprehensive analysis of the incident and identified several factors that may have contributed to data accessibility, including technical issues. To reduce the risk of future data loss and accessibility, we have taken steps such as establishing robust backup systems and enhanced security protocols.  To further improve our data management and protection practices, we recommend that our teams continue to prioritize data security through enhanced backup systems and enhanced security measures. This includes measures such as modifying access rights, regularly changing passwords and implementing other security protocols. By taking these steps, we can minimize the risk of data loss and ensure that our data is protected to the maximum extent possible.  Overall, data management and protection are critical aspects of our team's operations. By learning from the lessons of this incident and implementing the recommended actions, we can strengthen our data protection practices and protect against potential future incidents. |

1. Email this report to your Supervisor (trainer) and request their feedback.

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| Dear supervisor,  I am hereby submitting a report to you outlining a data access incident issue reported by our customer Alex.  The goal of this report is to shed light on the root causes of the problem and provide actionable recommendations for improving our data management systems and protection policies.  Upon discovering the data access issue, we took immediate action by updating the Group Policy that governs user access to protect the data and communicating the situation to all team members. We conducted a thorough analysis of the incident and identified several factors that may have contributed to data accessibility, including technical issues. To reduce the risk of future data loss and accessibility, we have taken steps such as establishing robust backup systems and enhanced security protocols.  To further improve our data management and protection practices, we recommend that teams continue to prioritize data security through enhanced backup systems and enhanced security measures. This includes measures such as modifying access rights, regularly changing passwords and implementing other security protocols. By taking these steps, we can minimize the risk of data loss and ensure that our data is protected to the maximum extent possible.  Overall, data management and protection are critical aspects of our team's operations. By learning from the lessons of this incident and implementing the recommended actions, we can strengthen our data protection practices and protect against potential future incidents.  Looking forward to your feedback,  greeting,  MPT-ICT Support Officer |

1. Based on the feedback you have received, what changes do you think will be implemented? (If any?

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| Based on the supervisor's suggestion, he suggested that I provide and maintain ICT support services in accordance with the department's standards, policies and operating procedures, as well as the organization's agreed service levels, and provide feedback to customers as soon as possible. |

## Part 5 – Finalise with client

You need to notify the client of the outcomes from their feedback and to find out if they were satisfied with the support and resolution services provided.

Draft an email to the client to obtain this information.

50 – 100 words

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| Dear Customer,  Thank you for choosing us as your service provider and appreciate your feedback. Your satisfaction is our top priority and we are always working hard to improve our services to meet your needs.  To better understand your satisfaction with our support and resolution services, we kindly ask for your feedback. If you are satisfied with the service we provide, or if there is anything that needs improvement, please let us know. We appreciate your opinion and will use it to improve the quality of our service.  Thank you again for your support and we look forward to continuing to provide you with the best service.  Kind Regards  WangYiZhuo |

### Submission Guidelines

Please upload all required documents to Moodle, this includes:

This Assessment Book

Part 2 – The completed survey from the client, File Name STUDENT\_ID\_ICTAS527\_AT2.2

Part 5.1 – Your report, File Name STUDENT\_ID\_ICTAS527\_AT2.4

Part 5.2 – Email for your trainer containing feedback, File Name STUDENT\_ID\_ICTAS527\_AT1.5

# Assessment Checklist: Task 1 - Resolve ICT Problem

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| **Learner name** | | WangYiZhuo | **Student ID** | | S1554654 | |
| **Assessor name** | |  | **Date** | |  | |
| Assessment checklist  assessor to complete the following | | | | | | |
| **The LEARNER in Part 1:** | | | | **SATISFACTORY** | | **NOT SATISFACTORY** |
|  | Confirmed client point of contact and escalation procedure. | | |  | |  |
|  | Identified a suitable resolution. | | |  | |  |
|  | Raised a ticket in JIRA. | | |  | |  |
|  | Communicated key details with client (email). | | |  | |  |
| **Feedback -** Assessor must include feedback about the observed performance | | | | | | |
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| **The LEARNER in Part 2:** | | | | **SATISFACTORY** | | **NOT SATISFACTORY** |
|  | Called client and successfully displayed all skills in the observation checklist. | | |  | |  |
| **Feedback -** Assessor must include feedback about the observed performance | | | | | | |
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| **The LEARNER in Part 3:** | | | | **SATISFACTORY** | | **NOT SATISFACTORY** |
| 6 | Closed off ticket in JIRA. | | |  | |  |
| **Feedback -** Assessor must include feedback | | | | | | |
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| **The LEARNER in Part 4:** | | | | **SATISFACTORY** | | **NOT SATISFACTORY** |
| 10 | Provided a professional report detailing at least 1 proposed improvement. | | |  | |  |
| 11 | Obtained feedback from supervisor on proposed improvement | | |  | |  |
| **Feedback -** Assessor must include feedback | | | | | | |
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| **The LEARNER in Part 5:** | | | | **SATISFACTORY** | | **NOT SATISFACTORY** |
| 12 | Drafted an email to client to provide information on outcomes of their feedback and to obtain their feedback on the support and resolution services. | | |  | |  |
| **Feedback -** Assessor must include feedback | | | | | | |
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# Assessment Task Summary: Task 1 - Resolve ICT Problem

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| Trainer/Assessor to complete the following:  **THE LEARNER:** | | | | | | Yes | No |
| 1. | Satisfactorily completed all items in Assessment Checklists | | | | |  |  |
| feedback **-** Assessor must include feedback | | | | | | | |
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| OVERALL TASK result | | | | | | | |
| Satisfactory  Not Satisfactory (resubmission required) – Due date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | |
| Date Assessment Returned | | |  | | | | |
| Trainer/assessor Name | | |  | | | | |
| Trainer/Assessor signature | | | X | | | | |
| **LEARNER DECLARATION**: Please read and sign below | | | | | | | |
| I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have been advised of the outcome of this assessment task.  PRINT NAME | | | | | | | |
| LEARNER Signature | | WangYiZhuo | | Date |  | | |