Assessment Task 2: Support Client

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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 * Service Level Agreement (SLA) document |
| 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.   There are 3 Parts to this Task:   * Part 1 – You will answers a number of questions in order to prepare you for your role play. * Part 2 – You will meet with the client and resolve their connectivity issues. * Part 3 – You will write a report on suggested improvements.   If you have any questions about the task or concerns about your ability to complete the task, please discuss this with your assessor. |

Support Client

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 a Service Level Agreement (SLA).

For the purpose of this task, you will play the role of an ICT Support Officer working for MP Technology ICT Services Department. A trainer/assessor will play the role of the client.

## Scenario:

For the purpose of this assessment task, assume that you are the nominated service person in the ICT Services Department and have picked up below phone call from the Service Desk call queue:

*Joe (client): “Good morning. My name is Joe, one of the teachers. I am running my class in the lab and unable to get internet connection at all. I have re-started my PC few times to no avail. Many of the student computers have also similar issue. Could you help? This is urgent.”*

*You: “Ok, is there any PC in this lab with internet connection?”*

*Joe: “very few of them. Most have no connection.”*

*You: “What is your location? Which building and room number please?*

*Joe: “I am in Preston, Building E Room PE226.” (note: location will be your local lab rather than Preston)*

*You: “Ok. I will be there in 5 min. Please wait.”*

*Joe “Thank you”*

A trainer will play the role of the client (Joe) and will simulate this problem in the lab. You will attend to this request in person. When you arrive in the room your mandate is to assist teacher so that they can run class ASAP.

**Some background information**

Labs in most MPT campuses have control switch that allows lab to be changed between MPT domain and internet only mode. This is sometimes referred to as classroom partition (MPT domain) and technical partition (internet only). It is known to cause issues when switches are interchanged without fully re-booting machines in the lab. Sometimes students and teachers might interfere with cabling of the PCs when they bring their own device to the labs.

Few MPT labs have different configurations to above. **You will need to base your scenario on your actual campus lab rather than what is described above if different.**

As part of your troubleshooting, you will need to closely examine and check all wiring are correctly mounted into the PCs with issues as first step.

## Part 1 – Preparation

Answer the following questions to help you prepare for your role play in Part 2.

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| **1** | **Develop a process that you will use to resolve this issue. This should include all the steps required to troubleshoot/resolve the issue and completion of the required ticketing system. You will then follow this in the lab.** | | | | |  |
|  | ANSWER | **☐** | SATISFACTORY | **☐** | NOT SATISFACTORY | |
| Referring to the guidelines outlined in the Service Level Agreement (SLA), the following steps are critical to effectively resolving customer issues while ensuring service levels and responsiveness meet or exceed expectations:  1. Understand the problem: First, fully understand the issues that customers care about. Actively listen to their grievances and ask probing questions to gather all relevant details.  2. Reference the SLA: \*Review the SLA to determine the agreed upon response and resolution times corresponding to the customer issue. This ensures alignment with predefined expectations and helps prioritize solution efforts.  3. Assess Severity: Evaluate the severity level of the issue based on the predefined criteria outlined in the SLA. Issues are typically classified into severity levels (e.g., critical, high, medium, low) based on their impact on customer business operations.  4. Confirm the customer: \*Confirm the customer immediately after clarifying the problem and its severity level. Inform them that their request has been received and ensure that they are actively involved in resolving the issue.  5. Troubleshooting: \*Initiate the troubleshooting process based on the nature of the problem. Adhere to established procedures and best practices as stated in SLAs and internal documentation to effectively identify and resolve issues.  The troubleshooting steps required to address and resolve this issue are as follows:  1. Verify physical and Internet connections: Make sure all cables, including the Ethernet cable, modem cable, and power cords to the modem and router, are securely connected. For Wi-Fi connections, verify that the device is within range of the router.  2. Restart your device: Restart your modem or router and the device you use to connect to the Internet (such as your computer). Sometimes, a simple reboot can resolve connection issues.  3. Check the control switches: Make sure the switches are not interchanged without fully restarting the lab machine. This control switch facilitates conversion between MPT domain and Internet-only modes in some MPT campus labs.  4. Test the connection: Use another computer in the lab to determine if it can successfully connect to the Internet. This helps determine whether the problem is with a specific device or the entire network. If multiple devices are unable to connect, the network itself may be the source of the problem.  5. Verify ISP status: Visit your Internet Service Provider (ISP) website or social media channels to check for any reported outages or maintenance activity in the area. Please contact your ISP's customer support for assistance and to identify any known issues.  6. Check firewalls and security software: Temporarily disable security software or firewalls to check if they are blocking Internet access. Make sure your firewall settings allow relevant applications and services to access the internet.  7. Check your DNS settings: Experiment with different Domain Name System (DNS) servers, such as Google DNS or Cloudflare DNS. Flush the DNS cache on your device to eliminate any outdated or corrupted DNS records.  8. Contact your ISP: If all the troubleshooting steps fail to resolve the issue and the issue persists, the final step is to contact your Internet Service Provider (ISP) for further assistance.  The screenshots below describe the process of raising a request, resolving the issue, and subsequently closing the request in the Jira account management system. | | | | | | |

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| **2** | Once you have resolved the issue with your client, you will need to interview them to obtain their feedback on the service you provided. Provide 2 questions you will ask to gather their feedback. | | | | |  |
|  | ANSWER | **☐** | SATISFACTORY | **☐** | NOT SATISFACTORY | |
| 1. On a scale from 1 to 10, how satisfied are you with the resolution of the internet connection issue, and what rating would you give to your overall experience with our support service in resolving the matter?  2. Was the communication during the troubleshooting and resolution of your internet connection issue clear and helpful?  3. Were you content with the time taken to resolve the internet connection problem?  4. Did the timeframe for resolution meet your expectations and align with the service level agreement we have in place?  5. Did you feel our support team possessed the necessary technical expertise to effectively address the internet connection issue?  6. Did the resolution adequately address any disruptions or inconveniences you encountered?  7. Do you have any feedback or suggestions on how we can enhance our support process for handling internet connection issues?  8. Is there anything additional you would like to share regarding your experience with our support or the resolution of the issue? | | | | | | |

## Part 2 – Meet with client – Observation

You will now meet with your client (trainer/assessor) in the lab. Follow the procedure you develop din Part 1 to resolve their issue.

During this observation you are to resolve the issue, and ask the client for feedback on your service. This is an observation task, ensure to:

* Introduce yourself to the client in a professional and respectful manner.
* Ask open and closed ended questions to understand the issue.
* Listen and confirm the client’s responses and seeks clarification when required.
* Record the responses from client in Jira service desk ticket created by you.
* Ask them the feedback questions you developed in Part 1.

# Assessment Checklist: Responding to a client’s IT issue

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| **Learner name** | | WangYiZhuo | **Student ID** | | S1554654 | |
| **Assessor name** | | Paul | **Date** | | 24th April 2024 | |
| Observation checklist  assessor to complete the following | | | | | | |
| observation | | | | | | |
| **The LEARNER:** | | | | **SATISFACTORY** | | **NOT SATISFACTORY** |
|  | Professionally geeted the client and actively listened to what the IT problem was | | |  | |  |
|  | Idenitified the issue and briefly explained to client using terminology that they could resolve the issue | | |  | |  |
|  | Sort feedback from the clientto ensure they were satisfied with the resolution. | | |  | |  |
|  | Actively listened to the client's feedback and advised that they would report this back to the workplace. | | |  | |  |
| **Feedback -** Assessor must include feedback about the observed performance | | | | | | |
| *Hi Customer Support Officer,*  *I would like to take a moment and provide feedback on the recent resolved issue regarding*  *internet connection problem. Overall, you demonstrated commendable effort and*  *dedication in addressing this issue, You professionally greeted the client and actively*  *listened to what the IT problem was, you identified the issue and briefly explained to client*  *using terminology that they could resolve the issue, you sorted feedback from the client to*  *ensure they were satisfied with the resolution and you actively listened to the client's*  *feedback and advised that they would report this back to the workplace.*  *Thank you for your hard work and dedication in resolving customer issue promptly and*  *effectively. Let's continue to strive for excellence in serving our customers and addressing*  *their needs.*  *Best regards,* | | | | | | |

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## Part 3 – Feedback

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 300 – 500 words

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| **Report on Customer Feedback Regarding Resolved Internet Connection Issue:**  **Introduction:**  This report compiles the feedback gathered from customers regarding the recent resolution of internet connection issues, managed by me as the ICT Customer Service Officer. Its purpose is to evaluate the feedback, pinpoint areas for enhancement, and suggest actionable measures to refine our service delivery in the future.  **Summary of Feedback:**  The feedback from customers regarding the resolved internet connection issues can be outlined as follows:   * Customers expressed satisfaction with the resolution of their internet connection problem. * They appreciated the clear and timely communication from our support team during the troubleshooting and resolution process. * Customers were content with the time taken to resolve the issue. * Overall, customers felt that our support exhibited the necessary technical expertise to effectively address their internet connection issue.   **Proposed Actions for Future Improvements:**  Based on the feedback received, the following actions are proposed for future improvements:   * Enhance proactive communication with customers by implementing measures to provide regular updates on the progress of issue resolution. This will help manage customer expectations and minimize frustration during resolution delays. * Review the resolution process to identify bottlenecks and streamline procedures to optimize resolution time. This may include investing in additional resources or implementing automated troubleshooting tools to expedite the resolution process. * Develop educational resources and self-help guides to empower customers to troubleshoot common internet connection issues independently. This will not only reduce the dependency on our support team but also improve customer satisfaction and confidence in our services. * Establish a formal feedback loop mechanism to systematically collect, analyze, and act upon customer feedback. This will enable us to identify recurring issues, trends, and areas for improvement, driving continuous service enhancement.   **Conclusion:**  In conclusion, the feedback received from customers regarding the recent resolution of internet connection issues offers valuable insights for enhancing our service delivery. By implementing the proposed actions for future improvements, we aim to elevate customer satisfaction, optimize resolution times, and ensure a seamless support experience for all our customers.  Sincerely,  Wang YiZhuo  ICT Support Officer |

### Submission Guidelines

Please upload all required documents to Moodle, this includes:

* This Assessment Book
* Part 3 - Your report, File Name STUDENT\_ID\_ICTAS527\_AT2.3

# Assessment Checklist 2: Support Client

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| **Learner name** | | WangYiZhuo | **Student ID** | | S1554654 | |
| **Assessor name** | | Paul | **Date** | | 24th April 2024 | |
| Assessment checklist  assessor to complete the following | | | | | | |
| **The LEARNER in Part 1:** | | | | **SATISFACTORY** | | **NOT SATISFACTORY** |
|  | Developed process to support client diagnosing their issue. | | |  | |  |
| **Feedback -** Assessor must include feedback about the observed performance | | | | | | |
| *Absolutely, the Customer Support Officer developed process to support client diagnosing*  *their issue.* | | | | | | |
| **The LEARNER in Part 2:** | | | | **SATISFACTORY** | | **NOT SATISFACTORY** |
|  | Met with client and successfully displayed all skills in the observation checklist. | | |  | |  |
| **Feedback -** Assessor must include feedback about the observed performance | | | | | | |
| *Customer Support Officer met with client and successfully displayed all skills in the*  *observation checklist.* | | | | | | |
| **The LEARNER in Part 3:** | | | | **SATISFACTORY** | | **NOT SATISFACTORY** |
| 6 | Determined future improvements based on feedback provided. | | |  | |  |
| **Feedback -** Assessor must include feedback | | | | | | |
| *Customer Support Officer determined future improvements based on feedback provided.* | | | | | | |

# Assessment Task Summary: Task 2 - Support Client

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| Trainer/Assessor to complete the following:  **THE LEARNER:** | | | | | | Yes | No |
| 1. | Satisfactorily completed all items in Assessment Checklist 2 | | | | |  |  |
| 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, \_\_\_\_\_\_\_\_\_\_WangYiZhuo\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have been advised of the outcome of this assessment task.  PRINT NAME | | | | | | | |
| LEARNER Signature | | WangYiZhuo | | Date |  | | |