Assessment Task 3: Knowledge Questions

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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 satisfactorily answer all questions |
| 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.   If you have any questions about the task or concerns about your ability to complete the task, please discuss this with your assessor. |

# Knowledge Questions

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| **1** | **Examine the scenario and Service Level Agreement (SLA) documents on MP Technology Institute (MPT) supplied to you then identify three different ways clients may contact the institute’s ICT services department.** | | | | |  |
|  | ANSWER | **☐** | SATISFACTORY | **☐** | NOT SATISFACTORY | |
| Clients support requests may be submitted online, via email or by phone.    **The following is the MPT-ICT Services Department Contact Information:**  **Online:** Jira Service Desk - https://www.atlassian.com/software/jira/service management/features/service-desk  **Email:** [ictservices@mpt.edu.au](mailto:ictservices@mpt.edu.au)  **Phone:** +61 9269 1200  Hours of Operation: Regular business hours are 8:00 a.m. to 6:00 p.m. Monday - Friday.    **Online:** Clients can interact with support representatives in real-time through text-based messaging via Jira Service Desk, Online chat provides quick responses to inquiries and allows for easy sharing of links, screenshots, or other relevant information. It's often preferred by clients seeking immediate assistance without having to make a phone call.  **Email:** This method allows for detailed descriptions of the issue, including screenshots or attachments if necessary. It's convenient for non-urgent inquiries or when clients prefer written communication. Typically, support teams monitor emails regularly and respond within a specified timeframe.  **Phone:** Clients can contact customer support by calling the designated support phone number. This method allows for immediate interaction with a support representative who can provide real-time assistance and guidance. It's often suitable for urgent issues or when clients prefer direct communication. | | | | | | |

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| **2** | **Review the MPT SLA and case study documents provided to you then answer following questions.**  **30 – 60 words per answer** | | | | |  |
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|  | **Question** | Answer | | | | |
| **2.1** | Explain various status a service desk ticket goes through as part of the resolution process. | Using tracking software, service desk staff log tickets for calls and emails so as to maintain records of incoming requests.  When receiving a request by telephone the Service Desk team member will attempt to determine the nature of the problem, create a service ticket, and refer the query to the appropriate technician or staff member responsible for the systems involved.  All requests will be handled according to the priorities and response times stated below. All requests will receive an initial response in the same business day the request is raised.  Service desk ticket goes through following status:  **Open** – status given when a new ticket is created.  **Assigned** – when a ticket gets assigned to service desk analyst.  **In Progress** – status while ticket is being worked on  **Pending** – status when a ticket is on hold waiting for more information.  **Resolved** – status when a ticket is resolved.  **Re-opened** – status when a client calls back within three days after resolution of a ticket and asks for assistance with the same issue again. | | | | |
| **2.2** | How would you use the escalation procedure available if a ticket cannot be resolved within the first level of support? | Find out which area is responsible for the issue, give them a call to brief them if the ticket is urgent then assign the ticket to the staff member who will take over responsibility of the resolution.  If a request or a ticket cannot be handled/resolved within the allotted timeframe the customer will be notified and provided an estimated time of completion. | | | | |
| **2.3** | What should be included in an SLA? List at least three key items. | An SLA, or Service Level Agreement, outlines the terms and expectations between a service provider and a client.  Here are three key items typically included in an SLA:  **Service Scope and Description**: This section defines the services provided by the service provider in detail.  It outlines what services are covered, their purpose, and any limitations. For IT-related SLAs, this may include specifics about software support, hardware maintenance, network availability, response times for issue resolution, etc.  **Service Level Objectives (SLOs)**: SLOs establish measurable goals for the service provider to meet regarding the quality and availability of services. This includes metrics such as uptime percentage, response time for issue resolution, mean time to repair (MTTR), etc. SLOs help set clear expectations for performance and reliability.  **Responsibilities and Roles**: This section delineates the responsibilities of both the service provider and the client. It clarifies who is responsible for what tasks, such as reporting issues, providing access to systems, maintaining backups, etc. Clear roles and responsibilities help prevent misunderstandings and ensure effective collaboration between the parties involved. | | | | |

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| **3** | **Describe the process used in MPT SLA to support clients and resolve issues.**  **50 – 100 words** | | | | |  |
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| The following is the process used in MPT to support clients and resolve their issues: Services are provided between the hours of 8:00 a.m. and 6:00 p.m., Monday through Friday, except public holidays. During this time the Service Desk is staffed with a minimum of 3 people.  The telephone number (03) 9269 1200 have two lines available to take calls. When both lines are busy, calls are forwarded to voice mail, where a message can be left. The Service Desk guarantees a return call within ten minutes of an urgent voice mail message. All messages left on voice mail will be confirmed for receipt within four hours. Clients also can contact ICT Services by email at: ictservices@mpt.edu.au | | | | | | |

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| **4** | **Below is a list of stakeholders that you would need to communicate with during support activity while managing client problems. Explain their role and the level of involvement in managing problems.**  **10 – 20 words per response** | | | | | |  |
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|  | Stakeholder type | **Role** | Level of involvement | | | |
| **1.** | Customer (client) | The customer or client is the principal recipient of the IT services or products. They are the end-users affected by any issues or problems with the IT systems. | The level of the customer's participation in addressing issues can fluctuate depending on the severity and impact of the problem. They have a pivotal role in reporting issues, furnishing details about symptoms, and testing potential solutions.  Furthermore, they might need to convey how the issue affects their operations and articulate their expectations regarding the timeframe and priority for resolving the problem. | | | |
| **2.** | Vendor (external supplier) | Vendors or external suppliers are third-party entities tasked with delivering specific products or services to the client. These may encompass software vendors, hardware suppliers, or service providers. | The extent of vendor involvement can fluctuate based on the problem's nature and the terms outlined in the contract or service level agreement (SLA). In certain scenarios, vendors may require direct engagement to diagnose and rectify issues pertaining to their products or services. They might offer technical expertise, patches, updates, or workarounds to effectively tackle the problem. | | | |
| **3.** | Client Manager | The client manager serves as a liaison for the client organization, responsible for supervising the relationship between the client and the service provider. They may hold a strategic or operational position in managing IT services, ensuring that service delivery aligns with the client's expectations. | Client managers are pivotal in problem management, offering oversight and guidance. They may partake in prioritizing efforts for resolving issues, distributing resources, and informing internal stakeholders about the impact of IT problems on business operations. Moreover, client managers may facilitate communication between the client's internal teams and the service provider to guarantee consensus on priorities and strategies for resolving issues. | | | |

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| **5** | **Explain the purpose of a Service Level Agreement (SLA)?  List 2 benefits for the service provider and service recipient.**  **50 – 100 words** | | | | |  |
|  | ANSWER | **☐** | SATISFACTORY | **☐** | NOT SATISFACTORY | |
| The purpose of a Service Level Agreement (SLA) is to establish transparent and measurable expectations between a service provider and a client concerning the quality, availability, and delivery of services.  1. Benefits for the Service Provider:  Performance Monitoring and Accountability: SLAs offer a structured approach for evaluating the service provider's performance against predetermined metrics and objectives. This enables the provider to monitor their performance, pinpoint areas for enhancement, and ensure adherence to or surpassing the agreed service levels.  Risk Mitigation and Cost Control: SLAs aid service providers in mitigating risks linked with service delivery by precisely outlining service levels, response times, and problem resolution procedures. By establishing expectations upfront, SLAs diminish the likelihood of disputes or misunderstandings with clients and minimize the risk of financial penalties for failing to fulfill service commitments.  2. Benefits for the Service Recipient (Client):  Service Quality and Reliability: SLAs guarantee that clients receive dependable and consistent services tailored to meet their business needs and objectives. By delineating service levels, response times, and performance metrics, SLAs instil confidence in the service provider's capacity to consistently deliver high-quality services. This reduces downtime, disruptions, and service interruptions, ultimately enhancing the client's overall experience and satisfaction.  Transparency and Accountability: SLAs foster transparency and accountability by clearly outlining the roles, responsibilities, and expectations of both parties. Clients gain insight into the service provider's performance through regular reporting and monitoring of SLA metrics. | | | | | | |

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| **6** | **You have been supplied a service desk report for the past 7 days for MP Technology. Please refer to the appendix.**  Based on prior reports, a KPI has been set that 80% of calls should be closed on the first call. Review the data and provide the % of calls that have been closed on the first call.  Analyse the data and what do you think could be the cause of this?  30 – 50 words | | | | |  |
|  | ANSWER | **☐** | SATISFACTORY | **☐** | NOT SATISFACTORY | |
| Based on a thorough analysis, it has been found that 45% of calls are successfully resolved during the initial call. This trend can be attributed to the transition to remote work, where additional factors necessitate subsequent follow-ups.  The widespread adoption of remote work, particularly due to the COVID-19 pandemic, has brought about significant changes for businesses across various sectors. Here are some key ways in which remote work has impacted businesses:  Changes in Communication and Collaboration: The shift to remote work has led to the increased use of digital communication and collaboration tools such as video conferencing, messaging apps, and project management platforms.  While these tools facilitate effective connectivity and collaboration among teams, they also prompt businesses to reconsider communication norms and establish new protocols for virtual meetings, team collaboration, and information sharing. | | | | | | |

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| **7** | **Provided below are two types of industry hardware and software.**  **Briefly explain their features and capabilities.** | | | | |  |
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|  | Industry Software | Features and Capabilities | | | | |
|  | Microsoft Office | **Features**: Microsoft Office is a suite of productivity software comprising applications such as Word, Excel, PowerPoint, and Outlook.  **Capabilities**:  - Word: Primarily utilized for word processing, document creation, and text formatting.  - **Excel**: A spreadsheet application designed for organizing data, performing calculations, and generating charts.  - **PowerPoint**: Presentation software enabling the creation of slideshows incorporating text, graphics, and multimedia elements.  - **Outlook**: An email client facilitating the management of emails, contacts, calendars, and tasks. | | | | |
|  | Jira service desk | **Features**: Jira Service Desk is a help desk and service management software created by Atlassian.  **Capabilities**:  **Ticketing System**: Permits users to submit requests or issues, which are subsequently monitored as tickets throughout their lifecycle.  **SLA Management**: Empowers organizations to establish and enforce service level agreements (SLAs) for various types of requests. | | | | |
|  | Industry Software | Features and Capabilities | | | | |
|  | Xerox B215 Multifunction Printer | **Features**: The Xerox B215 is a multifunction printer integrating printing, scanning, copying, and faxing capabilities into a single device.  **Capabilities**:  **Printing**: Generates high-quality prints of documents, images, and other materials.  **Scanning**: Converts physical documents into digital files for storage, sharing, or editing purposes.  **Copying**: Duplicates documents by creating reproductions with customizable settings such as size, quality, and quantity. | | | | |
|  | Desktop PCs | Desktop PCs are flexible computing devices utilized for a multitude of tasks including word processing, web browsing, multimedia entertainment, gaming, software development, and more. They provide versatility, performance, and reliability for both personal and professional applications. | | | | |

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| **8** | **Choose a company of your choice and summarise their domain and business structure.**  **This should include an organisation chart and an overview of their service provision.** | | | | |  |
|  | ANSWER | **☐** | SATISFACTORY | **☐** | NOT SATISFACTORY | |
| Let's use Tesla Inc. as an alternative:  **1. Domain and Business Structure:**  Tesla Inc. is a global technology company specializing in electric vehicles, renewable energy solutions, and energy storage systems. Founded by Elon Musk in 2003, Tesla initially focused on electric cars but swiftly expanded its offerings to include solar panels, solar roofs, and energy storage products.  **Tesla's business structure comprises several key divisions:**  Tesla Motors: At the core of Tesla's operations, this division designs, manufactures, and sells electric vehicles ranging from sedans to SUVs and trucks. It emphasizes innovation in battery technology, autonomous driving features, and sustainable transportation solutions.  **Tesla Energy**: Tesla Energy focuses on renewable energy solutions, including solar panels, solar roofs, and energy storage batteries. It offers residential and commercial customers the ability to generate clean energy and store excess electricity for later use, reducing dependence on traditional power grids.  **Tesla Insurance**: Similar to Amazon Prime, Tesla Insurance provides vehicle insurance services to Tesla owners, offering competitive rates and personalized coverage options tailored to electric vehicles.  **Tesla Studios**: This division is responsible for producing original content and entertainment experiences related to Tesla's mission and products. It collaborates with filmmakers, content creators, and industry partners to showcase Tesla's innovation and vision for the future of transportation.  Tesla Technologies: Tesla Technologies develops and licenses advanced technologies related to electric vehicles, autonomous driving, and energy management systems. It aims to accelerate the transition to sustainable transportation and renewable energy worldwide.  2. **Organization Chart:**  However, here's a simplified representation of its organizational chart:  • CEO: Elon Musk  • Senior Leadership Team: Consisting of key executives managing various functional areas such as engineering, manufacturing, sales, and finance.  • Business Units: Each major division, including Tesla Motors, Tesla Energy, and Tesla Insurance, operates under its own leadership team responsible for day-to-day operations and strategic initiatives.  • Support Functions: Departments providing centralized support services to the entire organization, such as human resources, legal, and customer service.  **3. Service Provision:**  Tesla's primary service provision revolves around providing customers with innovative and sustainable transportation solutions, renewable energy products, and related services. Whether it's purchasing electric vehicles, installing solar panels, or accessing insurance services, Tesla aims to offer customers convenient access to cutting-edge technology and environmentally friendly solutions. | | | | | | |

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| **9** | **Explain why quality assurance practices are important when managing clients’ problems. Give an example to illustrate your answer.** | | | | |  |
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| Quality assurance methodologies are paramount in the management of client issues as they guarantee uniformity, dependability, and efficiency in resolving problems.  Here's why they hold significance:  **Establishing Standards**: Quality assurance methodologies set precise benchmarks for managing client issues. These benchmarks ensure that each problem is tackled in a methodical and proficient manner, irrespective of the individual handling it. This uniformity fosters client confidence that their issues will be resolved effectively.  **Enhancing Efficiency**: By incorporating quality assurance methodologies, organizations can pinpoint inefficiencies in their issue-resolution processes and enact corrective measures. This results in streamlined procedures, accelerated resolution times, and ultimately, heightened client contentment.  **Boosting Client Satisfaction**: Quality assurance methodologies prioritize delivering top-notch solutions to client issues. By consistently meeting or surpassing client expectations, organizations can elevate satisfaction levels, cultivate trust, and nurture enduring relationships.  Continuous Improvement: Quality assurance is an ongoing endeavor of refinement and augmentation. Through periodic assessment and adjustment of issue-resolution practices based on feedback and performance metrics, organizations can continually enhance their capacity to cater to clients' needs.  **For instance**, let's contemplate a software development firm providing technical support to its clients. Absent quality assurance methodologies, the support team might handle client issues disparately, resulting in varying levels of satisfaction. While some problems might be promptly and effectively resolved, others may linger unresolved or be mishandled.  By integrating quality assurance methodologies such as standardized troubleshooting procedures, recurrent training for support personnel, and post-resolution surveys for feedback, the firm can ensure prompt and proficient resolution of every client issue. This consistency in problem-solving nurtures trust and loyalty among clients, ultimately augmenting the firm's reputation and prosperity. | | | | | | |

# Assessment Task 3: Appendix - Service Desk Weekly Report





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| Preston | Closed | Portal |  | Yes |
| Preston | Resolved | Phone | High | No |
| Preston | Resolved | Portal |  | No |
| Preston | Resolved | Portal | Low | No |
| Preston | Resolved | Phone | High | No |
| Preston | Resolved | Phone | Low | Yes |
| Preston | Resolved | Phone | Medium | Yes |
| Fairfield | Closed | Portal |  | Yes |
| Fairfield | Resolved | Portal |  | Yes |
| Epping | Resolved | Portal |  | Yes |
| Work From Home | Resolved | Portal |  | No |
| Whittlesea Tech School | Pending | Portal |  | No |
| Preston | Closed | Portal | Low | No |
| Preston | Resolved | Portal |  | No |
| Preston | Resolved | Phone | Low | Yes |
| Preston | Pending | Portal |  | No |
| Preston | Resolved | Phone | High | Yes |
| Preston | New | Portal |  | No |
| Work From Home | Closed | Phone | Low | Yes |
| Work From Home | Resolved | Phone | Low | Yes |
| Work From Home | Resolved | Phone | Low | No |
| Preston | Closed | Phone | Low | No |
| Preston | Resolved | Phone | Low | Yes |
| Heidelberg | Closed | Phone | Low | Yes |
| Heidelberg | Resolved | Phone | High | Yes |
| Fairfield | Resolved | Phone | Medium | Yes |
| Work From Home | Closed | E-mail | Medium | Yes |
| Work From Home | Closed | Phone | Medium | No |
| Work From Home | Closed | Phone | Low | Yes |
| Work From Home | In Progress | Portal |  | No |
| Work From Home | Resolved | Portal |  | Yes |
| Work From Home | Assigned | Portal |  | No |
| Preston | Pending | Portal |  | No |
| Preston | Resolved | Portal | Medium | No |
| Preston | Resolved | Portal |  | No |
| Preston | Resolved | Portal |  | No |
| Fairfield | Closed | E-mail | Low | No |
| Fairfield | Resolved | Portal |  | No |
| Work From Home | Resolved | Phone | Medium | No |
| Preston | Resolved | Portal | High | Yes |
| Work From Home | Closed | Portal |  | Yes |
| Work From Home | Resolved | Portal |  | No |
| Work From Home | Resolved | Internal |  | Yes |
| Work From Home | Resolved | Phone | Medium | Yes |
| Work From Home | Resolved | Portal |  | Yes |









# Tickets by call source

# Tickets by location

# Closed on call

# Assessment Task Summary: Task 3 - Knowledge Questions

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| Trainer/Assessor to complete the following:  **THE LEARNER:** | | | | | | Yes | No |
| 1. | Satisfactorily answered all questions | | | | |  |  |
| 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 |  | | |