## **Part 1 – Preparation**

Read through the case study and the MP Technology Institute Service level Agreement 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 valued customer,*  *We acknowledge receipt of your letter and would like to assure you that your request will be processed in a timely manner. We commit to resolving your issue within 48 hours and aim to provide a solution within 24 hours. Rest assured, your request has been given priority and will be handled with utmost care.*  *Should you require any further assistance or have any questions, please do not hesitate to contact us via phone or email. Our phone number is 18558733506 and our email address is s1497557@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 resolution 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 resolution proecess 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** | |  | **Student ID** | |  | |
| **Assessor name** | | **Paul Rukundo** | **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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| This report serves to provide an overview of the data access incident issue reported by our customer Alex,  The purpose of this report is to present the root causes of the issue and provide actionable recommendations for improving our data management system and protection policies moving forward.  Upon discovering the data access issues, our team promptly took steps to secure the data by updating the group policies used to administer user access and communicated the situation to all team members. We conducted a thorough analysis of the incident and identified several factors that may have contributed to the accessibility of the data, including technical issues. To mitigate the risk of future data loss and accessibility, we implemented measures such as setting up robust backup systems and enhancing security protocols.  To further improve our data management and protection practices, we recommend that our team continue to prioritize data security by strengthening our backup systems and enhancing our security measures. This includes taking actions such as revising access permissions, regularly changing passwords, and implementing additional security protocols. By adopting these measures, we can minimize the risk of data loss and ensure that our data is protected to the fullest extent possible.  In conclusion, data management and protection are critical aspects of our team's operations.  By learning from this incident and implementing the recommended measures, we can enhance our data protection practices and safeguard against potential incidents in the future. |

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

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| --- |
| **Dear Supervisor,**  This report serves to provide an overview of the data access incident issue reported by our customer Alex,  The purpose of this report is to present the root causes of the issue and provide actionable recommendations for improving our data management system and protection policies moving forward.  Upon discovering the data access issues, our team promptly took steps to secure the data by updating the group policies used to administer user access and communicated the situation to all team members. We conducted a thorough analysis of the incident and identified several factors that may have contributed to the accessibility of the data, including technical issues. To mitigate the risk of future data loss and accessibility, we implemented measures such as setting up robust backup systems and enhancing security protocols.  To further improve our data management and protection practices, we recommend that our team continue to prioritize data security by strengthening our backup systems and enhancing our security measures. This includes taking actions such as revising access permissions, regularly changing passwords, and implementing additional security protocols. By adopting these measures, we can minimize the risk of data loss and ensure that our data is protected to the fullest extent possible.  In conclusion, data management and protection are critical aspects of our team's operations.  By learning from this incident and implementing the recommended measures, we can enhance our data protection practices and safeguard against potential incidents in the future.  I am patiently waiting for your feedback,  **Regards,**  **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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| --- |
| According to the feedback from the supervisor, he recommended me to provide and maintain ICT support services in accordance with the department’s standards, policies and operating procedures and agreed service levels of the organization and help the customer get the feedback 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,**  We would like to express our gratitude for your feedback and for choosing us as your service provider. Your satisfaction is our top priority, and we are constantly striving to improve our services to meet your needs.  To better understand your satisfaction with our support and resolution services, we kindly request your feedback. Please let us know if you are satisfied with the service we provided and if there are any areas where we can improve. We appreciate your input and will use it to enhance the quality of our service.  Thank you once again for your support and we look forward to continuing to serve you with the best possible service.  **Kind Regards,**  **Wang Ming** |