**Scenario**

A printing company is growing rapidly. The ICT equipment in the office has started giving trouble, including an increasing number of system crashes. The office is run by a team of four part-time staff, none of whom can solve problems that cause, or result from, the ICT equipment crashing. The owner has employed your organization to help overcome the problems that are occurring and has asked for suggestions about how to improve the use of the ICT equipment.

**Task A – Carry out an audit and find out the customer’s IT training needs**

**1 Carry out a hardware and software audit of the ICT system using the forms provided. Give as much detail as you can about each item. Enter N/A if the machine you are auditing does not have something on this list. Enter details of any items extra to those on this list in the rows marked “other”.**

**Answer:**

[**ICT hardware audit**](hyperlink/ICT%20hardware%20audit.docx)

[**ICT software audit**](hyperlink/ICT%20software%20audit.docx)

**2** **You need to gather information about how customers use existing IT resources. State what type of information each of the methods shown here would provide.**

**Answer:**

|  |  |
| --- | --- |
| **Method** | **What information can it provide?** |
| **Event log** | 事件日志用于记录和监视系统的某些事件，以便我们可以通过事件日志了解一些详细信息，例如错误和警告，以便我们可以根据错误进一步研究该问题。 此外，偶数日志会显示一些细节问题，并包括日志名称，来源，记录日期和时间 |
| **Questionnaire** | 我们可以为用户准备一些问题，因为通过这个问题，我们将知道知识水平和问题包括电子测试和纸质测试。 因此，在我们需要过滤答案并获得结果之后，我们可以让用户填写问题。 |
| **Support logs** | 在日志文件包含应用程序和硬件信息之后，我们可以收集支持日志来收集用户的系统信息。 因此，我们可以参考日志文件来解决一些相关问题并跟踪问题。 另外，我们将分析问题并通过日志文件了解一些详细信息和支持文件记录一些解决方案，症状symptoms 和其他修复信息，这样这将是未来的助手，我们可以通过参考支持日志得到一个 在短时间内解决。 |

**3 You now need to gather information about the training requirements of the users.**

**List three items of information, which must be obtained from users to identify their IT training needs?**

**Answer:**

**Feedback form**

We can through collect the ffeedback form can know about the IT level of knowledge information so that this will hard when operating after that we can according the feedback form to know the benchmark. Therefore, we can prepare a coaching from users because this will increase the IT knowledge and make users can Solve some simple problems.

**Questionnaire**

We can prepare some question for user because through the question we will know the level of knowledge and question have include the electronic test and paper test. Therefore, we can let user fill in the question after that we need to filter the answer and get the result. In addition, we also can prepare close question to user after that we according the result to prepare the IT training.

**Log file**

我们可以收集日志文件来收集用户的系统信息，之后日志文件包含应用程序和硬件信息。因此，我们可以参考日志文件来解决一些相关问题并跟踪问题。此外，我们将分析问题并通过日志文件了解一些详细信息，以便我们准备指定的培训以增加技术和知识。

**Task B – Record a typical IT support request**

**You have been asked to record details of customers’ IT problems.**

**1 Install an item of IT helpdesk software and use it to record a typical support request.**

**Answer:**

[**Install helpdesk software**](hyperlink/install%20helpdesk.docx)

[**Helpdesk software process**](hyperlink/helpdesk.docx)

**2** **Identify five reasons for logging customer requirements for technical support and the outcomes.**

**Answer:**

**a) Monitoring system trends**

监测系统的发展趋势非常重要，因为有许多潜在的问题，所以我们可以通过监测系统的趋势，在根据问题的症状来识别问题的类型之后知道一些相关的问题。 因此，如果我们没有根据监控系统的趋势将难以识别问题后再分析问题，因为这样可以将范围缩小到最小，这样就很容易找到问题并解决。

**b)** **Identifying potential failures**

我们可以记录客户需求以识别潜在的故障，因为我们必须注意识别潜在的故障，因为即使工作站可能有一些问题，但通常用户不知道真正的问题，因此如果不识别潜在的故障将导致问题 复发，所以我们必须确定潜在的失败，以达到完全解决。

**c) Identifying user training needs**

识别用户培训需求很重要，因为每个用户都有不同的知识和知识，因此我们需要考虑这些因素，之后我们可以通过收集用户的信息来了解知识水平并规划内容或课程以达到识别用户培训的目的需要。 另外，我们可以针对用户相对较弱的部分来规划培训需求，这样会增加弱势部分。

**d) Identifying weak/unreliable areas in the system**

we should identify weak/unreliable area in the system and one of the examples is worm**,** Worms is a malicious software program and the primary function is infecting other computers, the worm is different with trojan hors this is because worm is self-replicating malware and worms often use pats of an operating system that are automatic and invisible to the user. In addition, the worm will consume system resources because the worm can keep replication but the worm to be noticed when their uncontrolled replication, slowing or halting other tasks. Therefore, Network and system security must be enhanced when identifying all vulnerable and unreliable areas of the system.

**e) Identifying potential improvements**

我们应该确定潜在的改进，因为这可以防止问题再次发生，这些潜在的改进包括物理或虚拟更新和改进。 此外，我们应根据客户要求，根据要求达到识别潜在的改进。

**3** **Explain briefly how the software would help the support staff prioritize support requests.**

**Answer:**

[**Explain briefly software**](hyperlink/explain%20briefly%20software.docx)

**Task C – Use automated procedures to improve the customer’s use of IT equipment**

**You have been asked to advise a customer on ways of using automated procedures to improve the way their equipment works.**

**1 Schedule an automatic backup of data to a suitable storage device. Test that this operates correctly. Produce screen-prints.**

**Answer:**

[**Back up**](hyperlink/back%20up%20set%20time.docx)

[**Test back up**](hyperlink/test%20back%20up.docx)

**2 Create a desktop shortcut to an application, folder and file. Test that these operate correctly. Produce screen-prints.**

**Answer:**

[**Shortcut**](hyperlink/shortcut.docx)

[**Shortcut test**](hyperlink/shortcut%20test.docx)

**3 Set up an application or utility to load automatically when the computer is switched on. Test that this operates correctly. Produce screen-prints.**

**Answer:**

[**Startup**](hyperlink/startup.docx)

[**Startup test**](hyperlink/startup%20test.docx)

**4 Create an automated email signature containing the words Great Advice.com and test it to make sure it works. Produce screen-prints.**

**Answer:**

**[Outlook](hyperlink/Outlook.docx)**

**[Outlook test](hyperlink/outlook%20test.docx)**

**5 Create a macro that can be run from a button on the toolbar, which will automatically insert a block of text into a document. Test that the macro works correctly. Produce screen-prints.**

**Answer:**

**[Create macro button](hyperlink/create%20button%20macro(excel).docx)**

**[Test macro button](hyperlink/test%20button%20macro(excel)%20.docx)**

**[Macro button](hyperlink/macro(excel).xlsx)**

**6 Create a batch file that will enable the user to automate a task by clicking a single icon on the desktop. Test that the batch file operates correctly Produce screen-prints.**

**Answer：**

[**Batch file test**](hyperlink/test%20batch%20file.docx)

[**Explain batch file**](hyperlink/explain%20batch%20file.docx)

[**Batch file**](hyperlink/batch%20file.bat)

**Task D – Identify resources that could help a user with their equipment**

**1 Identify four sources of technical information that could help users when they have problems with their equipment. Give an example of what type of help they could offer.**

**Answer:**

[**Sources of technical information**](hyperlink/source%20of%20technical%20information.docx)

**Q1 Write a short paragraph on the answer sheet describing the importance of responding to customer requests in a prompt and professional manner. Include one reason for providing a prompt response and one reason for providing a professional response.**

**Answer:**

**1 达到满意-防止失去信心-损失客户 合约 成本-避免赔偿金 breach of contract -迅速和专业增加他们信心-增加合约-reputation -**

**2-影响工作时间-delay 顾客失去耐心patient-流失顾客-有经验才能达到迅速-因为有些合同有期限**

**3-要专业有礼貌polite 语气 要让顾客容易理解 一步一步 – 给很多解决方案-让顾客满意-要有耐心-语气-tone 态度-attitude-用容易的方式**

**Q2** **List four applications that can be used to provide technical support and briefly describe how each would be used.**

**Answer:**

**360 Total Security:**

360-total安全是一个防病毒软件，其功能是防止一些恶意病毒和软件，例如病毒，木马，蠕虫，特洛伊木马，逻辑炸弹等。 因此，360扫描功能包括扫描功能，包括扫描功能，全扫描，快速扫描和实时扫描。

**How each would be used**

我们可以通过360总安全设置配置一些相关功能，其中一个功能是自动扫描，但在此之前我们需要在特定时间设置自动扫描的特定日期和时间，这样可以防止疏忽导致忘记 扫描并将降低病毒风险。 另外，我们可以选择一些特定的文件进行扫描，因为这样也可以防止病毒入侵。

**CCleaner**

CCleaner是一个更干净的软件，功能是清理历史和一些无用的程序文件，因为系统上有许多临时文件。 例如，cookie，index.dat文件是windows explorer最近的文档，这样我们可以使系统在使用清洁软件时达到预期的性能并更加顺畅地运行。

**How each would be used:**

我们可以使用CCleaner来优化系统，之后我们可以通过CCleaner软件设置并配置设置来实现某些功能，其中一个例子是选择要保留的cookie，要删除的自定义文件，要排除的文件和调度。 另外，我们还可以通过设置实现自动清理，这样可以防止用户在影响速度后忽略清理。

**Team viewer:**

团队查看器功能是远程控制，这样可以轻松解决一些问题，因为有些用户可能不知道如何解决。 此外，如果用户沟通技巧较低，这将导致调用时出现一些混淆和误解，以便团队查看器更容易解决一些相关问题，另一个功能是包括传输文件或文档以及助手用户安装相关应用程序。

**How each would be used:**

我们可以通过团队查看器进行故障排除和调试，以便团队查看器在紧急情况下非常重要。 因此，我们需要联系客户获取密码和ID，但在此之前我们必须确保用户拥有团队查看器软件，之后我们输入ID和密码将成功远程控制用户的计算机。

**SIW**

SIW是Windows工具的高级系统信息，该功能分析有关属性和设置的详细信息，之后信息包括软件信息，硬件信息，网络信息和工具

**How each would be used:**

通常，SIW可用于故障排除并获取系统信息，之后我们可以通过SIW了解一些相关信息，例如硬件信息，序列号等。 此外，该功能还包括分析有关属性和设置的详细信息，以便我们可以通过SIW检查驱动器状态，安全系统状态和其他基本信息。

**2 Sign above your name and hand all paperwork and removable storage media to your Assessor. Ensure that your name is clearly identified on your work.**

**End of assignment**