ASSIGNMENT 10: WORKING AS AN IT HELP DESK TECHNICIAN
due date: as written on e-learning

Guidelines

1. Work in pairs.

2. You are allowed to use a dictionary (or an online dictionary), and you are welcome to ask me if you have any questions.

3. At the end of your task, you will be assigned randomly and asked to assess the work of one of your classmates.

4. Submit your assignment by submitting the pdf file on e-learning (one for each group), with the naming "Ass-10_two-last-digits-of-NIM_student-1_two-last-digits-of-NIM_student-2" (example: Ass-10_-15_24).

———

I hereby certify that I am ready to accept all the consequences if any fraud is found in carrying out this assignment.

———

Problems

1. Imagine that you work as an IT help technician. You are responsible for these tickets from your colleagues in your company. Explain the problems encountered by your colleagues.

Help Desk ticket	
Date	10.11
Name	Ben
Problem	I can't print out.
Contact	0504446231
Service Person	You

Help Desk ticket	
Date	11.11
Name	Clare
Problem	I can't connect to the network.
Contact	0504445558
Service Person	You

Help Desk ticket	
Date	12.11
Name	Simone
Problem	My computer f is very noisy.
Contact	0504446553
Service Person	You

2. For each of Help Desk tickets from 1, write questions for the fault diagnosis and possible solutions in a service report, as shown in the figure below. Examples of questions are:

   - Is there an error message on your screen? What does it say?
   - Have you tried restarting your computer?

Service Report	
Date	
Name	
Fault diagnosis questions	
Possible solutions	

3. In the next meeting, you will be asked to roleplay one of the conversations about the problems, where one of you will be the help desk technician and the other one is the colleague. Everyone must be prepared.