

CONCEPT ONE -

Learning Component:

The IT Department will be able to learn to solve Simple issues such as; Password Resets, Cache Clearing, Application Resets, in a manner 1.5x the current rate of return for IT Ticket Times.

Purpose:

For the IT Department to be able to solve "Simple" IT problems. Each learner will receive a "Mock" IT Ticket Basket Consisting of 5 Tickets containing 5 Simple Issues.

Assessment:

The IT Employees will have to review, assess, and begin to build the most efficient response time. Each of these "Buckets" will be assessed on how the IT Employee builds his/her plan of attack to meet the 1.5x deadline.

CONCEPT TWO -

Learning Component:

The IT Department will be able to learn to solve Complex issues such as; Hardware Failures in a manner 1.5x the current rate of return for IT Ticket Times.

Purpose:

For the IT Department to be able to solve "Complex" IT problems. Each learner will receive a "Mock" IT Ticket Basket Consisting of 5 Tickets containing 5 Simple Issues.

Assessment:

The IT Employees will have to review, assess, and begin to build the most efficient response time. Each of these "Buckets" will be assessed on how the IT Employee builds his/her plan of attack to meet the 1.5x deadline.

Each concept would have their own groups involved. The entire IT Department would be broken into groups of three to five people. The groups would start with the simple tasks first. The small groups would work on their assigned tasks being the "Bucket" they are looking to solve those IT Issues

The groups would look at their assigned "Bucket" and develop their own individual system on how to solve their issues. The small groups would design their system, write it out, and then present to the instructor for this course. The instructor will look over the design proposed by each individual and then would have each member of the small group explain how they came to the conclusion. Feedback would be given based on how each individual plans time of completion (perspective). If it met the 1.5x increase they are looking for that would be a pass. If it is 1.0x or around that in terms of time of completion, feedback would be given on where areas that could have been sped up. Anything under 1.0x would be a fail and a retry would be needed. If the team passed the "Simple" they would move onto the "Complex" and repeat a similar process!