

# Observation Report: ITAS Technician Performance Evaluation

**ITAS Technician: Gurtaj Singh**

**Observer: Raj Singh**

**Group: 1**

**Scenario: 3 and time changing upon restarting the computer**

End User Attitude: Angry user was confused as the date on their computer kept on changing upon every time the computer was started after being shut down.

Saboteur's Notes: The "set time automatically" option had been disabled, and since the user had recently relocated from India, the system clock was still set to Indian time. Despite the user's attempts to adjust the time, it stubbornly reverted to the previous Indian Standard Time whenever the computer was restarted.

## ITAS Technician's Performance Evaluation:

1. Communication and Customer Engagement:
  - Grade: 100
  - The ITAS technician communicated clearly and with empathy with the end user. Gurtaj demonstrated active listening, asked the right questions, and reassured the user throughout the interaction.
2. Problem-Solving and Troubleshooting:
  - Grade: 100
  - Gurtaj swiftly identified the root cause of the issue and provided an effective solution, using his technical knowledge efficiently.
3. Time Management:
  - Grade: 100
  - The ITAS technician worked promptly and resolved the issues within the stipulated 20-minute timeframe.
4. Dealing with Sabotage Challenges:
  - Grade: 100
  - Gurtaj effectively identified and overcame the sabotage challenges presented during the scenario without causing any alarm or distress to the end user.
5. Maintaining Professionalism:
  - Grade: 100
  - Throughout the interaction, Gurtaj had a high level of professionalism, handling the user's frustration with patience and grace.

### **Overall Evaluation:**

- **Technical Competence:**
  - Grade: 100
  - Gurtaj showcased an excellent grasp of the technical aspects of the issue and provided precise solutions.
- **Customer Service Skills:**
  - Grade: 100
  - The ITAS technician was compassionate, patient, and effectively communicated solutions, ensuring the end user felt heard and valued.
- **Efficiency:**
  - Grade: 100
  - Gurtaj effectively managed the situation within the given timeframe, ensuring a swift resolution to the problem.

### **Comments and Recommendations:**

- Gurtaj Singh displayed commendable technical acumen coupled with exceptional customer service skills. His patience in dealing with a frustrated end user and his ability to handle sabotage challenges stood out.
- Though Gurtaj performed excellently in this evaluation, continuous learning and regular updates on new technologies would further enhance his skills.
- We recommend Gurtaj for more advanced training modules given his prowess. Regular refresher courses on emerging technologies and soft skills training would further augment his skills and ensure consistent top-tier performance.