

Computing Support

STARTER

1 Find out what the most common computing problems are for your classmates and how they get help with these problems. Use this form to record your results.

Problems	Sources of help
viruses monitor problems mouse problems computer hangs printer problems computer crashes other	

Ask questions like these:

- 1 Have you ever had a problem with a virus?
- 2 Have you ever had a software problem?
- 3 What kind of problem?
- 4 What did you do about it?
- 5 How did you get help?

LISTENING

2 Study this form used by computing support staff in a help centre to record problems reported by phone. What questions would you ask to get this information? Compare your questions with your partner.

3 Now listen to this recording of a computing support officer, David, advising a user. Complete the form to record the main details of the problem.

4 Listen again to note the questions asked by David. How do they compare with the questions you produced in Task 2?

Help Desk Technician's Name		Date of Call	Time Commenced
		22/06/05	15.22
Reported By		Address	
Under Warranty	Service Tag No.	Make	Model
Processor	RAM Size	Operating System	Network Type
Problem Description		Diagnosis	
Cleared by Phone		Job Number	
Passed to Supplier	Time	Ref. No.	
Passed to Third Party	Time	Ref. No.	
Requires Visit	Time	Visiting Technician	
Equipment Required		Comments (e.g. case history)	

Fig 1

