



# Candidate Instructions

## Assignment - 402 Version 4.1

### Customer Support Provision Level 2

## Assignment 7262-24-402

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You are advised to read all instructions carefully before starting work and to check with your assessor, if necessary, to ensure that you have fully understood what is required. You must, at all times, observe all relevant Health and Safety precautions.

**Time allowed** 3 hours

### Introduction

This assignment is broken down into 5 parts:

1. A brief scenario is provided for candidate.
2. Task A requires the candidate to obtain information about the support given to customers.
3. Task B requires the candidate to identify improvements in the customers' use of resources.
4. Task C requires the candidate to identify potential uses of automated processes.
5. Task D will require the candidate to fault-find and create more complex automated processes.

### Scenario

You work in a small company, and you have been asked to assist in the daily management of the ICT system. The company accountant Janet Smith takes the overall responsibility for the system. The accountant is concerned that she is frequently not available to answer questions, and that the use of the system could be improved. Your task will be to provide first line support and to use your knowledge to enable the system users to make more effective use of the system.

You should carry out these tasks as instructed recording details of the task, results of tests and any problems encountered. Appropriate documentation will be provided for this purpose. The procedure for recording screen prints will be explained by the assessor.

Task A and Task C will require you to obtain information from a group of TEN ICT users.

### Task A

1. Using information provided by the assessor, devise a simple questionnaire form designed to ascertain from ICT users the information required in Tasks A2 and C1
  - MOST common areas of dissatisfaction
  - tasks that customers would like automated.
2. Carry out a survey of TEN users of ICT systems using the form devised in Task A1 and analyse the responses to decide on the MOST common areas of dissatisfaction. Produce the analysis on a separate sheet.
3. Ask the TEN users to give you ONE example of when they have requested support for their ICT system or a peripheral. Record the details of the request on the Customer Support Request form provided.
4. Select ONE of the recorded requests for support, and use reference material to provide a possible solution to the problem. Provide THREE items of relevant material using written materials, on line resources and ONE other source.
5. Complete a Customer Service Visit Report Form to record the result of your explanation from Task A4.

6. You have noticed that a frequent problem in providing support to customers is that they do not understand the Power On Self Test (POST). State the importance and function of an ICT workstation POST and give ONE example of a failure code. Demonstrate to the Assessor a typical failure code and explain how you would interpret the failure.
7. Show all your customer survey results to the assessor and obtain additional data.
8. Using the data collected in Tasks A2 and A7 list people who would be suitable to provide additional information if your knowledge was insufficient to resolve the request. Do this for each of the requests. You must complete this information for at least FOUR cases in Task A2; additional marks will be awarded for a further FIVE cases.

### Task B

1. Carry out a hardware and software audit, including BIOS settings, on the ICT workstation provided by the assessor.
2. Record the details on the System Hardware and Software Audit Logs and the Record of BIOS Settings as appropriate.

### Task C

1. Using the same TEN users from Task A, identify at least TWO customers' tasks that are performed frequently and which they would like automated.
2. Using the information you have collected, state ONE possible method by which each of the TWO tasks in C1 could be automated.
3. There are many ways that routine ICT tasks can be automated. In each of the following circumstances, describe how to set up a suitable automation method on the system used in Task B. In each case you must include a list of the steps that would be performed by the automatic process. Give at least ONE possible problem that could arise for EACH of the automatic processes:
  - add an auto signature to all outgoing e-mails
  - always save documents to a particular directory
  - customer would like to access the Internet by pressing only one button or one mouse click.

### Task D

1. Create THREE of the following. Use screen prints where indicated by your assessor to record a successful completion of the task.
  - An automatic virus definition file update at a fixed interval.
  - An automatic file transfer between TWO directories.
  - A shortcut to an application.
  - A hyperlink to a document.
  - An auto-run setting for a CD.
2. Using the batch file provided by the assessor, state the effect of running the file. Explain the outcome of each individual command and state the effect of that command not working.
4. On the Site Visit Report Form record brief details of the automated tasks created in Tasks C and D. Details must include the purpose and frequency of the process.

**Note**

- On conclusion of assignment, hand all paperwork to the test supervisor.
- Ensure that your name date and assessment number is on the disk (if using a floppy disk) and all documentation.
- Candidates should also note that unsuccessful or failed installations may still allow a candidate to pass this assignment, provided that the reasons for failure are not the direct responsibility of the candidate; and that all activities are recorded, possible reasons for failure are correctly suggested, and that reasonable steps were taken by the candidate to resolve the failure.