Level 2 Customer support provision (7540-001)

Systems and Principles
Assignment guide for Candidates
Assignment B

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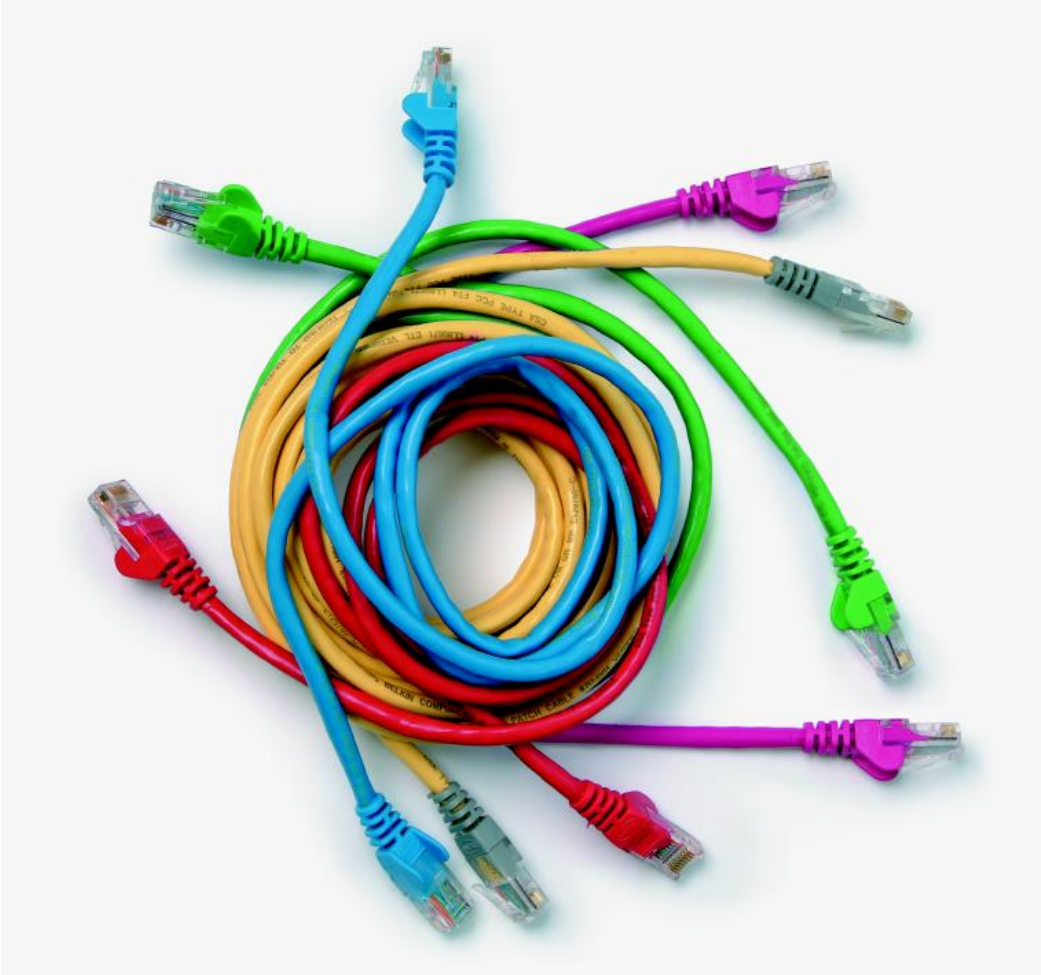

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Introduction – Information for Candidates

About this document
This assignment comprises all of the assessment for Level 2 Customer support provision (7540-001).

Health and safety
You are asked to consider the importance of safe working practices at all times.

You are responsible for maintaining the safety of others as well as your own. Anyone behaving in an unsafe fashion will be stopped and a suitable warning given. You will **not** be allowed to continue with an assignment if you compromise any of the Health and Safety requirements. This may seem rather strict but, apart from the potentially unpleasant consequences, you must acquire the habits required for the workplace.

Time allowance
The recommended time allowance for this assignment is **3 hours**.

Level 2 Customer support provision (7540-001)

Candidate Instructions

Time allowance: 3 hours

Assignment set up:

This assignment is made up of **four** tasks:

- Task A – Provide technical information and support to a customer
- Task B – Identify improvements in the customer's use of resources
- Task C – Identify potential uses of automated processes
- Task D – Fault-find and create more complex automated processes

Scenario

One of your customers has asked you to attend a site and use your experience to help their staff work more effectively. The customer has particular problems with inexperienced staff who do not use all of the features of their ICT equipment, and there is also a high call rate on one particular item.

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.

Task A – Provide technical information and support to a customer

1 An ICT user works on a workstation in a client server network. Each morning they report that they have difficulty in connecting to the server.

Produce a simple document that will help the user when they start work. The document must guide them through the process from pressing the power switch to accessing files on the server.

2 The call handling system that is in regular use sometimes breaks down. During the breakdown periods, a paper-based system must be used.

Create a simple pro-forma to record hardware and software support calls. Make sure that it shows the headings for the type of information that needs to be recorded.

3 Using your Assessor as the customer, explain orally the basic principles, covering the complete link from the chosen media to the application program. The explanation must include a short demonstration.

4 Produce a brief set of notes from Task A3 that would be suitable to be left with the customer, so that they can pass on the explanation to their colleagues.

5 Create a response log sheet that clearly records how you responded to the customer requests in both task A3 and task A4. This should be attached to the pro forma you created in task A2.

6 Explain to your assessor how the Health & Safety at work act, the Computer Misuse Act and the Data Protection Act, may affect your response to a customer request.

Q1 Identify **two** advances in technology and briefly explain how they may affect the provision of customer support.

Task B – Identify improvements in the customer's use of resources

1 A customer has asked you to look at an ICT peripheral. There is concern about the number of support calls that have been made in respect of the equipment. The customer has requested as much information as possible about the product.

Examine the equipment and produce a brief written summary including as a minimum:

- hardware description including basic specification, description of safety precautions and connections
- software description including driver information, version numbers and self-test programs
- maintenance procedures including type, source and cost of consumables
- a list of potential or known problems. This must include information on how the customer can avoid or overcome the problems.

2 To ensure you have enough information about the peripheral, you need to obtain details about its use by the customer. Produce a questionnaire, suitable for use with the customer, to enable you to understand fully how the equipment is used. Questions should at least cover functionality and capacity.

3 Record all hardware details. Use the ICT System Audit Log (hardware) provided.

4 Record all software details. Use the ICT System Audit Log (software) provided.

Task C – Identify potential uses of automated processes

1 There are many ways that routine ICT tasks can be automated. In each of the following circumstances listed below, recommend a task that would be suitable for automation, and a way in which it could be accomplished. You must include a list of the steps that would be performed by the automatic process. Give **one** possible problem that could arise for each of the automatic solutions.

- To let colleagues know that you are on holiday.
- The customer is poor at spelling.
- Sometimes users forget to back up data, especially word processing documents.
- The customer would like to check for particular software updates on start up.

Task D – Fault-find and create more complex automated processes

1 Create the following and use screen-prints to show a successful completion of each task:
- A customised virus scan set to run at midnight.
- An automatic disk maintenance program including a change to one of the default parameters.
- An auto-run setting for an optical drive.

2 Using the batch file provided by your Assessor, identify the effect of running the file. State the outcome of each individual step and indicate the effect of that command not working.

3 Create a batch file as directed by your Assessor.

4 Demonstrate the batch file to your Assessor and produce a short document to explain the results of running the file and the purpose of the individual steps.

When you have finished working:

- Sign each document above your name and label all removable storage media with your name.
- Hand all paperwork and removable storage media to your assessor.

If the assignment is taken over more than one period, all paperwork and removable media must be returned to the test supervisor at the end of each sitting.

End of assignment

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