Level 2 Customer support provision 2 (7540-001)

Systems and Principles
Assignment guide for Candidates
Assignment C

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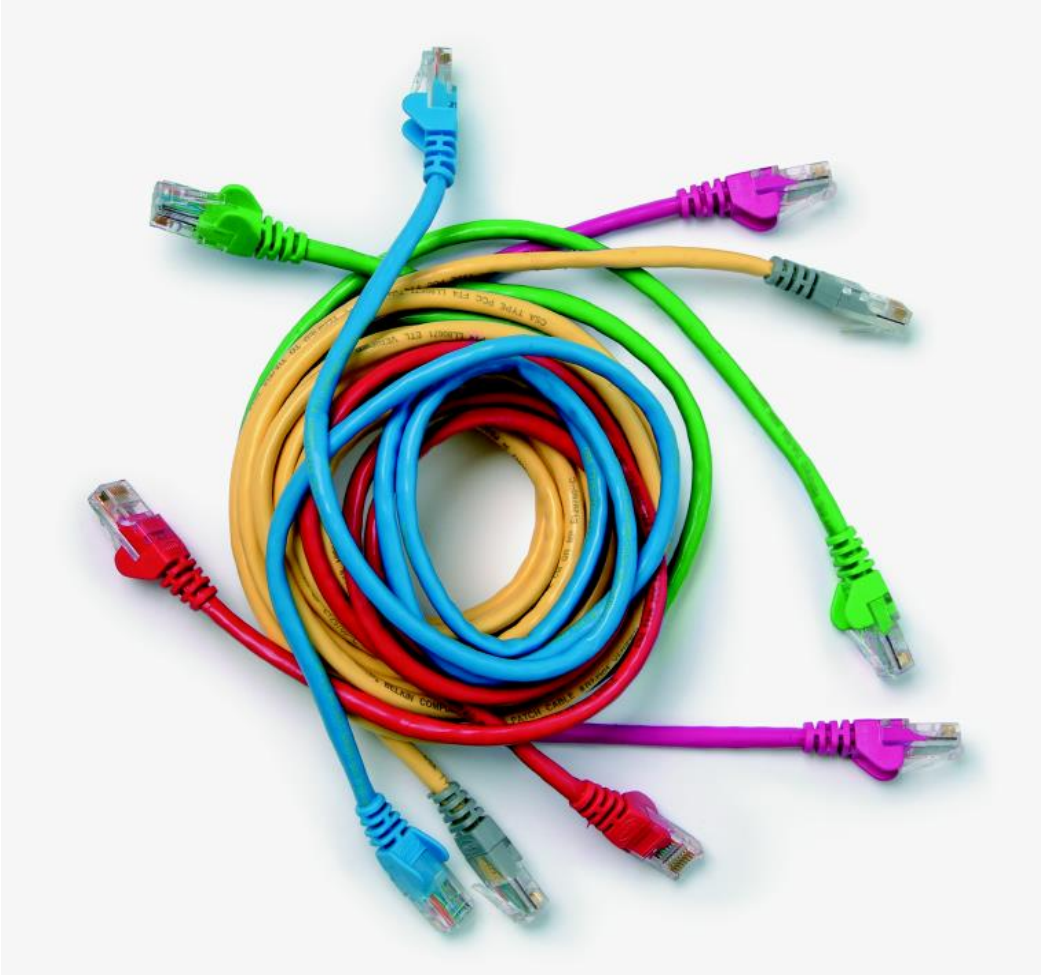

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Introduction – Information for Candidates

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

Candidate Instructions

Time allowance: 3 hours

Assignment set up:

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

- Task A – Carry out a hardware and software audit and find out the customer's IT training needs
- Task B – Record a typical IT support request
- Task C – Use automated procedures to improve the customer's use of IT equipment
- Task D – Identify resources that could help a user with their equipment

Scenario

A printing company is growing rapidly. The ICT equipment in the office has started giving trouble, including an increasing number of system crashes. The office is run by a team of four part-time staff, none of whom can solve problems that cause, or result from, the ICT equipment crashing.

The owner has employed your organisation to help overcome the problems that are occurring and has asked for suggestions about improving the use of the ICT equipment.

Task A – Carry out an audit and find out the customer's IT training needs

1 Carry out a hardware and software audit of the ICT system using the forms provided. Give as much detail as you can about each item. Enter N/A if the machine you are auditing does not have something on this list. Enter details of any items extra to those on this list in the rows marked 'other'.

2 Please use the Answer Sheet provided to complete Task A2.
You need to gather information about how customers use existing IT resources. State **three** methods of gathering information.

3 Please use the Answer Sheet provided to complete Task A3.
You now need to gather information about the training requirements of the users.
List **three** items of information, which must be obtained from users to identify their IT training needs. From the information gathered use any resources available to identify any suitable resources that could be used to meet the training required.

Task B – Record a typical IT support request

1 Use an application of your choice to create an electronic table that could be used to record a typical support request that must include the following:

- Customer details
- Date/time of problem reported
- Problem reported
- Possible diagnosis
- Resolution/outcome.

Use the table created to record a typical report request.

2 Please use the Answer Sheet provided to complete Task B2.
Identify three reasons for logging customer requirements for technical support and the outcomes.

3 Please use the Answer Sheet provided to complete Task B3.
Identify the importance of updating customers on the progress of service requests.

Task C – Use automated procedures to improve the customer's use of IT equipment

1

- Schedule an automatic back-up of data to a suitable storage device.
- Perform the back-up
- Restore the back-up to a different location
- Examine the restored file to ensure that it was backed up correctly.

2 Create a desktop shortcut to a file. Test that this operates correctly.

3 Set up an application or utility to load automatically when the computer is switched on. Test that this operates correctly.

4 Create a macro that can be run from a button on the toolbar, which will automatically insert a block of text into a document. Test that the macro works correctly.

Task D – Identify resources that could help a user with their equipment

1 Complete the Sources of Technical Information Table by identifying relevant sources of information and giving **one** example of when each would be used.

2 Please use the Answer Sheet provided to complete Task D2.

Write a short paragraph describing the importance of responding to customer requests in a prompt and professional manner. Include **one** reason for providing a prompt response and **one** reason for providing a professional response.

3 Please use the Answer Sheet provided to complete Task D3.

Write a brief explanation for the customer, of **two** recommendations you would make, to enable the customer to improve their use of resources; stating why you would recommend their use

One recommendation should involve using common system software utilities.

The second recommendation should involve using utilities in common office production software.

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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