Systems and Principles Unit Syllabus

Level 2 Customer support provision 2

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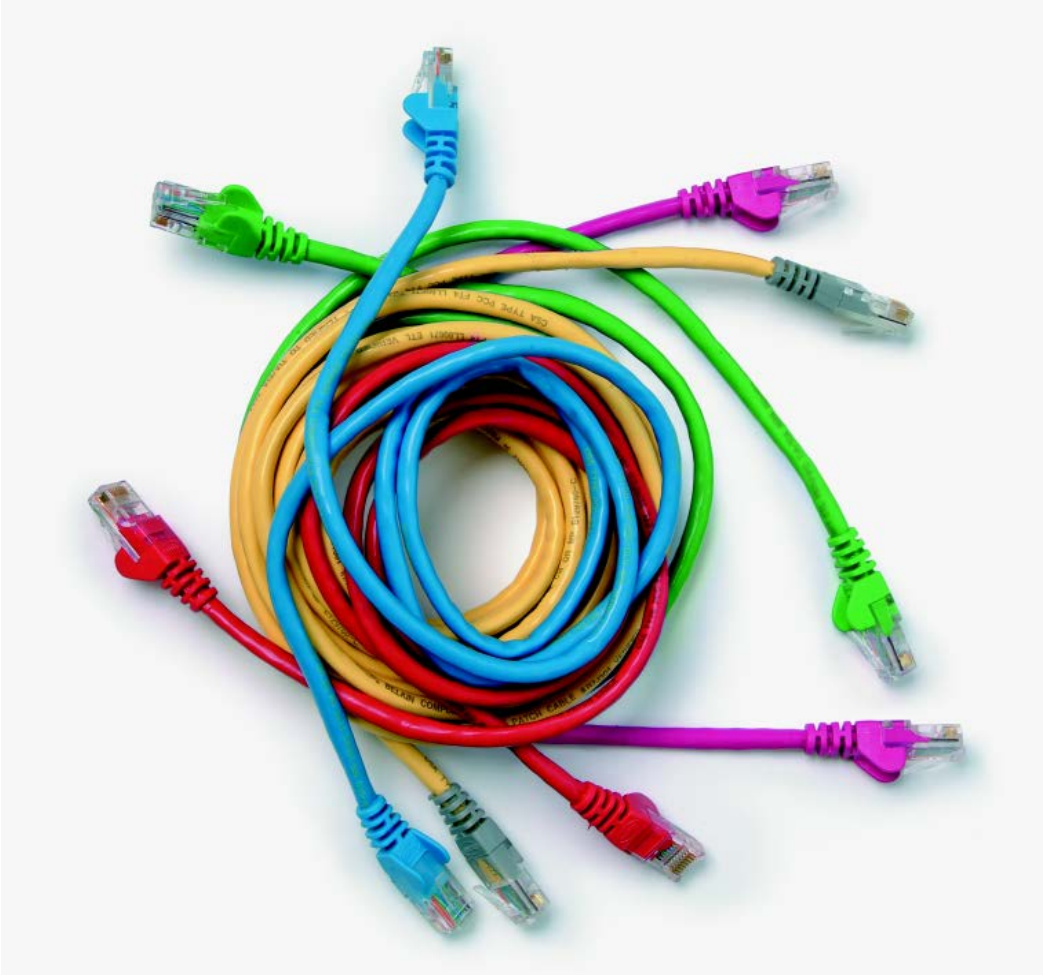

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Unit 001 Customer support provision 2

Syllabus Overview

Rationale

This unit will enable candidates to provide routine customer support to a range of ICT users. Candidates will develop a deeper understanding of the support needs of ICT customers and the duties of an ICT technician. They will also develop practical skills to meet customer needs by using different methods and techniques. Throughout this unit, emphasis is drawn upon developing candidates' attitude towards improving customer care for a successful business.

Learning outcomes

There are **four** outcomes to this unit. The candidate will be able to:

- Provide technical information and support in response to customer requirements
- Identify potential improvements in the customers' use of resources
- Assist in reviews to identify how automated procedures may improve customers' use of resources
- Create routine automated procedures and assist in the creation of complex automated procedures

Guided learning hours

It is recommended that 60 hours should be allocated for this unit. This may be on a full time or part time basis.

Connections with other qualifications

This unit contributes towards the knowledge and understanding required for the following qualifications:

Assessment and grading

Assessment will be by means of a **set assignment** covering both practical activities and underpinning knowledge.

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Outcome 1 Provide technical information and support in response to customer requirements

Practical activities

The candidate will be able to:

1 gather customer support requirements
   - a user training
   - b user hints and tips documentation
   - c location of technical information
   - d hardware needs
   - e software needs
   - f response time

2 record/log details of customer requirements eg
   - a call logging software
   - b support log
   - c customer
   - d problem
   - e diagnosis
   - f date/time of problem reported
   - g resolution/outcome

3 gather information from a range of sources
   - a written materials eg manuals, manufacturers' documentation, procedures, books, guides and notes, technical logs
   - b on-line resources eg help files, manufacturers' websites, CD, DVD, libraries, electronic media, forums
   - c others eg colleagues, specialists, practitioners or manufacturers, telephone helplines

4 provide technical support in response to customer requirements using the following methods
   - a written eg notes, email, manual
   - b practical demonstration
   - c verbal eg over the telephone, face to face

5 record/log outcome of response to customer

6 escalate unresolved requests for technical support to suitable person(s).

Underpinning knowledge

The candidate will be able to:

1 describe the importance of responding to a customer's request in a prompt and professional manner

2 describe how to verify that incident requests are valid

3 identify the key features of a Service Level Agreement (SLA) eg

- a service catalogue/portfolio
- b operation hours
- c service levels

4 identify sources of technical support information eg

- a manuals
- b manufacturers' documentation and websites
- c books
- d procedures guides and notes
- e help files
- f CD-ROMS
- g DVD-ROMs
- h libraries
- j electronic media
- k bulletin boards
- l colleagues
- m specialists
- n practitioners and manufacturers
- p telephone helplines

5 identify different methods of providing technical support and when each should be used, eg

- a verbal
- b written
- c practical

6 identify advantages and disadvantages of different methods of communication with customers

- a written
- b practical
- c verbal

7 describe the reasons for recording/logging customer requirements for technical support and the outcomes, eg

- a monitoring system trends
- b identifying potential failures
- c identifying user training needs
- d identifying weak/unreliable areas in the system
- e identifying potential improvements

Underpinning knowledge continued

8 identify the escalation process for unresolved requests, eg
   a supervisor
   b experienced colleague
   c line manager
9 describe the importance of updating customers on the progress of service requests
10 describe relevant health and safety regulations which may affect the response to a customer request
   a health and safety act
   b computer misuse act
   c data protection act
11 describe how technical support may be constrained by health and safety considerations
12 describe applications used for technical support, eg
   a email
   b call logging
   c database customer relationship management (CRM)
   d remote system access
   e instant messaging
13 identify how advances in technology affect the provision of customer support eg
   a faster and larger memory
   b smaller physical size of components.

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Outcome 2 Identify potential improvements in the customers' use of resources

Practical activities

The candidate will be able to:

1 prepare accurate records of existing hardware resources
   - a complete systems
   - b peripherals eg scanners, printers, webcam
   - c network connection
   - d consumables eg printing paper, toner, cartridges, disks (CD, DVD)

2 prepare accurate records of existing software resources
   - a operating systems
   - b installed applications or components
   - c installed specialised (bespoke) software
   - d utilities

3 gather information on customers' use of existing resources
   - a questionnaires
   - b user logs
   - c support logs
   - d records
   - e event or audit logs
   - f access logs

4 provide a brief written summary, or brief written notes, containing recommendations on actions to take to improve the customer's use of resources.

Underpinning knowledge

The candidate will be able to:

1 identify different methods of gathering and recording information, eg
   - a questioning using open and closed questions
   - b using questionnaires
   - c photocopying necessary documents
   - d paper-based logs
   - e producing printouts of logs.

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Outcome 3 Assist in reviews to identify how automated procedures may improve customers' use of resources

Practical activities

The candidate will be able to:

1 identify customers' frequently performed tasks, eg
   - a back-up
   - b data transfer
   - c virus scan/spyware and malware removal
   - d email configuration and send/receive
   - e disk maintenance
   - f auto-run applications
   - g update software/apply software patches

2 gather information to identify potential automated procedures, eg
   - a set up new styles
   - b simple macro
   - c add a button
   - d automate spelling corrections
   - e scheduled data transfers
   - f automated email send and receive
   - g automated back-up
   - h automated disk maintenance

3 make recommendations on which procedures should be automated.

Underpinning knowledge

The candidate will be able to:

1 state the reasons for identifying customer's frequently performed tasks, to determine the potential for automated procedures

2 identify ways in which automated procedures may improve customers use of ICT

3 describe the function of automated procedures as a series of operations/actions which can be initiated and controlled by a number of smaller actions, eg

- a key strokes
- b button pressing
- c menu selection
- d macros initiated by
  - i key stroke sequence
  - ii radio buttons
  - iii menu selectors
- e scheduled procedures
  - i maintenance
  - ii email send/receive
  - iii back-up.

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Outcome 4 Create routine automated procedures and assist in the creation of complex automated procedures

Practical activities

The candidate will be able to:

1 complete routine automated procedures, eg
   - a timed back ups
   - b timed data transfer
   - c scheduled virus scan/spyware scan
   - d scheduled maintenance eg
     - i disk scanning
     - ii defragmentation
   - e shortcuts and hyperlinks
   - f auto-run applications
   - g add buttons to menu bar

2 select and use more complex automated procedures (eg log in/log on scripts, macros, automated email services etc) following an agreed pre-prepared plan
   - a document any relevant, existing system configuration
   - b configure the system to incorporate the new procedure

3 check that automated procedures perform required function

4 carry out testing of parts of more complex automated procedures following an agreed plan

5 record details of the automated procedures created.

Underpinning knowledge

The candidate will be able to:

1 describe the benefits of routine automated procedures
   - a reliability
   - b consistency
   - c contingency
   - d efficiency
   - e effectiveness

2 describe common test methods for automated procedures, eg
   - a adjust timer for immediate activation and monitor execution of routines
   - b manually input trigger conditions and monitor execution of routines

3 identify types of routine and complex automated procedures eg systems and business processes
   - a routine eg
     - i auto back-up
     - ii auto data transfer
     - iii maintenance routines (defragmentation, virus scan, etc)
     - iv shortcuts
     - v auto-run applications
     - vi spelling corrections
     - vii add a button to menu bar
   - b complex eg
     - i log in/log on scripts
     - ii batch files
     - iii macros
     - iv automated email services
     - v templates
     - vi forms.

Unit record sheet

Use this form to track your progress through this unit.

Tick the boxes when you have covered each outcome. When they are all ticked, you are ready to be assessed.

Outcome	✓	Date
1 Provide technical information and support in response to customer requirements	☐	
2 Identify potential improvements in the customers' use of resources	☐	
3 Assist in reviews to identify how automated procedures may improve customers' use of resources	☐	
4 Create routine automated procedures and assist in the creation of complex automated procedures	☐	

Candidate Signature _____ **Date** _____

City & Guilds Registration Number _____

Quality nominee (if sampled) _____ **Date** _____

Assessor Signature _____ **Date** _____

External Verifier Signature (if sampled) _____ **Date** _____

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