Level 3 Customer support provision for the IT professional (7540-030)

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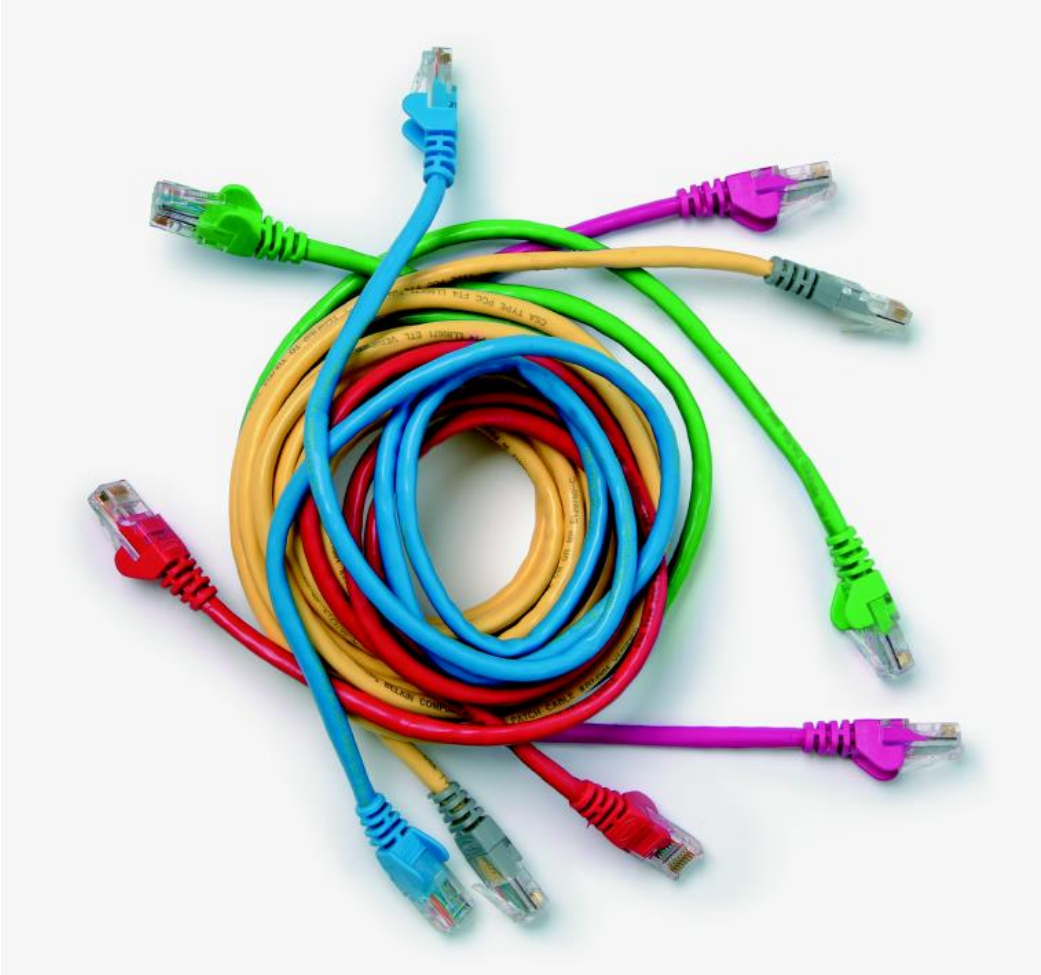
Systems and Principles
Assignment guide for Candidates
Assignment C



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Level 3 Customer support provision for the IT professional (7540-030)

Assignment C

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 3 Customer support provision for the IT professional (7540-030).

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 **5 hours**.

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Candidate Instructions

Time allowance: 5 hours

Assignment set up:

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

- Task A – Provide support to ICT users
- Task B – Prepare a report on improving customer support
- Task C – Provide coaching in technical skills for users

Scenario

You are to provide customer support to ICT users. The requests for customer support may be from individuals or groups of users who may be colleagues, peers or unknown to you.

The customer support provided will be recorded and later analysed to identify trends in user requests for support.

Customers will be given a satisfaction survey of the ICT facility that will host this assignment. After trends have been identified and analysed, you will give a short coaching session in technical skills for users.

Task A – Provide support to ICT users

1 Provide support to users of ICT systems using the scenario provided by the Assessor. This may be:

- verbal help or assistance provided face to face or remote (for example, using an internal telephone system where participants cannot see each other)
- by providing written help, documentation or procedures produced by self or others
- by practical demonstration or assistance on the users' or another suitable system.

2 Record all details of requests for customer support, including resolution, using the system and procedures provided by the Assessor.

Q1 Name **one** main item of legislation that you will have been complying with during Task A, concerning:

- Health and Safety
- Confidentiality.

Q2 In answering requests for customer support, it is usual to adopt a structured approach to questioning customers. Briefly describe **three** advantages of this approach.

Q3 Briefly describe **two** typical procedures for the escalation of technical support problems

Task B – Prepare a report on improving customer support

This task is in two parts and it is likely that the complete task will require more than one session. For this task, you should use the scenario in Task A. Your organisation provides remote support only. A recent analysis of call logs has produced a set of data, which will be given to you for Task B3.

Part 1

1 Choose any **four** methods of gathering customer satisfaction information and describe their advantages **and** disadvantages. One of the methods should best suit the scenario given to you. Briefly describe why it would be suitable.

2 Design a Customer Satisfaction Survey to collect feedback from ICT users on their perceptions of the ICT facility and their use of it. The survey should include at least **five** relevant questions and should be clear to users.

Part 2

3 Using the data provided by the Assessor, together with any customer support logs that exist for the ICT facility, identify **three** trends in support requests.

4 Based on your analysis of customer support requests, write a report that

- identifies trends in customer support requests
- includes suggestions for improvements based upon identified trends
- includes an action plan of practical activities to improve customer support
- includes suggestions for coaching users in identified technical skills to improve customer use of ICT.

Task C – Provide coaching in technical skills for users

Using the suggestions in the report produced in Task B4, prepare a coaching session for an individual or group of users. This may be a tutorial, practical presentation or a demonstration.

The coaching session should be supported by prepared notes or a written guide.

1 Produce the supporting materials.

2 Prepare a Customer Feedback Form to be completed by customers after the coaching session. The form should include at least **three** relevant questions. The form should be clear so that it can be used by customers.

3 Deliver the coaching session to an individual or group of users.

4 Gather feedback.

5 Evaluate the feedback and briefly report:

- the details of the session
- any further recommendations based upon the session.

Q4 Describe **three** coaching methods other than the one being used in this task. Give an example for **each** method of a situation where it might be used effectively.

Q5 Explain why feedback and evaluation of a coaching session is important in improving the effectiveness of coaching.

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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