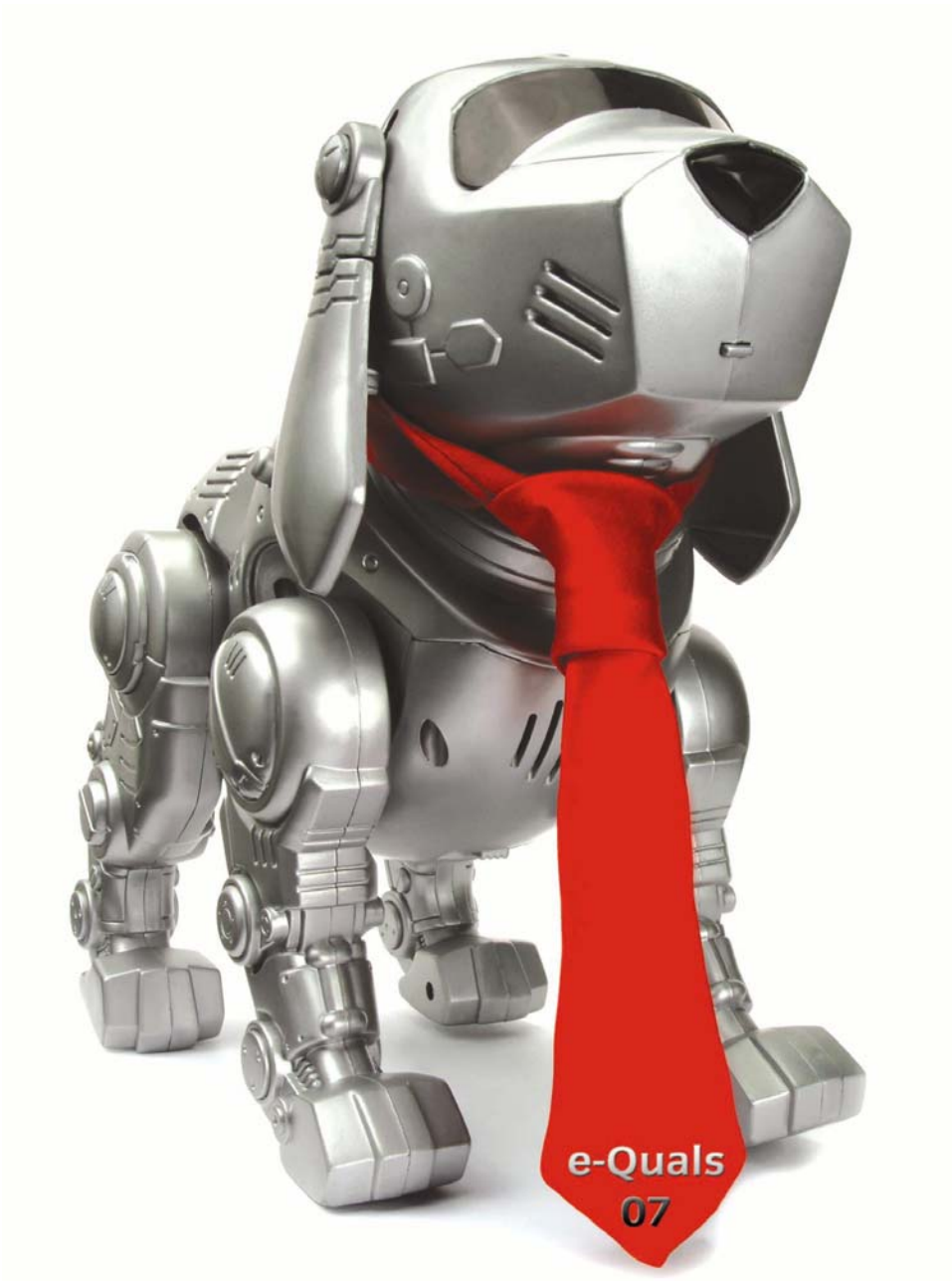
Level 2 Customer support provision 2 (7266/7267-402)

e-Quals
Assignment guide for Candidates
Assignment B

www.cityandguilds.com/e-quals07
July 2009
Version 1.0



About City & Guilds
City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

City & Guilds Group
The City & Guilds Group includes City & Guilds, ILM (the Institute of Leadership & Management) which provides management qualifications, learning materials and membership services, NPTC which offers land-based qualifications and membership services, and HAB (the Hospitality Awarding Body). City & Guilds also manages the Engineering Council Examinations on behalf of the Engineering Council.

Equal opportunities
City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on the City & Guilds website.

Copyright
The content of this document is, unless otherwise indicated, © City & Guilds Limited and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and learners studying for City & Guilds qualifications may photocopy this document free of charge and/or include a locked PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching learners working towards a City & Guilds qualification, or for internal administration purposes
- learners may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* on the City & Guilds website also apply.

Please note: National Occupational Standards are not © City & Guilds Limited. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Publications
City & Guilds publications are available on the City & Guilds website or from our Publications Sales department at the address below or by telephoning +44 (0)20 7294 2850 or faxing +44 (0)20 7294 3387.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

City & Guilds
1 Giltspur Street
London EC1A 9DD
T +44 (0)20 7294 2800
F +44 (0)20 7294 2400
www.cityandguilds.com
learnersupport@cityandguilds.com

Contents

Introduction – Information for Candidates	2
Level 2 Customer support provision 2 (7266/7267-402)	3
Candidate instructions	3

Level 2 Customer support provision 2 (7266/7267-402)
Assignment B

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 2 Customer support provision 2 (7266-402).

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 (7266/7267-402) 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 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 One of your customers does not understand how a modem works. Using the Assessor as the customer, explain orally the basic principles, covering the complete link from telephone connection point to the application programme. 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.

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. 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 the 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 the Assessor.

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

5 Hand all paperwork and removable storage media to your Assessor. Ensure that your name is clearly identified on your work.

6 Sign above your name and hand all paperwork to your Assessor.

End of assignment

Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)20 7294 2468
F +44 (0)20 7294 2400
www.cityandguilds.com

City & Guilds is a company registered in England and Wales (company number 16513878)