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

e-Quals
Assignment guide for Candidates
Assignment D

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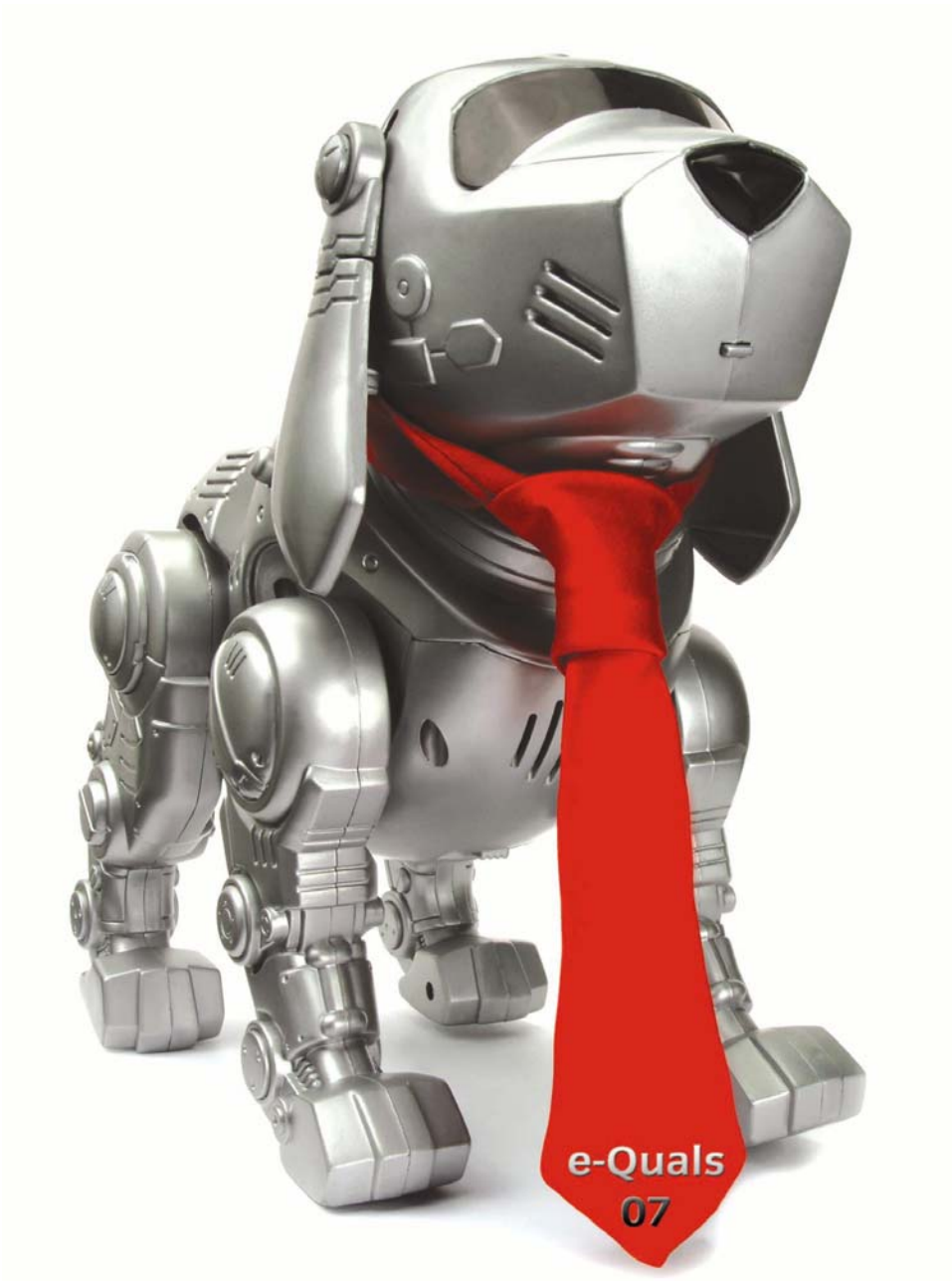

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Level 2 Customer support provision 2 (7266/7267-402) Assignment D

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 2 Customer support provision 2 (7266/7267-402).

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 **three** tasks

- Task A – Collect information to provide support in response to customer requirements
- Task B – Audit equipment
- Task C – Develop and test automated procedures

Scenario

A small company has been experiencing a number of problems with its ICT systems. A user survey has been carried out and the results of this are available. You are now required to act upon the results of this survey to try and improve the use of the equipment. This will involve responding to users, auditing equipment and suggesting and testing automated routines.

Task A

1 Study the four questionnaire results sheets provided. From these, identify the following problems.

a) A training need.
b) A poor response time issue.
c) **Two** hardware needs.
d) A slow system issue.

2 Produce a short written guide to help with the problem identified in Task 1a).

3 Report the poor response time identified in Task 1b) to your line manager and document it.

4 State **two** possible hardware issues which could be causing the problem identified in Task 1d).

Q1 Give **one** example of how technical support may be restricted due to Health and Safety regulations.

Task B

1 Use suitable operating system tools such as an event log to assess whether the issues in Task A 1d) are software or hardware based. Obtain printouts of relevant results.

2 Document **two** recommendations based on the results which would improve the provision for the customer.

3 Complete an audit of software on the workstation. You are **not** expected to dismantle any of the hardware. Use system utilities to obtain the information and record the details on the ICT System Audit Log (software). All answers must be completed and n/a should be used for "not applicable".

Q2 List **five** methods of gathering and recording information for ICT systems.

Task C

Q3 State **one** reason for identifying a customer's frequently performed task.

1 From the questionnaires provided, identify **one** frequently used routine which could be automated.

2 Set up an application to load automatically when the computer is switched on. Your Assessor will tell you which application should be used. Test that this operates correctly and produce suitable screen prints.

3 Using the login script, batch file or macro provided by your Assessor, identify on a line by line basis, the effects of running this file. Note any errors and correct them.

4 Create a test plan for the login script, batch file or macro.

5 Input the login script, batch file or macro and test it using the plan from Task B4. Obtain screen prints to show the operation.

Q4 List **five** benefits of routine automated procedures.

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

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

End of assignment

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