Assessment Task

Units:	ICTICT202 Work and communicate effectively in an IT environment
Candidate Name:	Engel Chad Mateo
Assessment conditions:	Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general ICT industry, and include access to: • a workstation • a range of ICT equipment, operating systems, software and technical information • organisational policies, procedures and governance documents.
Instructions for Assessor:	Candidates to complete the following tasks, knowledge questions and workplace testimonial relating to their workplace or a simulated workplace.
Instructions for candidate	ENSURE THAT YOU PUT YOUR NAME AND DATE OF SUBMISSION IN THE FOOTER OF EACH DOCUMENT SUBMITTED FOR ASSESSMENT

Level of Performance Expected

AQF Expectations for level 2

Graduates at this level will have knowledge and skills for work in a defined context and/or further learning. They will have basic factual, technical and procedural knowledge of a defined area of work and learning

Graduates at this level will have basic cognitive technical and communication skills to apply appropriate methods, tools, materials and readily available information to:

•   Undertake defined activities

•   Provide solutions to a limited range of predictable problems

Graduates at this level will apply knowledge and skills to demonstrate autonomy and limited judgement in structured and stable contexts and within narrow parameters

Version Control

Version:	Date Updated:	Update details
1.0		Created
2.0	Jan 2018	Level of performance and instructions

Task 1 - Information brochure/s for services

This is a theoretical task and should be answered in accordance with the standard operating procedures in an IT business environment.

Imagine you are working for an IT company that provides a range of IT services (at least 4) such as managed service, helpdesk etc.

Put together a portfolio (electronic or paper-based) of information brochures which outline the services provided by your organisation and the staff roles that the services are provided by.

Index the services in the following table

| Service Description	Role	Summary Information
Data Storage	Data organisational and security	Storing and organising files, application data and databases.
Information Security		Securing information technology environments. Security platform that monitors for threats and automatically patches vulnerabilities
End-user Devices	Control over technology	Management and support for a fleet of technology devices.
Media	Advertising/Promotion	Software for creating and publishing media such as video publishing platform.

Your portfolio should also include: an organisational chart, an example of an organisational procedure e.g. dealing with difficult clients, an example of an instruction manual.
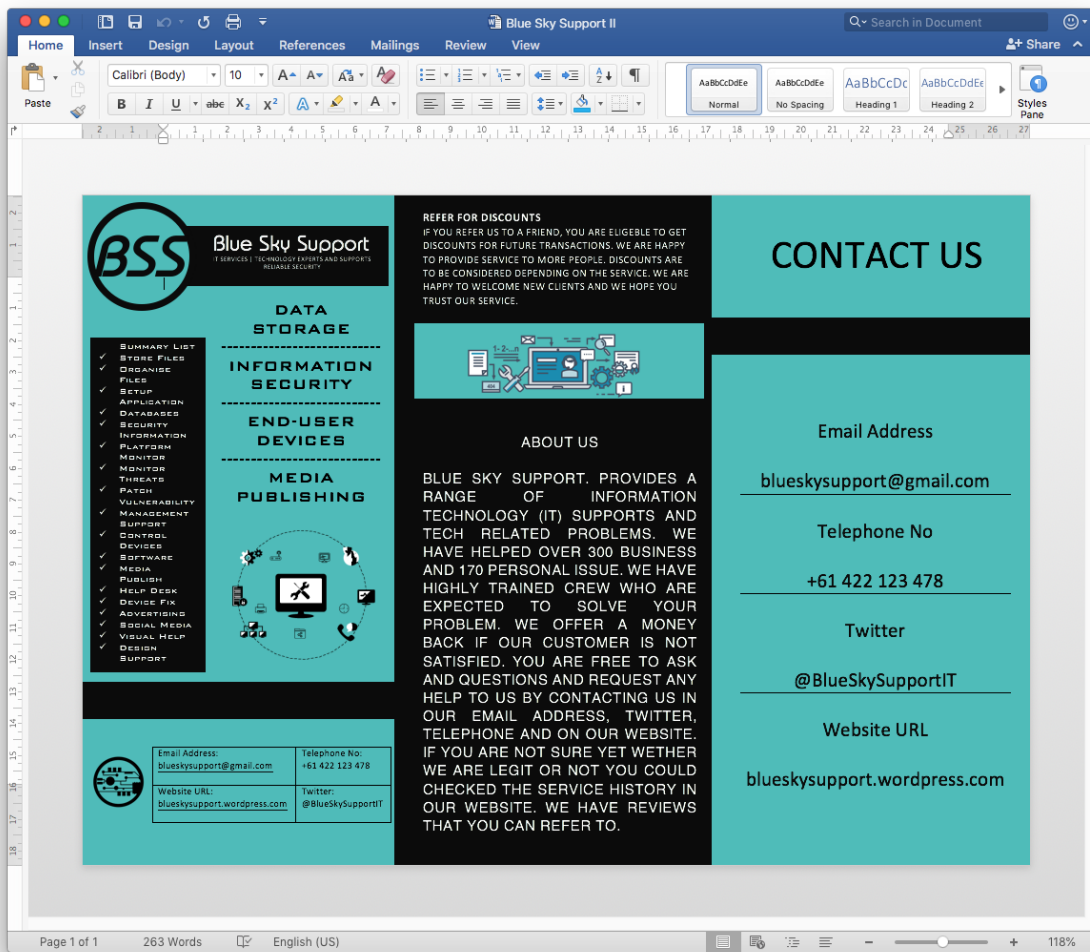
Task 2 - System Flow Chart

Describe the system used in your organisation or one that you know of for receiving requests and enquiries from clients and colleagues for support with ICT equipment, operating systems and software. This system may be automated service request database etc.

Fill in the flow chart below to assist you to describe the process of which clients put in a request for service from your company. If this flow chart is not appropriate, insert one you have created.
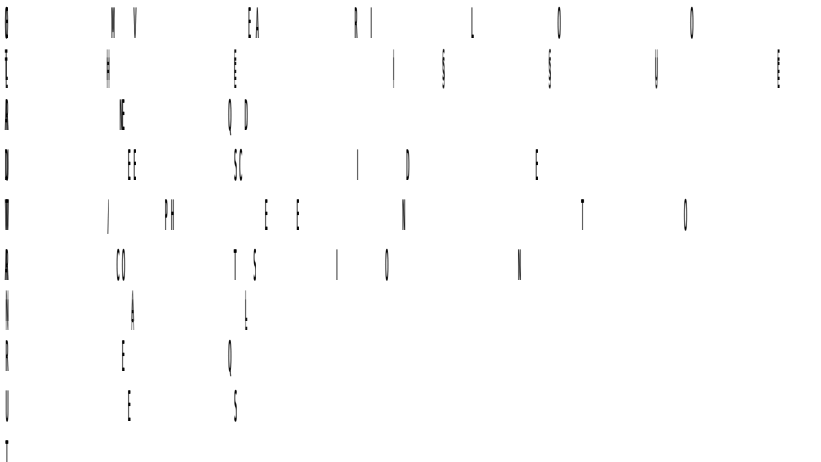
Task 3 - Client Support Records

This task is asking you to think about a varying amount of clients whom use your company for their IT services.

Complete the following chart for at least 8 different clients (your facilitator will assist you with examples if you are in a simulated environment) and explain who the client is and what kind of support they require and the actions you have taken.

The clients may have requests such as, but not limited to adding a new user, fixing a server, connecting peripheral devices etc. These clients will vary based on your work or simulated work environment.

Client	Support requested	Action taken	Referral to (if required)	Follow up
Student	Change of password	Reset	Teacher	Password changed
Student	Device problem	Troubleshoot	IT Person	Solved
Teacher	Laptop problem	Troubleshoot	Co-teacher/IT Personnel	Faulty Machine
Staff	Printer issue	Reboot	IT Support	Required a new one
Teacher	Login Issue	Reset	IT Personnel	Solved
Student	Computer assistance	Reboot	Teacher/Staff	Solved
Librarian	Computer assistance	Replacement	Head Office	Solved
Student	Change of password	Reset	Teacher	Solved

Much better this time around

Task 4 - Client Support Examples

Provide 3 examples of email support that you have provided to a client. Make sure you use concise language and your message is clear.

You can take screen shots from your computer and insert them below as evidence of providing support.

Make sure the emails you attach are all part of the same service so continuity can be demonstrated for addressing the issue and providing a solution for the customer.

Computer Science

🖨 ⤢

YABOI RZ 10:59 PM (4 minutes ago) ☆ ↩ ⋮
to Karen ▾

Good Day, the computer assistance that you have requested has been fully understand and we would solve the problem as soon as possible. As you reply to this email on when you would like us to fix it, we would immediately take action.

Best Regards,
ME

Computer Assistance

🖨 ⤢

YABOI RZ <mateo.chad9@gmail.com> 10:33 AM (40minutes ago) ☆ ↩ ⋮
to Tina ▾

Good Day, your request has been approved and you would have assistance this late afternoon

Best Regards,
IT Department

Computer Assistance

🖨 ⤢

YABOI RZ <mateo.chad9@gmail.com> 10:59 PM (18 minutes ago) ☆ ↩ ⋮
to Jen ▾

Good Day, it seems the requested assistance is a bit unclear. Please reply back with the list of issues of the device.

Best Regards,
IT Department

In the chart below, outline the customer issue and the steps you took to resolve so the emails make sense.

Client	Client issue	Actions taken	Resolution

1	Frozen Computer	Reboot	Working Again
2	Peripheral issue	Replacement	Work done
3	Device issue	Troubleshoot	Working Again

Knowledge Questions

The knowledge questions include Core Skills for Work required for this unit. These are a set of non-technical skills, knowledge and understandings that underpin successful participation in work.

Many of these questions are theoretical scenario based, so answer them as if this situation was occurring and you have to apply workplace procedures to address the issue.

Your facilitator will provide further information for the completion of the knowledge questions. You should ensure that you use workplace examples to support your answers.

1. What is the role of IT in the overall business objective in your organisation/school or an organisation that you know?

    The role of IT in the organisation which is our school is to provide tech related support and also provides modern entertainments like VR. In addition, support for login issues, technology equipment upgrade. Lastly, provides IT support lessons.

2. How do the IT policies and procedures work in reality in your school or organisation? Do you think they cover the work roles well or do they need to be reviewed?

    The IT policies and procedures are all executed properly all the staff and students are happy with the support that IT department provides.

3. Imagine you work in an IT company where they have help desk services (where you work) and web design services. You are contacted by a customer who wants to have the photos changed on his website. She is angry that the images she wanted on the site are not there. The web designer is out on site and unavailable. What would you say to a customer to clarify what they need in terms of the service? What would you say in the email to your colleague so they are clear of what they are required to do.

    First of all I would apologize for the inconvenience. Then I would ask if she wants the photos to be change/added immediately or not and explain that the current staff is away

    Secondly, I would inform my colleague about the issue and the required service that he/she needs to do.

4. The Web designer doesn't return to work as he has a car accident on the way back to the office. He will be off work for a week. You decide you need to follow up with the client. Why is it important to supply follow up information? When and how would you do this?

    I would follow up the client immediately about the current situation and ask whether I could try and provide the service for now. Another answer would be suggestion about another service company that could replace our fault.

5. a) How would you deal with a customer enquiry that was obviously beyond your capacity?

    I would get some help from other colleague or try to fix the problem myself.

    b) How would you deal with enquiries that cannot be dealt with immediately (e.g. an answer may need to be researched or a part may need to be supplied)?

    I would calmly think of other way to solve the problem. Furthermore, I would ask them to be patient due to an unexpected delay because of the request. I could inform them of

some alternatives so they don't have an idea of us being unprofessional.

6. Describe an example of a "records of service provision" kept in your organisation or one that you know? If possible provide a template or diagram to demonstrate this.

An example of records of service provision kept in our organisation are the data of the users in our organisation. Also this has the data of requests from multiple people with dates and specific problem.

7. A new help desk employee is introduced to you and is to commence working with you in a couple of days. He is from India and his IT skills are apparently exceptional. Your boss

tells you that he wants you to support the new employee and make sure he does not suffer from cultural discrimination. Explain how you will assist the new employee.

I would walk him through the place/office, tell the rules and regulations, give him some tips and provide assistance everytime he needs it.

Workplace Testimonial

As part of the assessment requirements you must provide a testiomonial as evidence of your performance in the workplace. This report must be completed by your direct line manager or supervisor. If a workplace is not available for any of the following skills, they may be assessed in a simulated workplace.

Name of Candidate:	Engel Chad Mateo
RTO:	Skills Strategies International
Unit of Competency:	ICTICT202 Work and communicate effectively in an IT environment
Manager/Supervisor:	*Craig Blair*
Workplace:	*NLSC*
Contact No:	*9314 6444*

Does the candidate competently and consistently demonstrate the following skills in the workplace:	Y/N	Comments
Reviews and evaluates a range of textual information to identify relevant information relating to the job role, enquiry and organisation	✓	
Uses correct terminology, naming conventions and clear and detailed language to convey explicit information, requirements and recommendations	✓	
Records key information in a sequential manner, using correct spelling and grammar in a format appropriate to audience	✓	

Uses effective questioning and active listening techniques to elicit information about job roles and clarify client queries	✓	
Contributes to an effective working environment by communicating with others in a timely and courteous manner and using clear, easy-to-understand and non-discriminatory language and behaviour	✓	
Takes some personal responsibility for adherence to legal and regulatory requirements	✓	
Seeks to cooperate with others to achieve results in immediate work context	✓	
Selects from small range of communication modes, forms and channels to meet a specific purpose within the immediate work context	✓	
Plans routine tasks with familiar goals and outcomes, taking some limited responsibility for decisions regarding sequencing	✓	
Understands the purpose and specific functions of common digital tools used in work contexts	✓	
Uses digital technology for basic reading, recording and searching information, and for communications following routine procedures and security requirements	✓	
Manager/Supervisor Signature:		**Date:** 16/10/18