|  |  |
| --- | --- |
|  |  |

|  |
| --- |
| BTEC Level 3 Certificate and Diploma in ICT Systems and Principles |
| **Assessment Title: IT support** |
| Assessor: Bob Higgie | Student: | Course code: Group:  |
| Unit Number: 28 | Unit Title: IT Technical Support | Assessment Code: U28.02 |
| Hand out Date: 30/05/17 | Hand in date:02/05/17 | Date handed in: |

**Individual Target:**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Actual Grade** | **Grading criteria**  | 3.1 | 3.2 | 4.1 | 4.2 | 4.3 |  |  |  |  |  |  |
| **Achieved?** |  |  |  |  |  |  |  |  |  |  |  |

Please note that the grade that you have been awarded is subject to confirmation by the awarding body.

|  |  |
| --- | --- |
| 3.1 | identify the types of fault that can occur |
| 3.2 | source technical information to provide advice and guidance for a variety of faults |
| 4.1 | use different communication routes to provide advice and guidance |
| 4.2 | respond appropriately to end users   |
| 4.3 | check solutions and record actions   |

|  |
| --- |
| **Scenario**You are working as a systems technician with some exposure to networked PC systems. Your line manager has analysed the common problems recorded on the ticketing system. These are shown below. You are also due a performance review and you will be witnessed providing technical support by phone, email and site visit. Your diligence in recording the interaction and solutions on the ticketing system will also be assessed. **Section 1 (Assessment criteria 3.1)**For each of the problems in the list, categorise them according to type: * loss of service
* poor performance
* malware
* hardware fault
* software fault
* user error
* help required

**Section 2 (Assessment criteria 3.2)**For each of the problems in the list, research and then prepare potential courses of action to resolve the issue. Clearly indicate the sources you have used and state how valid the information is. Your sources must include: * product specifications and manuals
* colleagues with specialist expertise
* manufacturers knowledge base/resource sites
* fault records showing previously found solutions
* FAQs and technical forums

   **Section 3 (Assessment criteria 4.1, 4.2, 4.3)**From the list of problems you will be asked to provide technical support for three of them. You will be witnessed handling an issue over the phone, by email and a site visit. You must also record all three problems, any interactions and the resolution of the issue on the ticketing system.  |

**What to hand in:**

The list of problems together with their categorisation by type (3.1)

The potential course of action and the sources you have used (3.2)

The completed witness statement (4.1, 4.2)

Screenshots of the ticketing system recording your handling of the three issues (4.3)

**How to hand in your assessment**

This assessment must be uploaded to the VLE by the hand in date on the front of the assignment brief. Assessor feedback and your grade will be available on the VLE.

If you have a valid reason why you will not be able to hand in the work on time (up to 3 days later), you will need to fill out and hand in an AE1. If you need to ask for a longer extension you will need to fill out and hand in an AE2 to your Head of School at least two days before the assessment deadline.

|  |
| --- |
| **Student declaration:**By uploading my work to the VLE I declare that:* I have read the Assignment Submission Procedure.
* I agree that this is my own work or my own work and that of other members of my group. It has not been copied (plagiarised) from any other source e.g. the internet, a book, another student or group of students.
* I know that I may FAIL this assignment if my Head of School proves that this is not my own work.
 |
|  |  |  |  |

For staff use only.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Internal Verification** | This assessment has been verified and form IV8 completed: | IV name: | IV signature: | Date: |

Witness statement

|  |  |
| --- | --- |
| **Student name:** |  |
| **Qualification:** | **Edexcel BTEC 3 Certificate in ICT Systems and Principles**  |
| **Unit number & title:** | **UNIT 28: IT Technical Support**  |
| **Description of activity undertaken (please be as specific as possible)** |
|

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Criteria** | **Activity** | **BH✓** | **DM✓** | **LS✓** | **Date** |
| **4.1 part** | **Provide advice and guidance by email** |  |  |  |  |
| **4.1 part** | **Provide advice and guidance by phone** |  |  |  |  |
| **4.1 part** | **Provide face to face advice and guidance** |  |  |  |  |
| **4.2 part** | **Recommend replacements or repair** |  |  |  |  |
| **4.2 part** | **Provide training or direct instruction** |  |  |  |  |
| **4.2 part** | **Recommend updates, resets, reboots etc** |  |  |  |  |
| **4.2 part** | **Demonstrate providing information to a novice user** |  |  |  |  |
| **4.2 part** | **Demonstrate providing information to an experienced, non technical user** |  |  |  |  |
| **4.2 part** | **Demonstrate providing information to a technically competent user** |  |  |  |  |
| **4.2 part** | **Demonstrate empathy and patience** |  |  |  |  |
| **4.2 part** | **Demonstrate remaining calm and controlling anger** |  |  |  |  |
| **4.2 part** | **Demonstrate referring issues that you cannot resolve** |  |  |  |  |
| **4.2 part** | **Demonstrate providing suggested resolution times** |  |  |  |  |
| **4.2 part** | **Demonstrate ensuring that the guidanace was sufficient and correct** |  |  |  |  |

 |
| **Assessment & grading criteria for which the activity provides evidence** |
| 4.1 use different communication routes to provide advice and guidance  4.2  respond appropriately to end users |
| **How the activity meets the requirements of the assessment criteria, including how and where the activity took place** |
| **Meets criteria by demonstrating understanding of principle through application in practice. All work produced in Room D020, Gloucester College.**  |
| **Witness name:** |  |
| **Witness job role:** | **Lecturer** |
| **Witness signature:** |  | **Date:** |  |
| **Student name:** | **As above** |  |
| **Student signature:** | **Assumed signed by uploading to VLE** | **Date:** | **As upload date** |

|  |  |
| --- | --- |
| **Number** | **Symptom** |
| 1 | My screen went crazy |
| 2 | Ransomware has encrypted my data |
| 3 | I get a blue screen when powering up |
| 4 | My laptop has been stolen |
| 5 | How do I copy a small part of the screen? |
| 6 | How can I change my default music service? |
| 7 | My PC keeps dropping the Wi-Fi connection |
| 8 | How do I block popup adverts? |
| 9 | Everything is slow  |
| 10 | Random updates are interrupting my work |
| 11 | I get stuttering sound when playing music. |
| 12 | I got a message saying a DLL was missing |
| 13 | My documents keep getting saved as an ODT  |
| 14 | I can’t log in |
| 15 | I accidentally deleted some files. I must get them back. |
| 16 | My PC is very slow to get going when I turn it on |
| 17 | The printer won’t work |
| 18 | My computer is making a grinding noise. |
| 19 | My PC just froze |
| 20 | My computer won’t recognize my USB device. |
| 21 | My computer shut down for no good reason. |
| 22 | I can’t see these icons on my new high res screen |
| 23 | The internet is slow |
| 24 | I can’t play DVDs on Windows 10 |
| 25 | Applications won’t install |
| 26 | How do I change the default browser? |
| 27 | The wrong application keeps opening my videos  |
| 28 | My application won’t work on Windows 10 |
| 29 | There is no sound through my headphones |
| 30 | My mouse doesn’t work |
| 31 | The thing at the bottom of the screen has disappeared |
| 32 | My laptop battery isn’t lasting very long |
| 33 | How do I stop Microsoft getting information from me? |
| 34 | I deleted a file by accident on my PC and I can’t find it on my backup drive now.  |
| 35 | My Mac won’t shut down |
| 36 | My Mac has frozen |
| 37 | JPEGs open in preview on my Mac. I want them to open in Photoshop |
| 38 | I can’t access my files on the server |
| 39 | Solitaire has disappeared |

**Common problems**