

**Unit 412 Customer Support Provision Level 2 (Core)****Rationale**

This unit will enable the candidate to provide routine customer support to a range of ICT users of stand-alone equipment and peer-to-peer networks.

There are 4 outcomes for this unit. The candidate will be able to:

1. provide technical information and support in response to customer requirements
2. identify potential improvements in the customers' use of resources
3. assist in reviews to identify how automated procedures may improve customers' use of resources
4. create routine automated procedures and assist in the creation of complex automated procedures.

**Guided learning hours**

The recommended guided learning hours for this unit are 60.

**Connections with other awards****NVQ links**

Outcomes	This award contributes to the knowledge and understanding of the following NVQ(s)
1	<i>C&amp;G 4300 Installing and Supporting IT Systems Level 2</i> 206.1 Identify the hazards and evaluate the risks in your workplace
1	206.2 Reduce the risks to health and safety in your workplace
2, 3	219.1 Suggest ways of improving customer use of IT
4	219.2 Implement agreed suggestions for improvement
1, 2, 3, 4	<i>C&amp;G 4348 IT Services (Customer Response Centre) Level 2</i> 17.1 Identify customers' requirements for services
1, 2, 3, 4	17.2 Record information on customers' requirements
1	20.1 Identify the requirements of customers for information and advice
1	20.2 Provide information and advice to customers

**Key Skills links**

Communication	C2.2 C2.3
Application of number	
IT	IT 2.1
Working with others	
Improving own learning	LP 2
Problem solving	PS 2.1 PS 2.2

**Assessment**

Assessment will be by means of a **set assignment** covering both the practical activities and the underpinning knowledge.

*Outcome 1: Provide technical information and support in response to customer requirements*

	Candidate's signature	Date
<p><b>Practical activities</b>  <b>The candidate will be able to:</b></p> <ol style="list-style-type: none"> <li>1. determine customer requirements <ul style="list-style-type: none"> <li>• user training</li> <li>• user hints and tips documentation</li> <li>• location of technical information</li> </ul> </li> <li>2. record/log details of customer requirements using manual/ written or electronic methods, e.g. <ul style="list-style-type: none"> <li>• call logging software</li> <li>• support log</li> <li>• customer</li> <li>• problem</li> <li>• date</li> <li>• time</li> <li>• resolution</li> </ul> </li> <li>3. obtain information from a range of sources <ul style="list-style-type: none"> <li>• written materials – manuals, manufacturers' documentation, procedures, guides and notes</li> <li>• on-line resources – help files, manufacturers' web sites, CD, DVD, libraries, electronic media</li> <li>• others – colleagues, specialists, practitioners or manufacturers, telephone help-lines</li> </ul> </li> <li>4. provide technical support in response to customer requirements using the following methods <ul style="list-style-type: none"> <li>• written</li> <li>• practical</li> <li>• verbal</li> </ul> </li> <li>5. record/log results of outcome of response to customer</li> <li>6. refer unresolved requests for technical support to suitable person(s).</li> </ol>		

**Underpinning knowledge**

**The candidate will be able to:**

1. describe the importance of responding to a customer's request in a prompt and professional manner
2. identify sources of technical support information – manuals, manufacturers' documentation and web sites, procedures guides and notes, help files, CD, DVD, libraries, electronic media, colleagues, specialists, practitioners and manufacturers, telephone help-lines
3. identify different methods of providing technical support and when each should be used, i.e. verbal, written, practical
4. describe the reasons for recording/logging customer requirements for technical support and the outcomes, e.g.
  - monitoring system trends
  - identifying potential failures
  - identifying user training needs
  - identifying weak/unreliable areas in the system
  - identifying potential improvements
5. identify the escalation process for unresolved requests, e.g. supervisor, experienced colleague, line manager
6. describe how technical support may be constrained by Health and Safety considerations (e.g. temporary repair of power cable)
7. describe applications for provision of technical support, e.g. e-mail, call logging, database customer relationship management (CRM), voice over Internet protocol (VOIP), remote system access, instant messaging
8. identify the effects of advances in technology (e.g. faster and larger memory, smaller physical size of components).

*Outcome 2: Identify potential improvements in the customers' use of resources*

	Candidate's signature	Date
<p><b>Practical activities</b>  <b>The candidate will be able to:</b></p> <ol style="list-style-type: none"> <li>1. prepare accurate records of existing hardware resources <ul style="list-style-type: none"> <li>• complete systems</li> <li>• peripherals (e.g. scanners, printers)</li> <li>• connection hardware network</li> <li>• hardware, or consumables (e.g. printing paper, toner cartridges, disks (CD, DVD, diskettes))</li> </ul> </li> <li>2. prepare accurate records of existing software resources <ul style="list-style-type: none"> <li>• operating systems</li> <li>• versions</li> <li>• installed applications or components</li> <li>• utilities</li> </ul> </li> <li>3. gather information on customers' use of existing resources <ul style="list-style-type: none"> <li>• questionnaires</li> <li>• user logs</li> <li>• support logs</li> <li>• records</li> <li>• event or audit logs</li> <li>• access logs</li> </ul> </li> <li>4. provide a brief written summary (or brief written notes) containing recommendations.</li> </ol>		
<p><b>Underpinning knowledge</b>  <b>The candidate will be able to:</b></p> <ol style="list-style-type: none"> <li>1. identify different methods of gathering and recording information, e.g. <ul style="list-style-type: none"> <li>• questioning</li> <li>• using questionnaires</li> <li>• photocopying</li> <li>• paper-based logs</li> <li>• producing printouts of logs.</li> </ul> </li> </ol>		

*Outcome 3: Assist in reviews to identify how automated procedures may improve customers' use of resources*

	Candidate's signature	Date
<p><b>Practical activities</b>  <b>The candidate will be able to:</b></p> <ol style="list-style-type: none"> <li>1. identify customers' frequently performed tasks, e.g. <ul style="list-style-type: none"> <li>• back-up</li> <li>• data transfer</li> <li>• virus scan</li> <li>• e-mail send/receive</li> </ul> </li> <li>2. gather information to identify potential automated procedures, e.g. <ul style="list-style-type: none"> <li>• set up new styles</li> <li>• simple macro</li> <li>• add a button</li> <li>• automate spelling corrections</li> <li>• scheduled data transfers</li> <li>• automated e-mail send and receive</li> <li>• automated back up</li> </ul> </li> <li>3. make recommendations on which procedures should be automated.</li> </ol>		
<p><b>Underpinning knowledge</b>  <b>The candidate will be able to:</b></p> <ol style="list-style-type: none"> <li>1. state the reasons for identifying customer's frequently performed tasks, to determine the potential for automated procedures</li> <li>2. identify ways in which automated procedures may improve customers use of ICT</li> <li>3. describe the function of automated procedures as a series of operations/actions which can be initiated and controlled by a number of smaller actions, e.g. <ul style="list-style-type: none"> <li>• key strokes</li> <li>• button pressing</li> <li>• menu selection</li> <li>• macros (initiated by key stroke sequence, radio buttons, menu selectors)</li> <li>• scheduled procedures (maintenance, e-mail send/receive, back up).</li> </ul> </li> </ol>		

*Outcome 4: Create routine automated procedures and assist in the creation of complex automated procedures*

	Candidate's signature	Date
<p><b>Practical activities</b>  <b>The candidate will be able to:</b></p> <ol style="list-style-type: none"> <li>1. create routine automated procedures, e.g. <ul style="list-style-type: none"> <li>• timed back ups</li> <li>• timed data transfer</li> <li>• scheduled virus scan</li> <li>• scheduled maintenance (disk scanning, defragmentation, etc.)</li> <li>• shortcuts and hyperlinks</li> <li>• auto-run applications</li> </ul> </li> <li>2. implement more complex automated procedures (e.g. login/log on scripts, macros etc.) following an agreed pre-prepared plan <ul style="list-style-type: none"> <li>• document any relevant, existing system configuration</li> <li>• configure the system to incorporate the new procedure</li> </ul> </li> <li>3. check that automated procedures perform required function</li> <li>4. carry out testing of parts of more complex automated procedures following an agreed plan</li> <li>5. record details of the automated procedures created.</li> </ol>		
<p><b>Underpinning knowledge</b>  <b>The candidate will be able to:</b></p> <ol style="list-style-type: none"> <li>1. describe the benefits of routine automated procedures <ul style="list-style-type: none"> <li>• reliability</li> <li>• consistency</li> <li>• contingency</li> <li>• efficiency</li> <li>• effectiveness</li> </ul> </li> <li>2. describe common test methods for automated procedures, e.g. <ul style="list-style-type: none"> <li>• adjust timer for immediate activation and monitor execution of routines</li> <li>• manually input trigger conditions and monitor execution of routines</li> </ul> </li> <li>3. identify types of routine and complex automated procedures (e.g. systems and business processes) <ul style="list-style-type: none"> <li>• routine: auto back-up, auto data transfer, maintenance routines (defragmentation, virus scan, etc.), shortcuts, auto-run applications, etc.</li> <li>• complex: log in/log on scripts, batch files, macros, etc.</li> </ul> </li> </ol>		