**Help Desk Client Support**

Task 1: Complete the following:

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| **Question:** | **Answer:** |
| What is one-to-one instruction? | When a client has an issue/problem and they come to the help desk operator for advice and support.  One to one support provides for individual contact with the client with the issue. |
| What techniques can you use to understand what the client does not know? | * Closed questions e.g. “has this happened before?” * Open questions e.g. “What did you do last time this happened?” * Probing questions   e.g. “What were you doing when it happened?” |
| Review current client support procedures followed by the organisation –  Why secure clients in an organisation? | To ensure that clients cannot access applications and data that they shouldn’t have access to. Someone who doesn’t know what they are doing could damage an organisation.  A client could:   * change or corrupt important documents. * delete data. * tell other people sensitive information about the company. * introduce viruses into the network. |
| Why would you need to determine the eligibility status of the individual experiencing user support difficulty against organisational guidelines for user support services? | Clients may experience problems due to having restricted access to their account.  They may be only able to access certain applications and log on in certain hours so if they are experiencing problems with their pc it could be the level of access they have instead of a technical problem. |
| Establish contact with clients -  Why is it important to receive requests and enquiries from clients in a polite and appropriate manner? | To ensure that the IT support person calms the client so that they can identify the exact nature of the issue that the client is experiencing.  Also to adhere to the company’s business policies regarding client contact. |
| Understand organisational environment – Have a look at the UC Santa Cruz Case Study. Explain the organisational environment in terms of culture, values and standards. | **Culture**   * Each of the departments has developed their own culture of IT support centres with different procedures and levels of knowledge. * If the IT centre is outsourced the departments would be discontented due to the need for one to one and personal service as is provided now. * The centres have a disproportionate amount of clients; they range from 35 to 1200 people per department.     **Values**   * Each department has traditionally been separate regarding IT support. * Each centre has developed as required depending upon the level of experience and knowledge of the contributor. * Based upon the way these services are still separated I believe that each departments guards their own centre jealously.   **Standards**   * There are no standards in the IT support centres. Because each has been developed as necessary, they are reliant on the knowledge of the people that work in or contribute to these centres. * There are no procedures in place for priority issues or for 24 hour or weekend support. * Each has its own contact method and operating hours. * Each of the existing centres has their own strengths and weaknesses’ meaning that time is wasted trying to contact someone who is experienced in the particular issue that is to be resolved. |