



ICTSAS432

# Identify and resolve client ICT problems

Assessment 2 of 6

Case Study

Assessor Guide



## Assessment Instructions

### Task Overview

This assessment task is divided into 4 parts and has eight [8] short answer questions. Read the scenario in Part A and complete the associated tasks in Parts B, C and D. Read each question carefully before typing your response in the space provided.

**Important:** Before commencing your work, you must update your *Student name* and *Student number* in the footer from **page 2** onwards.

### Additional Resources and Supporting Documents

To complete this assessment, you will need:

- BF\_Network Resources Inventory.xlsx
- BF\_Problem impact analysis procedure.pdf

## Assessment Information

### Submission

You are entitled to three [3] attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the Learning Platform. Hand-written assessments will not be accepted unless previously arranged with your assessor.

### Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

# Part A: Case study scenario and resources

All tasks in this assessment refer to a simulated environment where conditions are typical of a work environment experienced in the ICT support field. The scenario relates to a fictitious business organisation called 'Bounce Fitness'.

Read the case study scenario carefully before completing the tasks in Part B.

## A1. Scenario

- **Company background**

Bounce Fitness, a premier fitness centre in Australia is a fitness and wellness centre that delivers exceptional client services. It aims to provide innovative solutions and maintain the highest standards in its service offerings. Bounce Fitness offers various programs and facilities aimed at promoting a healthy lifestyle. Some of these programs and facilities use information and communication technology (ICT) systems.

- **Your role:**

You are a newly hired technical support at Bounce Fitness. Part of your tasks is to handle Bounce Fitness' ICT support requests by assisting clients with common hardware and software issues in the workplace.

## A2. Industry software packages,

You must use the following industry software packages to carry out the job tasks assigned to you.

- Web browsing software [e.g. Microsoft Edge, Firefox, Chrome, Safari].
- Microsoft Office software [e.g. WORD, PowerPoint, Excel].
- A PDF reader.

## A3. Technical records

- **BF\_Network resources inventory.xlsx** – Outlines the hardware and software products currently in use or supported by Bounce Fitness and their common issues and resolutions.

## A4. Organisational guidelines and procedures

- **BF\_Problem impact analysis procedure.pdf** – This document outlines the information required when determining the impact of client issues.

# Part B: Hardware and Software Products

To complete this part of the assessment, you are required to:

- read the scenario in Part A and also within this section
- access the relevant technical records outlined in Part A, section A3
- interpret the technical specifications and numerical data from the documentation and resources provided

- investigate the hardware and software products that are currently in use and are supported by 'Bounce Fitness'.

### Scenario:

As part of onboarding to your work role, you were tasked to review the hardware and software products used in Bounce Fitness.

Access the technical document 'BF\_Network resources inventory.xlsx' (Excel spreadsheet) to help familiarise yourself with the hardware and software products and their common issues and resolutions.

### Tasks:

#### Task B1

Find out about the hardware products currently in use at Bounce Fitness, that are also maintained quarterly. Make a list of your findings and indicate the number of units for each piece of hardware equipment.

[Approximate word count: 15 – 35 words]

**Assessor instructions:** Students must identify and list hardware products currently in use by interpreting the technical specifications and numerical data provided in the 'BF\_Network Resources Inventory.xlsx' spreadsheet > 'Hardware Resources Inventory' tab.

Students are likely to use different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer.

A sample answer is provided below.

Wi-Fi Router x 1

Switches x 3

Managed switches x 3

Backup servers x 1

Modems x 1

Power Distribution Units (PDUs) x 1

Environmental Monitoring Devices x 1

#### Task B2

Find out about the software products currently in use at Bounce Fitness, which require monthly updates. Make a list of your findings and indicate the number of licenses acquired for each software product.

[Approximate word count: 15 – 35 words]

**Assessor instructions:** Students must identify and list software products currently in use by interpreting the technical specifications and numerical data in the 'BF\_Network Resources Inventory.xlsx' spreadsheet > 'Software Resources Inventory' tab.

Students are likely to use different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer.

A sample answer is provided below.

SolarWinds Network Monitoring Tool (1 license)  
Cisco VPN Software (10 licenses)  
ManageEngine Network Management Software (1 license)  
Microsoft Remote Desktop Software (10 licenses)

### Task B3

Make a list of the hardware products that are currently not in use, but are supported by Bounce Fitness. Your answer must indicate the following for each hardware product:

- number of units
- the frequency of the maintenance
- the reason why the hardware equipment is not currently in use but is supported

[Approximate word count: 30 – 55 words]

**Assessor instructions:** Students must identify and list hardware products currently supported by interpreting the technical specifications and numerical data provided in the 'BF\_Network Resources Inventory.xlsx' spreadsheet > 'Hardware Resources Inventory' tab.

Students are likely to use different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer.

A sample answer is provided below.

Biometric Access Control System x 2 units (Quarterly Maintenance, Awaiting potential adoption for enhanced security measures)  
Digital Signage Displays x 5 units (Bi-Annual Maintenance, Awaiting potential adoption for dynamic information dissemination)  
Smart Vending Machines x 3 units (Monthly Updates, Awaiting potential adoption for modern vending solutions)

### Task B4

Make a list of the software products that are currently not in use, but are supported by Bounce Fitness. Your answer must indicate the following for each software product:

- number of licenses
- the frequency of the maintenance
- the reason why the software product is not currently in use but is supported

[Approximate word count: 30 – 55 words]

**Assessor instructions:** Students must identify and list software products currently supported by interpreting the technical specifications and numerical data in the 'BF\_Network Resources Inventory.xlsx' spreadsheet > 'Software Resources Inventory' tab.

Students are likely to use different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer.

A sample answer is provided below.

Microsoft Business Productivity Suite (50 licenses, Monthly Updates, Awaiting potential expansion of user collaboration needs).

Salesforce CRM Software (20 licenses, Bi-Monthly Updates, Awaiting potential adoption for enhanced customer relationship management)

Asana Project Management Software (15 licenses, Bi-Weekly Updates, Awaiting potential adoption for project management needs)

## Part C: Analyse the impact of client ICT problem #1

To complete this part of the assessment, you are required to:

- read the given scenario
- refer to the organisational guidelines and procedures provided
- interpret the technical specifications required to assist in rectifying client problems from the information sources provided
- use formal analytical thinking techniques for identifying issues.

### Scenario:

You return from your lunch break to find the following voicemail message from a client.

<Voicemail message received on [today's date] at [current time] >

"Hello, this is **Bob Green** calling from the Accounts department at Bounce Fitness. I'm urgently reaching out regarding a critical issue we're experiencing. Our entire team is unable to access the Accounting system, and this is severely impacting our productivity.

Please treat this as a high-priority matter. We need immediate assistance to resolve this issue. You can reach me at +61 02 9002 1503. Alternatively, you can also email me at bob.green@bouncefitness.com.au.

Thank you, and we appreciate your prompt attention to this matter."

<End of voicemail message>

Access the technical document 'BF\_Problem impact analysis procedure.pdf' (PDF document) to learn the specific information required to create a log entry.

### Tasks:

#### Task C1

Outline the client's problem and the required key information for creating a log entry.

(Approximate word count: 45– 75 words)

**Assessor instructions:** Students must demonstrate their ability to determine the client's problem details according to the requirements outlined in 'Section 1: Problem reporting and logging' in the organisational procedure document 'BF\_Problem impact analysis procedure.pdf'.



Students are likely to use different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer.

A sample answer is provided below.

**Date and time of the report:** 28/03/2024, 3:33 PM

**Client's name and contact information:**

- Bob Green,
- Phone No: +61 02 9002 1503.
- Email: bob.green@bouncefitness.com.au

**Problem description:**

The client reports that the Accounts department team cannot access the Accounting system. The client requested immediate assistance to resolve the issue as it is severely impacting the productivity of the entire team.

## Task C2

Analyse the impact of the problem and outline the following information using 'Table 1'.

- Severity level assignment including:
  - the severity level assigned to the problem
  - an outline of the reasoning behind the decision (word count: 35-65 words)
- Risk evaluation, including:
  - an outline of the potential risks associated with the problem (word count: 35-65 words)
- Priority level assignment, including:
  - the initial priority level assigned to the problem
  - an outline of the reasoning behind the decision (word count: 25-45 words)

**Assessor instructions:** Students must demonstrate their ability to analyse the problem and provide reasoning for their severity level, risk evaluation and priority level assignment.

Students are likely to use different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer.

A sample answer is provided below.

Table 1 - Problem Impact Assessment for Client Problem #1

Criteria:	Answer:
Severity level assignment:	<p>Severity Level: <b>Critical</b></p> <p><b>Reason:</b></p> <p>The issue described in the voicemail is that the entire team at Bounce Fitness states that the Accounting team is <b>“unable to access the Accounting system”</b>. This situation is critical because it directly impacts the team's productivity and potentially disrupts essential financial processes.</p>

Criteria:	Answer:
	Therefore, I assign a severity level of "Critical" to this issue.
Risk evaluation:	Risk Level: <b>High-risk</b>
	<b>Reason:</b> <ul style="list-style-type: none"> <li>• <b>Operational Risk:</b> The inability to access the Accounting system may lead to errors, delays, or financial discrepancies.</li> <li>• <b>Reputational Risk:</b> If this issue persists, it could harm Bounce Fitness's reputation with clients, vendors, or stakeholders.</li> <li>• <b>Financial Risk:</b> Delays in financial processes may impact cash flow, payments, or reporting accuracy.</li> </ul> Considering these risks, this issue can be classified as high-risk due to its operational and financial implications.
Priority level assignment:	<b>Priority Level: High-priority</b>
	<b>Reason:</b> <p>The inability to access the Accounting system affects the entire Accounting team's work, and prompt resolution is crucial. Therefore, given the urgency and impact, it is recommended to assign a high-priority level to this issue.</p>

## Part D: Analyse the impact of client ICT problem #2

To complete this part of the assessment, you are required to:

- read the given scenario
- refer to the organisational guidelines and procedures provided
- interpret the technical specifications required to assist in rectifying client problems from the information sources provided
- use formal analytical thinking techniques to identify issues.

### Scenario:

You have received the following email from an employee at Bounce Fitness.

<Email message received [today's date] at [current time]>

**To:** servicedesk@bouncefitness.com.au

**From:** Alice Johnson [alice.johnson@bouncefitness.com.au]

**Sent:** [today] at [current time]

**Subject:** Request for Printer Toner Replacement

Dear Service Desk Team,

I hope this email finds you well. I am writing to request service for our office printer. The toner cartridge is running low, and while it's not urgent, it would be great if someone could replace it at their earliest convenience.



#### Details:

**Printer Model:** HP LaserJet Pro MFP M227fdw

**Toner Cartridge:** Cyan (Part Number: CF511A)

**Current Toner Level:** Approximately 20%

I understand that there are more critical issues to address, but whenever you have a moment, please arrange for the replacement. If you need any further information or clarification, feel free to reach out to me.

Thank you for your assistance, and I appreciate your attention to this matter.

Best regards,

Alice Johnson

Marketing Department

Phone: +61 02 9002 1503

<End of email message>

Access the technical document *BF\_Problem impact analysis procedure.pdf* [PDF document] to learn the specific information required to create a log entry.

#### Tasks:

##### Task D1

Outline the client's problem and the required key information for creating a log entry.

[Approximate word count: 45– 75 words]

**Assessor instructions:** Students must demonstrate their ability to determine the client's problem details according to the requirements outlined in 'Section 1: Problem reporting and logging' in the organisational procedure document 'BF\_Problem impact analysis procedure.pdf'.

Students are likely to use different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer.

A sample answer is provided below.

**Date and time of the report:** 02/04/2024, 11:28 AM

##### Client's name and contact information:

- Alice Johnson
- Phone No: +61 02 9002 1503
- Email: [alice.johnson@bouncefitness.com.au](mailto:alice.johnson@bouncefitness.com.au)

##### Problem description:

The client requests for the cyan toner cartridge of the office printer to be replaced as it is running low.

Printer Model: HP LaserJet Pro MFP M227fdw

Toner Cartridge: Cyan (Part Number: CF511A)

Current Toner Level: Approximately 20%

## Task D2

Analyse the impact of the problem and outline the following information using 'Table 2'.

- a. Severity level assignment including:
  - the severity level assigned to the problem
  - an outline of the reasoning behind the decision (word count: 35-65 words)
- b. Risk evaluation, including:
  - an outline of the potential risks associated with the problem (word count: 35-65 words)
- c. Priority level assignment, including:
  - the initial priority level assigned to the problem
  - an outline of the reasoning behind the decision (word count: 25-45 words)

**Assessor instructions:** Students must demonstrate their ability to analyse the problem and provide reasoning for their severity level, risk evaluation and priority level assignment.

Students are likely to use different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer.

A sample answer is provided below.

Table 2 - Problem Impact Assessment for Client Problem #2

Criteria:	Answer:
Severity level assignment:	Severity Level: <b>Low</b>
	<b>Reason:</b> The email describes a request for a low-priority service related to replacing the cyan toner cartridge in the office printer. The issue is not urgent and does not significantly impact immediate operations. Therefore, a severity level of "Low" can be assigned to this request.
Risk evaluation:	Risk Level: <b>Low-risk</b>
	<b>Reason:</b> <ul style="list-style-type: none"> <li>• Operational Risk: The low toner level may cause print quality issues, but it won't significantly impact overall operations.</li> <li>• Reputational Risk: There is minimal reputational risk associated with this low-priority request.</li> <li>• Financial Risk: Delaying toner replacement may lead to minor productivity losses but won't result in significant financial losses.</li> </ul> Considering these risks, this request can be classified as low-risk due to its limited impact.
Priority level assignment:	Priority Level: <b>Low-priority</b>
	<b>Reason:</b> Given that this request is not time-sensitive and does not disrupt critical processes, it is recommended to assign a low-priority level: Low-Priority: Replacing the cyan toner cartridge is essential but can be handled as per availability.

# Assessment submission checklist

Students must have completed all questions within this assessment before submitting. This includes:

1	Eight (8) short answer questions completed in the spaces provided.	<input type="checkbox"/>
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## Assessment feedback

Assessors are to indicate the assessment outcome as Satisfactory (S) or Not Yet Satisfactory (NYS).

<p><b>Assessor Name:</b></p> <p><b>Date:</b></p> <p><b>Assessor comments:</b></p>	<p><input type="checkbox"/> S    <input type="checkbox"/> NYS</p>
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**Congratulations, you have reached the end of Assessment 2!**

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