NEW ZEALAND INSTITUTES OF TECHNOLOGY AND POLYTECHNIC QUALIFICATIONS IN INFORMATION & COMMUNICATIONS TECHNOLOGY

PRESCRIPTION: HD600 HELP DESK

AIM OF MODULE:	To provide students with the knowledge and skills necessary to support users in an ICT environment.
CREDITS:	7
STUDENT LEARNING HOURS:	70
CONTENT REVISED:	2002
PRESCRIPTION EXPIRY DATE:	Nov 2011

Level and Assessment Schedule

TOPICS	R	C	A	P	Suggested Assessment Percentage
1. Processes and procedures		*			10
2. Customer Service Skills			*		20
3. Tools & Technologies			*		15
4. Roles & Responsibilities			*		15
5. Implementing a Help Desk				*	40
					100

LEARNING OUTCOMES

The student will:

C   1   Describe help desk processes and procedures

A   2   Practice customer service skills

A   3   Demonstrate the application of help desk tools and technologies

A   4   Assume the roles and responsibilities associated with staffing a help desk

P   5   Implement and manage a range of help desk activities

CONTENT

1   PROCESSES AND PROCEDURES

➢   Help desk processes and procedures may be described using the following terms:

> ➢   "World Class" help desk
> ➢   Customer support
> ➢   Customer service
> ➢   Technical support
> ➢   Call tracking systems
> ➢   Single point of contact
> ➢   Service Level Agreements (SLAs)
> ➢   Outsourcing
> ➢   Skills Based Routing (SBR)
> ➢   Tools & technologies
> ➢   Key skills required
> ➢   Roles and responsibilities – customer and management
> ➢   Any other terms relevant to current practice

2   CUSTOMER SERVICE SKILLS

➢   Soft skills
➢   Perceptions of service
➢   Monitoring customer satisfaction
➢   Internal and external customers

➢ Dealing with customers in terms of:

    – Complaints

    – Expectations

    – Giving feedback and Information

    – Options

➢ Self-management skills

➢ Service contracts

➢ Policies and procedures

3   TOOLS AND TECHNOLOGIES

➢ The way in which technology can be applied to benefit the help desk will be explained

➢ Primary help desk technologies will be described in terms of:

    – Telephone technologies, which may include:

        ▪ Voice mail

        ▪ Fax

        ▪ Fax-on-demand

        ▪ Announcement systems

        ▪ Automatic call distributor

        ▪ Voice response unit

        ▪ Computer telephony integration

        ▪ Recording systems

    – E-mail

    – The Internet and the World Wide Web

    – Call Tracking systems

    – Search retrieval techniques and storage methods

4   ROLES & RESPONSIBILITIES

➢ The use of techniques for identifying, proposing and implementing solutions for problems may include:

    – Questioning

    – Active listening and echoing back

    – Providing assistance in the form of

        ▪ A quick reference guide

        ▪ A training manual

- Specific training
- Any combination thereof
  - Establishing priorities
  - Staffing a help desk
  - Providing first level maintenance
  - Identifying and allocating resources
- Managing stress in a help desk environment
- Record keeping
- Performance measurement

5   IMPLEMENTING A HELP DESK

- Staff a help desk (where manageable)
- Scheduling (maintenance routines) using appropriate electronic media
- Keep records (in the form of logs, diaries, and reports) using electronic office tools
- Process fault reports, prioritise, identify possible solutions and resolve or delegate
- Other optional activities as noted below

NOTES TO TUTORS

- The type and level of the problem envisaged is in the order of:

– Hardware	"The printer won't work"
	"The computer won't start"
– Software	"I can't get my spreadsheet to sort properly"
– Simple Problem Solving	"I've got student information duplicated three times over"
	"How do I organise the hard disk which is arriving tomorrow?"

- This is the opportunity to practice the skills, and utilise the knowledge, taught elsewhere.

- In recognition of the fact that it may not be possible to have students staff a help desk the following range of optional activities may be employed:
  - Visiting an industry site help desk where students are required to interview help desk personnel and to record their observations

- Visiting schools; e.g. a primary school (by prior arrangement) to provide one-on-one help with timetabled ICT activities

- Assisting with the "National Netday Project"

- Providing training to other students, either one-on-one or small groups

- Providing first level maintenance of institute/IT department computer labs (with the agreement and co-operation of Information Technology Services (ITS)

- Any other associated help desk activities deemed suitable

LEARNING RESOURCES

Suggested textbooks:

➤ Knapp, D. (1999) A Guide to Help Desk Concepts, Course Technology: International Thomson Publishing

➤ Bruton, N. (1997) How to Manage the IT Helpdesk, ComputerWeekly Professional Series: Butterworth-Heinemann.

➤ Czegel, B. (1998) Running an Effective Help Desk: Wiley Computer Publishing.

➤ Czegel, B. (1999) Help Desk Practitioner's Handbook: Wiley Computer Publishing.