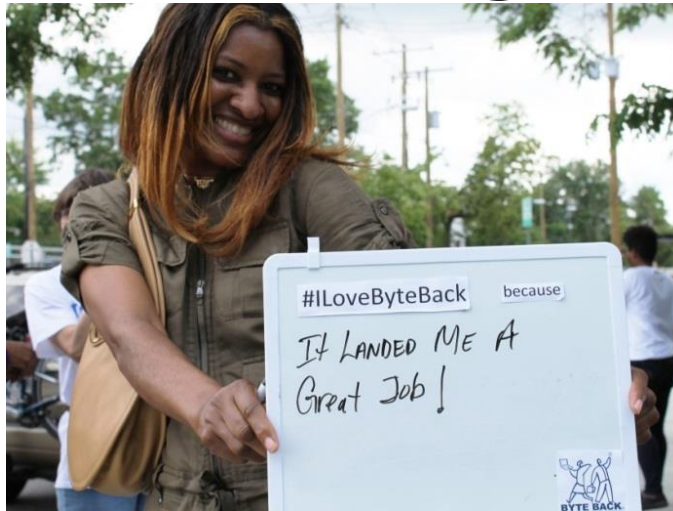# HDI Desktop Support Technician Training

Quiz 1 & 2 Review

BYTE BACK

In the evolution of the support center, which would you most likely see in the first phase?

- E-mail
- Paper and pen
- DOS-Based Systems
- Web-Based Systems

Competency 2.3.3:

Past	Present	Future
• Paper Based Systems • Reactive Environment • Little Technology at user location	• Service Management Systems replace paper-based • Improved Hardware • Expanded amount of technology supported	• Technology Based Systems • Proactive Environment • Increased technology, including self-healing • Continued growth in amount of technology supported

<u>Which of the following is a benefit of teamwork?</u>

- Showing up on time
- Being responsive to feedback
- Increased motivation
- Helping and defending one another

Competency 3.1.4: The benefits of teamwork include-
- Enhanced communication
- Synergy
- Increased motivation and job satisfaction
- Flexibility and adaptability
- Team with collective knowledge, collaboration, and resourcefulness
- More committed team members

NOTE: Notice how all benefits are nouns, while the other choices are verbs. The other choices better relate to actions to take to good team member.

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The main objective of teamwork is:

- Getting contribution from every member
- Making sure everyone shares the work
- Complete each and every task asked, no matter what
- Being popular

Referenced in the online course (Support Center Overview, Unit 1_3 @ 2:13), the objectives of teamwork include:

- *Gain participation and contribution of all team members*
- *Share ideas*
- *Assist other team members*
- *Not take advantage of others on the team*

What is NOT a technique to best manage your work life?

- Approaching your manager with solutions, not problems
- Acknowledging those around you for dedication
- Trusting your manager
- Taking on as many projects as possible

Competency 1.1.3: To manage your work life-

- Always approach your manger with solutions, not problems.
- Be on time or early.
- Trust your manager.
- Take good physical care of yourself.
- Acknowledge those around you.
- Identify ways to assist your manager with new projects to build trust.

The number one goal of desktop support is:

- User satisfaction
- Customer Satisfaction
- Networking as much as possible
- Completing every request asked of you

NOTE: While not referenced in a specific competency, customer satisfaction is a main theme of being a DST. You are the user, and your goal is to satisfy the person you're helping (the customer). You do not need to complete every request asked, only those that are offered through the SLA.

A documented agreement between a customer and service provider that sets expectations would best be described as a(n):

- Service Level Agreement (SLA)
- Operational Level Agreement (OLA)
- Underpinning Contract (UC)
- Mission Statement

Competency 5.5.7: An operational level agreement documents the agreements between the IT service provider and other parts of the organization which support the delivery of services to the business.

NOTE:

SLA= Between Support Center and Customer

OLA= Between Support Center and Internal Departments to support SLA

UC- Between Support Center and 3rd parties to support SLA

Which two metrics should a support center use to help determine the priority level of an issue? (There are 2 correct answers)

- Business processes impacted
- Acceptable delay to use or business process in resolving incident
- Speed of last resolution for a similar issue
- Knowledge of issue at hand

Competency 5.5.8: Priority levels are normally based on

Impact	Urgency
• Extent of deviation from normal service level in terms of: 　• # Users affected 　• Business process impacted • Stipulations in SLA • Business or revenue	• Acceptable delay to user or business process in resolving incident

BYTE BACK

<u>Standard Operating Procedures are most directly governed by:</u>

- Strategy Statements
- ⊙ Service Level Agreements
- Best Practices
- Information Technology In Infrastructure Library (ITIL)

NOTE: Referenced in the online class (Strategic Framework, Unit 2_2 @ 0:17). Review the following pyramid:

Strategy Statements

Service Level Agreement (SLA)

Standard Operating Procedures (SOP)
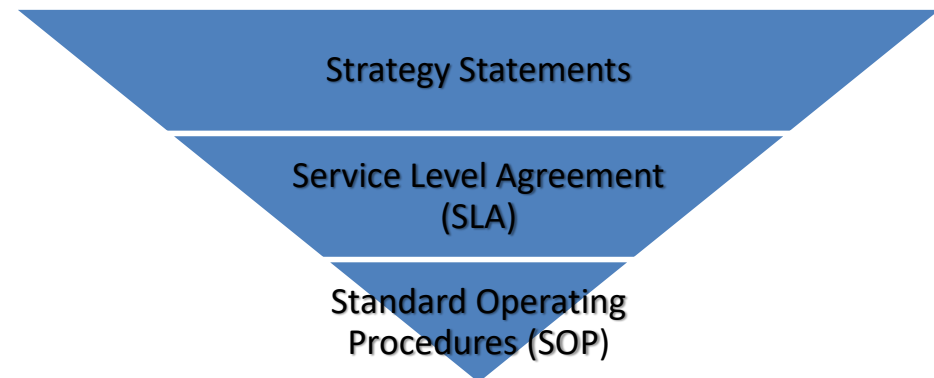
What topic is always covered in a service level agreement?

- Escalation procedures
- Professional Development
- Certification Requirements
- Procedures for hiring new helpdesk staff

Competency 5.5.6: The basic components of an SLA include:

- Service description and scope
- Stakeholder information
- Contact information
- Hours of service/applicability
- Availability and capacity targets
- Priority matrix
- Signature and review dates

- Response and restore targets
- Identification of change windows
- Metrics and review information
- Escalation paths and procedures
- Penalties and or chargeback information
- Costs of service

NOTE: A good way to think of this is an SLA covers what BOTH the employee and customer need to know. Only escalation procedures should be relevant to both customer and employee, everything else only relates to the employee.

The future of desktop support services will likely include:

- Self-healing technologies
- Paper-based systems
- Reactive solutions
- Little technology at user location

Competency 2.3.3:

Past	Present	Future
• Paper Based Systems • Reactive Environment • Little Technology at user location	• Service Management Systems replace paper-based • Improved Hardware • Expanded amount of technology supported	• Technology Based Systems • Proactive Environment • Increased technology, including self-healing • Continued growth in amount of technology supported

BYTE BACK

Which of the following is NOT a way to establish relationships with coworkers?

- Being empathetic
- Establishing rapport
- Displaying confidence
- Treating others as they treat you

Competency 5.18.1: To establish & maintain effective relationships with others-
- Manage expectations
- Build rapport
- Be empathetic.
- Provide consistent service
- Understand your systems and technology
- Publicize support center accomplishments
- Meet customer psychological needs first, then business needs
- Take ownership
- Display confident attitude

NOTE: Think through the scenarios of the answer. Treating othersas they treat you sounds nice in theory, but if they treat you poorly, it would not be a good idea to throw that back at them.

Which of the following would not be referenced in an Operational Level Agreement (OLA)?

- Response Time Commitments
- Resolution Time Commitments
- Escalation Procedures
- ⊙ Average Speed of Answer metrics

Note: Though not referenced in a specific frequency, it's important to note, metrics are mainly included in SLA agreements with the customer, as it's already assumed the support center will have access to response metrics.

<u>Which best describes the role of a support center?</u>

- Act as a single point of contact for the customer.
- Provide the lowest cost solutions for the customer.
- Direct customers o self-service solutions.
- Implement new IT policies.

Note: As described in Unit 1, the Support Center needs to fulfill a variety of roles, therefore acting as the Single Point of Contact for all IT issues, as opposed to you having to call multiple agencies to address similar issues.

Which best describes your role as a desktop support technician?

- Provide consistent support to business through following procedures
- Do whatever the customer asks of you effectively and quickly
- Resolve all issues logged by the support center
- Escalate high priority issues to management

Competency 1.6.2: The primary responsibilities of the desktop support technician include:

- Following desktop support policies and procedures
- Representing desktop support in a professional manner
- Understanding mission and goals of the support organization
- Communicating issues/concerns to support center management
  - While this is a potential answer, your main, overarching role is to follow company policies and procedures

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