



**Diploma in Administrative Assistant (677) – Help Desk & Problem Solving Skills**

<b>Prerequisites:</b> Basic Business organisational knowledge.	<b>Corequisites:</b> A pass or higher in Certificate in Business Studies or equivalence.
<p><b>Aim:</b> This course is specifically designed to cater for technical professionals who deal with customers and users. Candidates will learn all about customer service, communication, managing customer frustration, increasing customer receptivity to solutions, helping customers explain the real problem, and efficient listening skills. The course is aimed at both new and experienced helpdesk staff who would like improve their customer service skills in order to raise the helpdesk service to the highest of professional levels. Managers of helpdesks should also note that this course would cut response times and increase the information flow through the helpdesk making your service more cost effective and professional. The course enable candidates to pursue a career in private enterprise or government organisations as a helpdesk supervisor or similar occupation. Candidates will develop the required knowledge and skills to be able to provide technical, client or product support to an organisation. They will learn how to define, diagnose and rectify user needs and problems related to the use of hardware and software. Other career opportunities include sales and marketing specialist, customer support professional, customer liaison worker, help desk specialist, help desk analyst, information centre specialist, product support worker, sales support worker, sales and marketing worker, technical writer.</p>	
<b>Required Materials:</b> Recommended Learning Resources.	<b>Supplementary Materials:</b> Lecture notes and tutor extra reading recommendations.
<b>Special Requirements:</b> The course requires a combination of lectures, demonstrations and class discussions.	
<p><b>Intended Learning Outcomes:</b></p> <ol style="list-style-type: none"> <li>1. Outline why technical support is vital for organisations.</li> <li>2. Analyse the Help Desk organisational structure.</li> <li>3. Describe incident management considerations.</li> </ol>	<p><b>Assessment Criteria:</b></p> <ol style="list-style-type: none"> <li>1.1 Analyse the origins of Help Desk</li> <li>1.2 Define Help Desk</li> <li>1.3 Analyse characteristics of Help Desk users</li> <li>1.4 Identify Help Desk users' problems</li> <li>1.5 Identify features of successful Help Desk</li> <li>1.6 How to measure Help Desk performance</li> <li>1.7 Describe typical functions of help desk # and how it provides a single point of contact for users.</li> <li>2.1 Distinguish centralisation and decentralisation</li> <li>2.2 Identify Help Desk structure</li> <li>2.3 Identify advantages and disadvantages of outsourcing</li> <li>2.4 Discuss Help Desk careers</li> <li>2.5 Discuss Help Desk qualification requirements</li> <li>2.6 Explore the three tier Support and two tier Support services and the interactions among them.</li> <li>3.1 Analyse the steps in processing a call</li> <li>3.2 Discuss the listening process and challenges involved</li> <li>3.3 Explore guidelines for effective</li> </ol>

		communication
	3.4	Identify barriers to effective communication
	3.5	Outline the impact of an incident and the urgency of an incident aspects determine the priority of an incident.
4. Explore how to process and receive an incident.	4.1	Define problem identification process
	4.2	Identify the strategies of determining the problem cause
	4.3	Evaluate and prioritise the options to solve the problem
	4.4	Identify the steps in determining course of action
	4.5	Discuss problem solving challenges
	4.6	Describe the importance of incident documentation
	4.7	Demonstrate the essential management of receiving, logging incidents and the classification process.
5. Demonstrate how Computer telephony integration (CTI) allows interactions on a telephone and a computer to be integrated or coordinated	5.1	Analyse the advantages of automation
	5.2	Discuss the different technologies available
	5.3	Describe common desktop functions provided by CTI applications
6. Describe web-based support tools used for improving customer service.	6.1	Explain the concept of self-service support
	6.2	Explore the different progressive support options
	6.3	Identify advantages and disadvantages of web-based support
	6.4	Demonstrate how web tools reduce costs and optimises delivery
7. Demonstrate how a good performance management system helps organisations achieve their aims and objectives.	7.1	Define service level agreements
	7.2	Identify methods of measuring performance
	7.3	Explore techniques for measuring customer satisfaction
	7.4	Discuss call-monitoring formats
	7.5	Define quality assurance
	7.6	Performance management framework
	7.7	Outline how performance management links to financial management, communications, consultation and the empowerment of staff.
8. Outline the advantages and disadvantages of knowledge management systems.	8.1	Define knowledge management and its benefits
	8.2	Distinguish proactive and reactive knowledge management
	8.3	Evaluate components of knowledge-base
	8.4	Develop knowledge management measurements
	8.5	Be able to analyse the knowledge management systems issues and challenges.

<p>9. Demonstrate how integrated Asset Management solutions provide accurate inventory of all the hardware and software assets in an organization.</p>	<p>9.1 Define asset management  9.2 Identify benefits of integrating help desk management system with asset management system  9.3 Identify computer security threats  9.4 Describe IT asset management and network inventory tracking functionality  9.5 Describe Software Asset Management functions</p>
<p>10. Describe the importance of Help Desk staff development.</p>	<p>10.1 Identify sources/causes of stress  10.2 Explore actions to be taken to create a positive work environment</p>
<p>11. Outline how Managerial Problem Solving framework tools and techniques provide practitioners with useful ideas to enhance effectiveness in problem solving.</p>	<p>11.1 Identify problem definition, its aim and the primary tools used  11.2 Explore solution generation process and the primary tools used  11.3 Evaluate solutions and the primary tools used  11.4 Analyse the implementation and action plan process and the primary tools used.</p>

### **Recommended Learning Resources: Help Desk & Problem Solving Skills**

<p><b>Text Books</b></p>	<ul style="list-style-type: none"> <li>• A Guide to Computer User Support for Help Desk and Support Specialists by Fred Beisse. ISBN-10: 1133188605</li> <li>• How to Manage the IT Help Desk: A Guide for User Support and Call Center by Noel Bruton ISBN-10: 0750649011</li> <li>• How to Write Policies, Procedures, and Tasks for Help Desks and Customer Support Centers by Ben Brigham ISBN-10: 1571250484</li> </ul>
<p><b>Study Manuals</b></p> 	<p>BCE produced study packs</p>
<p><b>CD ROM</b></p> 	<p>Power-point slides</p>
<p><b>Software</b></p> 	<p>Microsoft Office</p>