



INFORMATION TECHNOLOGY SUPPORT SERVICE Level- I

Unit of Competence: Record Client Request Requirement

Module Title: Record Client Request Requirement

LG Code: ICT ITS1 M11 LO1- LO2 (LG38 – LG39)

TTLM Code: ICT ITS1 TTLM 1019v1

ANSWER SHEET OF ALL LEARNING GUIDE (LG38 – LG39)

LO-1

Information sheet - 1

Key Answer Sheet for Self – Check – 1

I. Definition

Organizational standards are benchmarks with which your organization can reflect on client engagement with your product or service.

LO-1

Information sheet - 2

Key Answer Sheet for Self – Check – 2

Page 1 5	Author: Federal TVET Agency(FTA)	IT Support Service Level 1	Date: Oct 2019
			Version: 1

I. Matching

- A. 5**
- B. 6**
- C. 2**
- D. 1**
- E. 3**
- F. 7**

II. Short Answer

1.

1. Technical skill
2. Active listening skill
3. Professional act
4. Following organizational rules and regulations
5. Good conduct
6. Following call handling processes
7. Customer handling skill

2.

1. Hardware and software faults
2. Networking problems (including login problems)
3. Email and Internet problems
4. Consultation on purchasing information technologies
5. Installation and configuration hardware
6. Training needs
7. Printing problems
8. Software installation and upgrade

3.

1. Log number
2. Help Desk Operator's name
3. Date and time of client request
4. Client's name
5. Client's contact details
6. Section and location
7. Problem logged
8. Date and time problem occurred
9. Computer/peripheral affected
10. Impact of the problem on operations/business
11. First line support provided (if any)
12. Escalate to support staff? Yes/No
13. Support staff request details: Date and time reported
14. Name of support staff

LO-1

Information sheet - 3

Key Answer Sheet for Self – Check – 3

I. True/False THE BEST ANSWER

1. True
2. True
3. Reviewing client Support History

LO-1

Information sheet - 1

Key Answer Sheet for Self – Check- 3

I. CHOOSE THE BEST ANSWER

1. C
2. A
3. B
4. A
5. D

LO-2

Information sheet - 1

Key Answer Sheet for Self – Check

I. Choose the best answer

1. C
2. B
3. B

LO-2

Information sheet -

Key Answer Sheet for Self – Check – 2

I. CHOOSE THE BEST ANSWER

1. C
2. A

LO-2

Information sheet - 3

Key Answer Sheet for Self – Check – 3

I. CHOOSE THE BEST ANSWER

1. D
2. A
3. D

LO-2

Information sheet - 4

Key Answer Sheet for Self – Check – 4

I. Short Answer

1. The Help Desk Operator had filled in a few general details about the client request.
2. Obtaining feedback

Listening to the client

Asking reflective Question

Documenting client feedback

Resolving client problems

Confirming client requirement

Obtaining approval
Recommending appropriate training and support
Negotiating a training and support timetable