



IT SUPPORT SERVICE LEVEL II

Learning Guide #07

Unit of Competence	:	Work in Team Environment
Module Title	:	Working in Team Environment
LG Code	:	EIS ITS2 M03 1019 L01
TTLM Code	:	EIS ITS2 TTLM07 1019v2

LO 1: Describe team role and scope

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Identifying Role and objective of the team from source of information
- Identifying team parameters, reporting relationships and responsibilities

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to:

- Identifying role and objective of the team from available sources of information
- Identifying team parameters, reporting relationships and responsibilities from team discussions and appropriate external sources

Learning Activities

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the “Information Sheets 1” in pages 3-5.
3. Accomplish the “Self-check 1” in page 6.
4. Read the information written in the “Information Sheets 2” in pages 7-10.
5. Accomplish the “Self-check 2” in page 11.
6. Your teacher will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advice you on additional work. But if satisfactory you can proceed to Learning Guide 08.

- Your teacher will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advice you on additional work. But if satisfactory you can proceed to the next topic.

1.1. The role of IT in an organization

Information technology within an organisation provides a range of services to support the main business typically, computer equipments, software, and technical support so that employees can do their jobs more efficiently. In medium to large organisations this can be done through a separate IT department, and in smaller firms, by one or a handful of people, depending on the size of the business.

More specifically, IT services include:

- Developing and maintaining custom computer software
- Establishing and administering the organisation's network
- The purchase, installation, maintenance, and upgrading of hardware and software
- Provision of technical support, usually via a help desk
- Provision of training in the use of equipment and software
- Developing, administering and maintaining the organisation's website

IT workplaces tend to consist of a mix of permanent and contract specialists. Contract staff are often employed for projects while permanent staff support the everyday needs of the organisation.

Service categories

Services can be categorised into a few broad areas of:

- **Development** — as new technology arrives and as organisations change, systems to support these changes must be modified or developed.
- **Administration** — involves making sure that the existing systems run smoothly.
- **Support** — involves calling on IT expertise to fix problems as they arrive and to make necessary changes.

Reflection

Look at the above list of services and think about which of the three categories each belongs to. (It may be more than one.)

Feedback

Here is a suggested answer. Note, however, that some services do not really fit neatly into one category.

Development	Administration	Support
<ul style="list-style-type: none"> • Developing custom software • Establish network • Develop website 	<ul style="list-style-type: none"> • Administer network • Administer website 	<ul style="list-style-type: none"> • Maintain custom software • Purchase, install, maintain and upgrade hardware and software • Technical support, usually via a help desk Training in use of equipment and software as required.

1.2. Specific IT roles and services

Since the advent of the Internet and IT networks, IT services have had to improve and expand to support an ever-widening range of business functions. Even small businesses have an IT network and a website to maintain and support. Hardware and software upgrades are frequent. Online services and transactions are in demand, and security is an issue that requires constant vigilance.

Developing technologies can be added to the list:

- Real-time data warehousing
- Wireless services
- IP telephony
- Utility computing (buying services from a provider over a network)
- Grid computing (taking a compute-intensive task and farming it out for processing)
- RFID tags (miniaturisation and wireless).

IT roles have very much broadened beyond that of the programmer and analyst, commonplace a few short years ago. The trend is continuing and is likely to do so for some time.

The table on the next page lists some common IT roles. To obtain up-to-date information about them there are useful websites you should visit and spend time browsing.

One is the IT Skills Hub at <http://www.itskillshub.com.au/>.

IT Skills Hub is probably your best starting point for investigating IT careers, the skills they require, and the steps you should take to move into these careers. Take time now to visit the site or do so later on in the Practise activities.

Table 1.1: Common IT Job roles

Area	Roles
Software engineering	Systems analyst, Analyst/programmer, Programmer
IT support	Help desk officer, Support technician, Technical writer/trainer
Web services	Web designer, Web developer, Web administrator, Multimedia specialist (graphic designer, animator, games developer etc)
Networking	Network administrator, Network manager, Network engineer
Systems development	Systems architect, Systems designer, System administrator, Database administrator
Management	IT manager, Project manager, Team leader
Consultants	Management consultant, Technical consultant
Sales	Hardware/ software/ support sales

Self-Check 1	Written Test
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Name: _____

Date: _____

Instruction: Answer all the questions listed below, if you have some clarifications- feel free to ask your teacher. Please ask your trainer for the questionnaire for this Self-Check.

2.1. Routine tasks

You've looked at some of the roles that people perform in IT. As an example here, you'll learn about the routine daily tasks that people in IT support roles perform.

The key IT support roles are:

- Help desk support
- Network support
- Web/software support.

You'll need to be familiar with the routine daily operations of each of these support roles in order to work effectively in an IT environment.

Help desk support

Every day, a typical Help desk:

- Accepts problem calls from users and registers each call on a help desk database
- Solves the problem for the user over the phone if possible. The assistance is usually limited to simple problem solving related to the operating system, software and basic peripheral devices
- If the problem cannot be solved over the phone, the help desk mobilises the relevant IT staff member, usually by email or in the help desk database, to assist the user.

Network support

Every day, network support staff:

- Assist users in rectifying network-related problems such as security access, Internet access, network failure, printer failure
- Assist the network administrator in managing user accounts, installing software on the network, backing up and retrieving files and maintaining network security
- Maintain the help desk database by recording problem resolution on problem calls attended to.

Software support

Every day, software support staff:

- Monitor the state of custom software systems
- Troubleshoot when the software fails to work properly

Apart from the above routine tasks there are tasks such as:

- Keeping records of hardware and software purchased, including the purchase of consumable items
- Ensuring equipment is well maintained and serviced where required.

2.2. Key players

Key players in the IT sector are those that have influence and interest in the direction and use of Information and Communications Technology. These include bodies such as:

- Vendors of IT products and services
- IT consultancy organisations
- Government departments
- Professional bodies
- Research organisations and publishers.

✓ **Vendors**

A vendor is a company that makes or sells goods and or services. In IT they can range from a small one-person company producing software, to the very large companies like Cisco, Ericsson, Fujitsu, Hewlett-Packard, IBM, Microsoft, Nortel Networks, Novell Pty Ltd, Oracle, Siemens and Sun Microsystems.

These companies produce a wide range of software, equipment and services, in fact, anything IT you can think up! You can probably easily think of basic computer hardware and software, but to think of networks — public and private, Internet, broadband and mobile infrastructure, enterprise-wide websites (and much more) will challenge your understanding. Apart from providing products the vendor often installs and supports their products according to a specified agreement.

✓ **IT consultancy organizations**

IT consultancy organisations send their own IT staff to work in other organisations on a temporary basis. Consultants work on IT projects as project managers, systems architects, analyst/programmers, business analysts and the like. They can also provide help desk and network maintenance services.

Some examples of large IT organisations are Anderson Consulting, DMR, Price Waterhouse Coopers, IBM and GSA.

✓ **Government departments**

Government departments at both federal and state level have an interest in the IT industry. They determine IT policy and are involved in industry promotion. There have been some recent changes to the structure of the departments relating to IT.

✓ **Professional bodies**

Professional bodies bring together people who work in a particular industry to exchange ideas and promote their industry. Membership of a professional organisation indicates a certain level of accomplishment in that area.

✓ **Research organizations**

Table 4: Details of research organisations

International Corporation http://www.idcresearch.com/	Data	The IDC is the premier global market intelligence and advisory firm in the information technology and telecommunications industries. They analyse and predict technology trends so that their clients can make strategic, fact-based decisions on IT purchases and business strategy.
Gartner Inc. http://www3.gartner.com/lnit		Gartner is the leading provider of research and analysis on the global IT industry. Its goal is to support enterprises as they drive innovation and growth through the use of technology. They help clients make informed technology and business decisions by providing in-depth analysis and actionable advice on virtually all aspects of technology.

✓ **Publications**

Keeping abreast of changes in the IT industry is essential for anyone working in an IT role. For most IT professionals, the Internet provides the best and most up-to-date resource through vendor and support sites, professional organisations, news portals, special interest groups, and so on. You can also subscribe to both online and paper-based publications. These range from the user level through to the highly technical. Most of the paper-based publications are supported by a website. The major newspapers also have sections devoted to information technology.

2.3. Researching IT careers

In this reading you've learned a lot about the various bodies that have an interest in and influence on the IT sector. If you are studying IT, you'll be interested in the best way to launch yourself into the industry. Most of the information you've seen so far should help you in this. For example **newspapers** are a good source of information on job vacancies. There are also **employment agencies** that specialise in finding permanent and contract employment for IT staff. You can find these agencies in newspapers, on the Internet and by word-of-mouth. Jobs are also often found through people you know.

There are a number of useful sites on the **Internet**, both for finding IT job vacancies and for guidance on careers in IT.

The **ITSkills Hub** portal (<http://www.itskillshub.com.au/>) was mentioned earlier. It has six main areas including Moving into IT and Working in IT. There are a number of interactive case studies of people who work in IT. It's also an excellent place to keep up-to-date with the IT industry.

There are many websites that help you search for career information, for example:

- The **Department of Education Science and Training** has a job guide website, <http://jobguide.dest.gov.au/> that provides career guidance.
- Job vacancies for all areas including IT can be found at the widely used sites of **Seek** at <http://www.seek.com.au/> and **Mycareer** at <http://www.mycareer.com.au/> among others.

Self-Check 2	Written Test
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Name: _____

Date: _____

Instruction: Answer all the questions listed below, if you have some clarifications- feel free to ask your teacher. Please ask your trainer for the questionnaire for this Self-Check.

Self Check Answer Sheet

Self-Check 1

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

Self-Check 2

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

Self-Check 2

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