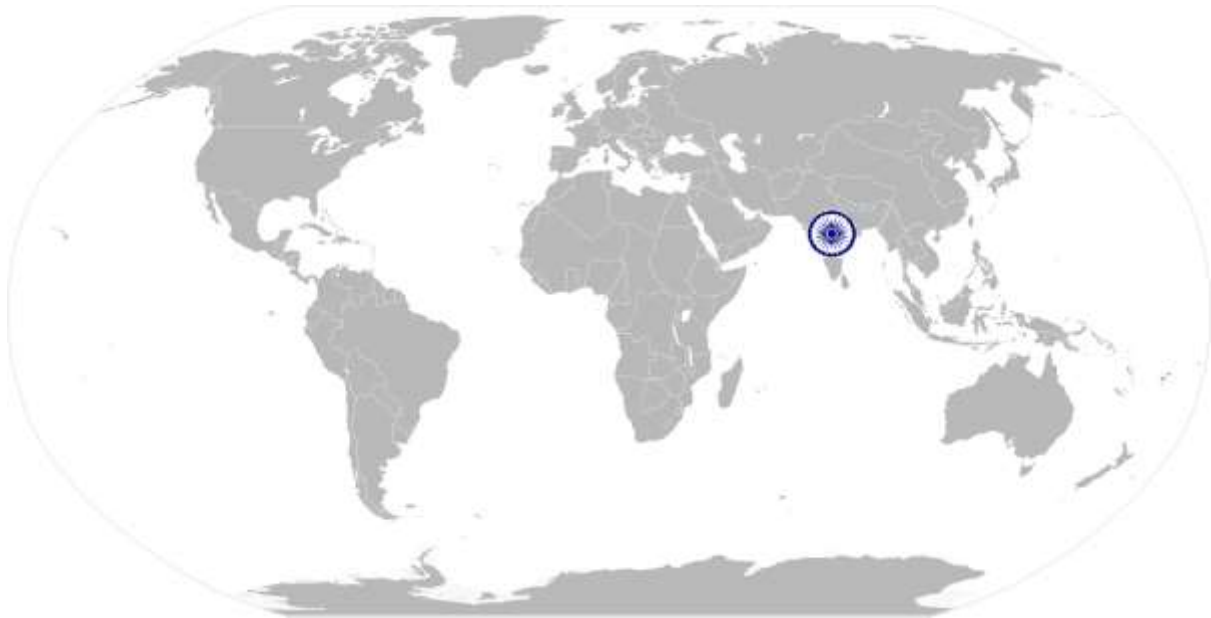


National Occupational Standard




Overview

This unit is about dealing with basic service requests and incidents at the IT helpdesk and referring more complex problems to technicians or subject matter experts for resolution.

SSC/ N 0101

Deal remotely with basic IT service requests/incidents

Applicable NOS Unit	Unit Code	SSC/ N 0101
	Unit Title (Task)	Deal remotely with basic IT service requests/incidents
	Description	This unit is about dealing with basic service requests and incidents at the IT helpdesk and referring more complex problems to technicians or subject matter experts for resolution.
	Scope	<p>This unit/task covers the following:</p> <p>Service requests/incidents reported via:</p> <ul style="list-style-type: none"> • voice call • e-mail • internet <p>Customers:</p> <ul style="list-style-type: none"> • internal • external <p>Problems about:</p> <ul style="list-style-type: none"> • networking/connectivity • operating system • software installation/configuration • computer hardware • account maintenance/access rights • voice/telephone • video call <p>Appropriate people:</p> <ul style="list-style-type: none"> • colleagues at the IT helpdesk • members of technical team • subject matter experts in your organization • subject matter experts outside your organization • line manager 
	Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. confirm to customers that you have received the service requests/incidents</p> <p>PC2. express your concern for any difficulties caused and your commitment to resolving them</p> <p>PC3. obtain sufficient information from customers to understand the nature of the problems and perform initial diagnosis</p> <p>PC4. record and categorize service requests/incidents accurately using your organization's incident management tool</p> <p>PC5. support customers remotely to test potential solutions</p> <p>PC6. prioritize service requests/incidents according to organizational guidelines</p> <p>PC7. provide customers with a justifiable estimate of resolution time, where an immediate solution cannot be found</p> <p>PC8. refer problems to appropriate people, where the problems cannot be</p>	

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	<p>resolved by the helpdesk</p> <p>PC9. obtain advice and guidance from appropriate people where problems are outside your area of competence</p> <p>PC10. monitor problems to keep customers informed about progress and any delays in resolving problems</p> <p>PC11. obtain confirmation from customers that problems have been resolved</p> <p>PC12. record the resolution of problems accurately using your organization’s incident management tool</p> <p>PC13. comply with relevant standards, policies, procedures and guidelines when dealing with basic IT service requests/incidents</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company/ organization and its processes)</p>	<p>You need to know and understand:</p> <p>KA1. your organization’s policies, procedures and processes for dealing with basic IT service requests or incidents</p> <p>KA2. your organization’s guidelines for categorizing and prioritizing service requests</p> <p>KA3. methods and techniques used when working with customers</p> <p>KA4. limits of your role and responsibilities in relation to IT service requests/incidents</p> <p>KA5. who to refer problems to when they cannot be resolved by the IT helpdesk</p> <p>KA6. your organization’s tools and processes for incident management and customer support, and how to use them</p> <p>KA7. the importance of keeping customers informed about timescales for progress and resolution of service requests/incidents</p>
<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. relevant standards, policies, compliance requirements, procedures and guidelines that apply when dealing with basic IT service requests/incidents</p> <p>KB2. relevant product reference guides or support materials to help resolve problems</p> <p>KB3. common problems in your area of work and how to resolve these, including:</p> <ul style="list-style-type: none"> a. account maintenance/access problems b. networking/connectivity problems c. hardware problems d. operating system problems e. voice, telephone or video-related problems f. software installation/configuration problems g. database problems <p>KB4. technologies relating to your area of work, including:</p> <ul style="list-style-type: none"> a. hardware devices (eg laptops, desktops, Blackberries, routers, switches,

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	<p>LAN cables, RAM, mother board, server, RAID, blade server, storage media, printers, other peripherals and drivers)</p> <p>b. operating systems (eg Windows, UNIX, Macintosh)</p> <p>c. networks (eg LAN, WAN, VPN, IP, wireless, network devices)</p> <p>d. messaging (eg Outlook, Windows Mobile, Blackberry, Lotus Notes)</p> <p>e. servers (eg Windows Server and Active Directory, VMware, Citrix)</p> <p>f. remote troubleshooting tools (eg PC Anywhere, DameWare, WebEx, Live Meeting, Radmin)</p> <p>g. PC lifecycle management tools (eg SMS, SCOM, Marimba, Altris)</p> <p>h. productivity tools (eg MS Office)</p> <p>i. IT service management tools</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	You need to know and understand how to: <ul style="list-style-type: none"> SA1. communicate with others in writing SA2. complete accurate well written work with attention to detail
	Reading Skills
	You need to know and understand how to: <ul style="list-style-type: none"> SA3. follow guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
You need to know and understand how to: <ul style="list-style-type: none"> SA4. listen effectively and orally communicate information SA5. ask for clarification and advice from others 	
B. Professional Skills	Decision Making
	You need to know and understand how to: <ul style="list-style-type: none"> SB1. follow rule-based decision-making processes SB2. make decisions on suitable courses of action
	Plan and Organize
	You need to know and understand how to: <ul style="list-style-type: none"> SB3. plan and organize your work to achieve targets and deadlines
	Customer Centricity
You need to know and understand how to: <ul style="list-style-type: none"> SB4. carry out rule-based transactions in line with customer-specific guidelines, procedures, rules and service level agreements SB5. work effectively in a customer facing environment SB6. build and maintain positive and effective relationships with customers SB7. check your own work meets customer requirements SB8. deliver consistent and reliable service to customers 	

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	Problem Solving
	You need to know and understand how to: SB9. apply problem-solving approaches in different situations SB10. seek clarification on problems from others SB11. refer anomalies to the supervisor
	Analytical Thinking
	You need to know and understand how to: SB12. pass on relevant information to others
	Critical Thinking
	You need to know and understand how to: SB13. apply balanced judgments to different situations SB14. provide opinions on work in a detailed and constructive way
	Attention to Detail
	You need to know and understand how to: SB15. check your work is complete and free from errors SB16. get your work checked by others
	Team Working
	You need to know and understand how to: SB17. work effectively in a team environment SB18. work independently and collaboratively
C. Technical Skills	You need to know and understand how to: SC1. use information technology effectively to input and/or extract data accurately SC2. store and retrieve information SC3. keep up to date with changes, procedures and practices in your field of expertise SC4. keep up to date with changes, procedures and practices in your role

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NOS Version Control

NOS Code	SSC/ N 0101		
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