ICTSAS432

Identify and resolve client ICT problems

Assessment 5 of 6

Project

Assessor Guide

Version 1

Assessment Instructions

Task Overview

This assessment task is divided into six (6) parts. Read the scenario in Part A and complete the associated tasks in Parts B, C, D, E and F. Project tasks include completing hands-on practical tasks in a simulated workplace environment, capturing screenshot evidence of the tasks performed and creating workplace documentation such as maintenance reports.

Please provide all required screenshot evidence and written responses in the spaces provided.

Important: Before commencing your work, you must update your *Student name* and *Student number* in the footer from **page 2** onwards.

Additional Resources and Supporting Documents

To complete this assessment, you will need:

- BF_Email_template.docx
- BF_Diagnostic test log_template.docx
- BF_ICT support system procedures.pdf
- BF_ICT equipment storage procedure.pdf
- BF_ICT equipment disposal guidelines.pdf
- BF_ICT maintenance report_template.docx
- BF_ICT maintenance reporting procedure.pdf

Work files from the previous Assessments 3 and 4.

As this project assessment is a continuation of the work tasks from Assessments 3 and 4, you will need to have access to the following file you have worked on previously.

- BF_ICT support system database.accdb

Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the Learning Platform. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:
- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.

Please consider the environment before printing this assessment.

Part A: Simulated environment and resources

All tasks in this assessment refer to a simulated environment where conditions are typical of a work environment experienced in the ICT support field. The scenario relates to a fictitious business organisation called 'Bounce Fitness'.

Read the case study scenario carefully before completing the tasks in Part B.

A1. Scenario

- **Company background**

Bounce Fitness, a premier fitness centre in Australia, is a fitness and wellness centre that delivers exceptional client services. It aims to provide innovative solutions and maintain the highest standards in its service offerings. Bounce Fitness offers various programs and facilities aimed at promoting a healthy lifestyle. Some of these programs and facilities use information and communication technology (ICT) systems.

- **Your role:**

You are a newly hired technical support at Bounce Fitness. Part of your tasks is to handle Bounce Fitness' helpdesk to assist your clients with common hardware and software issues in the workplace.

Your manager is Nora Green (ICT Support Manager | mark.trevor@bouncefitness.com.au), to whom you directly report any updates/issues related to client ICT support requests.

A2. Special-purpose tools, equipment and resources

To carry out the assigned job tasks you must have access to special-purpose tools and equipment such as:

- a computer with a reliable internet connection.
- equipment required for recording video demonstrations (e.g. Webcam, microphone, smartphone with camera)
- ICT Support System database (e.g. via Microsoft Access)
    - **File name:** BF_ICT support system database.accdb
      Note: As this project assessment is a continuation of the work tasks from the Assessment 3 and 4 you will need to have access to the Microsoft Access file you have worked on previously.

A3. Industry software packages,

You must use the following industry software packages to carry out the job tasks.

- Web browsing software (e.g. Microsoft Edge, Firefox, Chrome, Safari).
- Microsoft Office software (e.g. WORD, Excel, Access).
- A PDF reader.
- Microsoft Access database
- Diagnostic tools:
    - Antivirus/antimalware scanning tools – These can include, but are not limited to, the following:
        - The computer operating system's built-in utilities (e.g. Windows Defender built-in security software tool)
        - Other industry-recognised third-party tools (e.g. Kaspersky, AVG, Norton, TrendMicro etc.)
    - Hard drive diagnostic tools – These can include, but are not limited to, the following:
        - The computer operating system's built-in utilities (e.g. Windows disk error check, Disk cleanup utility, disk optimisation utility, CHKDSK utility)
        - Other industry-recognised third-party tools (e.g. CC cleaner)

A4. Organisational guidelines and procedures

You are provided with the following organisational resource documents and templates.

- **BF_Email_template.docx** – This template must be used when drafting emails to Bounce Fitness's stakeholders and third-party contacts.
- **BF_Diagnostic test log_template.docx** – This is the organisation's recommended template for documenting diagnostic test details.
- **BF_ICT support system procedures.pdf** – outlines detailed step-by-step procedures for using the ICT Support System. (e.g. Accessing and editing case record details).
- **BF_ICT equipment storage procedure.pdf** – outlines the procedure for safely storing used Information and Communication Technology (ICT) components to prevent damage and ensure their longevity during storage.
- **BF_ICT equipment disposal guidelines.pdf** –-outlines the proper procedures for disposing of ICT (Information and Communication Technology) equipment in a safe, environmentally responsible, and secure manner.
- **BF_ICT maintenance report_template.docx** – This template must be used when creating ICT maintenance reports.
- **BF_ICT maintenance reporting procedure.pdf** – This document outlines the procedure for completing maintenance reports, including ICT problem details and resolution action. It also outlines how to use the organisation's recommended template 'BF_ICT maintenance report_template.docx' when creating ICT maintenance reports.

Part B: Create and distribute maintenance report

To complete this part of the assessment, you are required to:

- read the scenario carefully
- refer to the relevant organisational procedures and templates outlined in Part A, section A4 of this assessment.
- select and use required conventions and protocols when communicating with clients in the given work context.

Scenario:

Note: This scenario continues the task you've completed in Assessment 4 (Roleplay and Portfolio), Part D.

Previously, you contacted the third-party vendor contact, Edward Green, to escalate the CRM system access issue. As a result of the escalation, you receive a phone call from the vendor's technical support.

The following is the transcript of your conversation with the third-party vendor support contact.

SalesForce Technical Support (Jim Brown): Hello [Yourname], this is Jim from SalesForce Technical Support. I'm reaching out to inform you that we have successfully resolved the access issue you reported with your CRM portal.

You: Oh, that's great news! Thank you for your assistance. Can you please provide details on what was causing the issue and how it was resolved?

SalesForce Technical Support: Certainly! Upon investigation, we found that there was a temporary glitch in our authentication system that was preventing users from accessing the CRM portal. Our technical team swiftly addressed the issue and implemented a fix to restore normal functionality.

You: I see. Thank you for the explanation. Is there anything I need to do to ensure that we don't encounter similar issues in the future?

SalesForce Technical Support: We recommend ensuring that your team clears their browser cache and cookies and ensure they're accessing the most up-to-date version (i.e. version 55.0) of the portal. Additionally, if you encounter any further issues, please don't hesitate to reach out to us for assistance.

You: Understood. Thank you for your prompt response and resolution of the issue. We appreciate your support.

SalesForce Technical Support: You're welcome! We're always here to help. If you have any other questions or concerns, feel free to contact us anytime. Thank you for choosing SalesForce!

You: Thank you again. Have a great day!

SalesForce Technical Support: You too! Goodbye for now.

[End of conversation]

After the conversation, you test access to the CRM system and confirm it is now accessible.

Tasks:

Task B1

Prepare a maintenance report to include information about the problem and resolution action.

When doing this task, you must:

a. refer to the organisational procedure 'BF_ICT maintenance reporting procedure.pdf'
b. use the organisation's recommended 'ICT Maintenance report_template.docx' to include details of:
   i. problem details – under 'Section A' of the template (Word count: 50 – 85 words)
   ii. resolution action details – under 'Section A' of the template (Word count: 50 – 85 words)
   iii. follow-up action – under 'Section B' of the template (i.e. a sequenced list of 2-5 tasks)
   iv. internal sign-off – under 'Section B' of the template.

Note: Refer to the information about the history of the problem and its resolution from the previous tasks you've completed in Assessment 4 (Roleplay and Portfolio), Parts C and D.

Portfolio of evidence: *(Completed Maintenance Report)*

Assessor instructions: Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

Assessor comments:	☐ S ☐ NYS

The student must:

- interprets technical specifications from the scenario, documentation and sources (e.g. transcript of the conversation with technical support) to assist in rectifying problems
- use clear language and report format required to convey explicit technical information, requirements and recommendations

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:
- be within the specified word limit
- reflect the characteristics described in the exemplar answer

A sample answer is provided below.

Section A	

bounce fitness	**ICT Maintenance Report**

Problem Details:	
Date/Time of Issue:	18th April 2024, morning (around 10 AM)
Affected Device/Service:	CRM system
Description of the Issue:	Users unable to access the SalesForce CRM system
Impact:	The issue significantly impacted the entire customer relations department operations (10 users).
Troubleshooting Steps Taken:	• Checked if corrected login credentials and passwords were used • Checked access via different devices and browser types (e.g. Firefox, Chrome, Edge) and modes (e.g. incognito) • Checked user logs from the server • Checked proxy settings
Results of Troubleshooting:	Internal troubleshooting did not resolve the issue. Therefore the issue was escalated to SalesForce technical support.
Resolution action:	
Resolution status/outcome:	☒ Issue resolved ☐ Issue escalated to [Name/Department]. ☐ Additional maintenance required
Additional Comments/Notes:	The issue was due to a temporary glitch in the SalesForce authentication system, preventing users from accessing the CRM portal. They have addressed the issue and implemented a fix to restore normal functionality.
Recommendations:	Clear browser cache and cookies Ensure users are accessing the most up-to-date version (i.e. version 55.0) of the portal.
ICT Technician(s):	Support Technician from SaleseForce – Jim Brown Bounce Fitness, Level-1 ICT Support - Student Firstname, Lastname
Date of Resolution:	19-04-2024

Section B – For ICT Support Department use only	
Follow-up Action (if applicable)	
Follow-up action details:	• Distribute the finalised maintenance report to the client • Obtain and respond to client feedback

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	• Add a record in the known problems database (knowledge base) regarding the resolved problem and preventative maintenance action. • Update the Case record (Case ID: 15) to include client feedback and update status as resolved.
To be completed by:	Student Firstname Lastname
Date of Follow-up:	dd-mm-yyyy

Internal Sign-off:

I, Mark Trevor, confirm that the issue described above has been resolved satisfactorily and approve the necessary follow-up actions.

Manager's Signature: _____   Date: [Date of Sign-off]

Task B2

Draft an Email to your manager to acquire internal sign-off for the completed maintenance report.

Important: When drafting the email, you must:

a. address your manager
b. use clear language to convey explicit technical information according to the scenario when:
   i. requesting sign-off to finalise the completed maintenance report
   ii. indicating that the completed maintenance report is attached to the email
c. use Bounce Fitness's standard email template to draft the email.

   (Word count: 100 – 125 words in the email body).

Portfolio of evidence: *[Drafted email to request internal sign-off from Manager]*

Draft your email in the space given below.

Assessor instructions: Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

Assessor comments:	☐ S	☐ NYS

The student must:

- interprets technical specifications and numerical data from the scenario, documentation and sources (e.g. transcript of the conversation with technical support) to assist in rectifying problems
- select and use required conventions and protocols when communicating with the Manager according to the context outlined in the scenario
- use clear language and the organisation's email format required to convey explicit technical information and requirements
- take necessary action to acquire internal sign-off to finalise the maintenance report

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit (for the email body)
- reflect the characteristics described in the exemplar answer
- include the completed maintenance form template attachment with the email
- address the email to the correct recipient (i.e. Mark Trevor).

A sample answer is provided below.

Lastname, Firstname
From: Lastname, Firstname
Sent: Friday, 1st May 2024, 11:30 AM
To: Mark, Trevor
Attached documents: CRM Access Issue Resolved_Maintenance Report_01052024
Subject: Request for maintenance report sign-off for resolved CRM access issue (Case ID: 15)

Hi Mark,

I hope this email finds you well.

I received confirmation from SalesForce that they have resolved the CRM Access Issue and that there had been a technical glitch from their side. I have checked access to the system this morning and can confirm that it is now fixed. SalesForce also recommended that we use the latest version (55.0) of their portal and clear browser cache and cookies.

Now that the issue is resolved, I would like to request your sign-off for the resolution of this issue. Please find attached the completed maintenance report for your approval.

I hope to distribute this report to the client as soon as you have approved it.

Thanks and kind regards

Firstname Lastname
ICT Support Officer
Firstname.Lastname@bouncefitness.com.au

Before printing this email please consider the environment.
This message may contain privileged information or confidential information or both and is intended for the recipient named. If you are not the intended addressee, please delete it and notify the sender.

Task B3

Draft an email addressing the group of users (clients) who were affected by the ICT problem to:

a. distribute the maintenance report
b. confirm that their requirement had been met
c. ask for feedback.

Important: When drafting the email, you must:

d. address the entire customer relations department at customer.relations@bouncefitness.com.au
e. use clear language to convey explicit technical information, requirements and recommendations according to the scenario when:
    i.   confirming client requirements have been met
    ii. seeking feedback
    iii. indicating that a copy of the finalised maintenance report is attached to the email
f. use Bounce Fitness's standard email template to draft the email.

[Word count: 100 – 150 words in the email body].

Portfolio of evidence: *(Drafted email to Client)*

Draft your email in the space given below.

Assessor instructions: Assessors are to indicate the task result as Satisfactory [S] or Not Yet Satisfactory [NYS].

Assessor comments:	☐ S	☐ NYS

The student must:

- interprets technical specifications from the scenario, documentation and sources (e.g. transcript of the conversation with technical support) to assist in rectifying problems
- select and use required conventions and protocols when communicating with the audience according to the context outlined in the scenario
- use clear language and the organisation's email format required to convey explicit technical information and requirements
- take necessary action to acquire internal sign-off to finalise the maintenance report

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:
- be within the specified word limit (for the email body)
- reflect the characteristics described in the exemplar answer
- address the email to the correct recipients (i.e. customer relations department)

A sample answer is provided below.

Lastname, Firstname
From: Lastname, Firstname
Sent: Friday, 1st May 2024, 11:30 AM
To: customer.relations@bouncefitness.com.au
Attachment: Resolved CRM access issue_Maintenance Report.pdf
Subject: Resolution of CRM System Issue – Request for Feedback

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Dear Customer Relations Team,

I am writing to inform you that the recent issue with our CRM system has been successfully resolved. The SalesForce technical team identified that the issue was related to a temporary glitch in the authentication system and addressed the issue promptly to ensure uninterrupted access to the CRM platform for our users.

Please find attached a copy of the finalised maintenance report relevant to this issue for your reference with details of the problem and resolution action.

We value your feedback and would like to hear about your experience during the recent disruption. Could you please take a moment to share any feedback or concerns you may have regarding the CRM system issue and its resolution?

Please feel free to reply to this email or reach out to our technical support team directly if you have any further questions or require assistance.

Thank you for your cooperation and understanding.

Best regards,

Firstname Lastname
ICT Support Officer
Firstname.Lastname@bouncefitness.com.au

Before printing this email please consider the environment.
This message may contain privileged information or confidential information or both and is intended for the recipient named. If you are not the intended addressee, please delete it and notify the sender.

Part C: Complete follow-up action and respond to client feedback

To complete this part of the assessment, you are required to:

- read the scenario carefully
- refer to the relevant organisational procedures and templates outlined in Part A, section A4 of this assessment.
- select and use required conventions and protocols when communicating with clients in the given work context
- use the main features and functions of digital tools (i.e. Microsoft Access) as required to record client feedback.

Scenario:

Note: This scenario continues the task you've completed in Part B of this assessment.

As a response to the email sent out to the Customer Relations team, you've received the following email from 'Jenny Taylor' who is the Customer Relations Manager.

Jenny, Taylor
From: Jenny, Taylor

To: ictsupport@bouncefitness.com.au
Sent: <today> <at current time>
Subject: Feedback on CRM access issue resolution

Dear [ICT Support Team],

I hope this email finds you well. I want to extend my appreciation for promptly resolving the recent CRM access issue and for providing a detailed maintenance action report to our clients. I have gathered feedback from my team regarding the resolution process and their overall experience:

- "Thank you for the detailed report on the CRM access issue. It's great to see that the problem has been resolved promptly. The transparency and clarity of your communication are appreciated."
- "I'm impressed with how quickly the ICT support team addressed the CRM access issue. The report provided all the necessary information, and I'm glad to see that steps have been taken to prevent similar issues in the future."
- "The maintenance action report was thorough and easy to understand. It's reassuring to know that our concerns were taken seriously and resolved efficiently. Keep up the good work!"

Additionally, one team member suggested adding some 'How to' guides in our knowledge base to guide users on how to check the version of the SalesForce CRM portal and how to clear browser cache and cookies. This would help users ensure they are accessing the most up-to-date version and resolve any potential issues related to cached data.

Please take note of the feedback provided by my team as it reflects their experience and expectations. I encourage you to consider their suggestions for improvement and continue delivering high-quality support.

Thank you for your dedicated support regarding this matter.

Best regards,

Jenny Taylor
Customer Relations Manager
Jenny.Taylor@bouncefitness.com.au

Before printing this email please consider the environment.
This message may contain privileged information or confidential information or both and is intended for the recipient named. If you are not the intended addressee, please delete it and notify the sender.

Tasks:

Task C1

Document the client feedback in the case record relevant to this ICT problem by accessing the ICT Support System's database.

When doing this task, you must use the relevant sections of the case record, including;

    a. the 'Client Feedback' tab, to record the client's confirmation on meeting requirements and feedback after resolving the issue. [Approximate word count: 75 – 150]

    b. the 'Status' and 'Resolved Date' fields.

As evidence of completing this task, provide a screenshot of the case details page, with the 'Client Feedback' tab selected to show the recorded information for 'Status', 'Resolved Date' and 'Feedback Details'.

Portfolio of evidence: *[Screenshot]*

Provide your screenshot in the space given below.

Assessor instructions: Assessors are to indicate the task result as Satisfactory [S] or Not Yet Satisfactory [NYS].

Assessor comments:	☐ S	☐ NYS

The screenshot provided by the student must demonstrate their ability to:

    a. record client support activities using the main features and functions of the Organisation's ICT Support System.

    b. document client feedback according to the organisational procedures.

A sample screenshot is provided below.
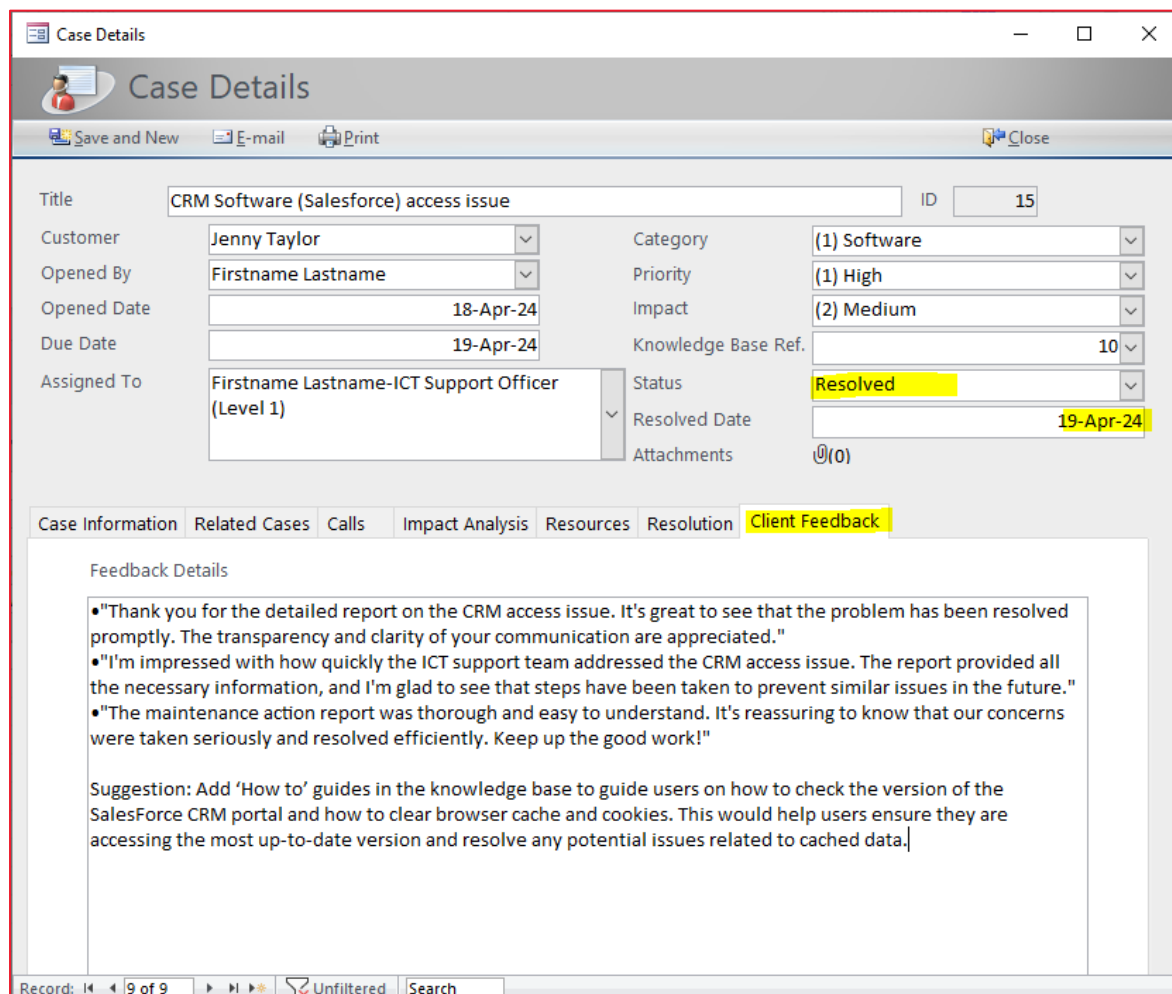
Task C2

Draft an Email to your manager requesting a sign-off for recorded client feedback and suggested follow-up action.

Important: When drafting the email, you must:

    a. address your manager

    b. use clear language to convey explicit technical information according to the scenario when:

        i. recommending that the client suggestion be considered a follow-up action

        ii. requesting sign-off for the recorded client feedback in the case record and suggested follow-up action

        iii. indicating that client feedback is attached/forwarded with this email.

    c. use Bounce Fitness's standard email template to draft the email.

        [Word count: 100 – 145 words in the email body].

Portfolio of evidence: *[Drafted email to Manager]*

Draft your email in the space given below.

Assessor instructions: Assessors are to indicate the task result as Satisfactory [S] or Not Yet Satisfactory [NYS].

Assessor comments:	☐ S ☐ NYS

The student must:

- interprets technical specifications and numerical data from the scenario, documentation and sources [e.g. email from the department manager] to assist in rectifying problems

- select and use required conventions and protocols when communicating with the Manager according to the context outlined in the scenario

- use clear language and the organisation's email format required to convey explicit technical information and requirements

- take necessary action to acquire internal sign-off for client feedback

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit [for the email body]
- reflect the characteristics described in the exemplar answer
- address the email to the correct recipient [i.e. Mark Trevor].

A sample answer is provided below.

Lastname, Firstname
From: Lastname, Firstname
Sent: Friday, 2nd May 2024, 11:30 AM
To: Mark, Trevor
Attached documents: Copy of email from Jenny Taylor: Feedback on CRM access issue resolution
Subject: Client feedback and follow-up action sign-off for resolved CRM access issue [Case ID: 15]

Hi Mark,

I hope this email finds you well.

We have received positive feedback from the customer relations department regarding the problem resolution. Please see the attached/forwarded email by Jenny Taylor with the details of the customer feedback. I have also documented this feedback in the problem case record.

Furthermore, I would like to recommend actioning one of the client suggestions, which will be beneficial for all users for future reference and to avoid encountering similar issues.
The suggestion is to add 'How to' guides to our knowledge base to cover the topics:

- How to clear the browser cache
- How to check/update the current version of the SalesForce CRM portal

Therefore, I would like to request your sign-off for the recorded client feedback and approval to action their suggestion on adding 'How to' guides.

Hope to hear from you soon.

Thanks and kind regards

Firstname Lastname
ICT Support Officer
Firstname.Lastname@bouncefitness.com.au

bounce fitness

Before printing this email please consider the environment.
This message may contain privileged information or confidential information or both and is intended for the recipient named. If you are not the intended addressee, please delete it and notify the sender.

Task C3

Scenario continued: You have received approval from your Manager to action the client's suggestions.

Task: Add the required 'How to' guides in the ICT Support System's Knowledge Base (i.e. problems database) according to the client's feedback/suggestion.

Refer to technical documentation and reputed industry sources to find accurate information to be included in the 'How to' guides. (Approximate word count: 50 – 150 words per guide)

As evidence of completing this task, include screenshots of the records added to the knowledge base in the given space below.

Evidence of task completion: *[Screenshots]*

Provide your screenshots in the space given below.

Assessor instructions: Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

The screenshot provided by the student must demonstrate their ability to:

    a. add records to the problems database (e.g. knowledge base) in response to client feedback
    b. use the main features and functions of the Organisation's ICT Support System.

A sample screenshot is provided below.
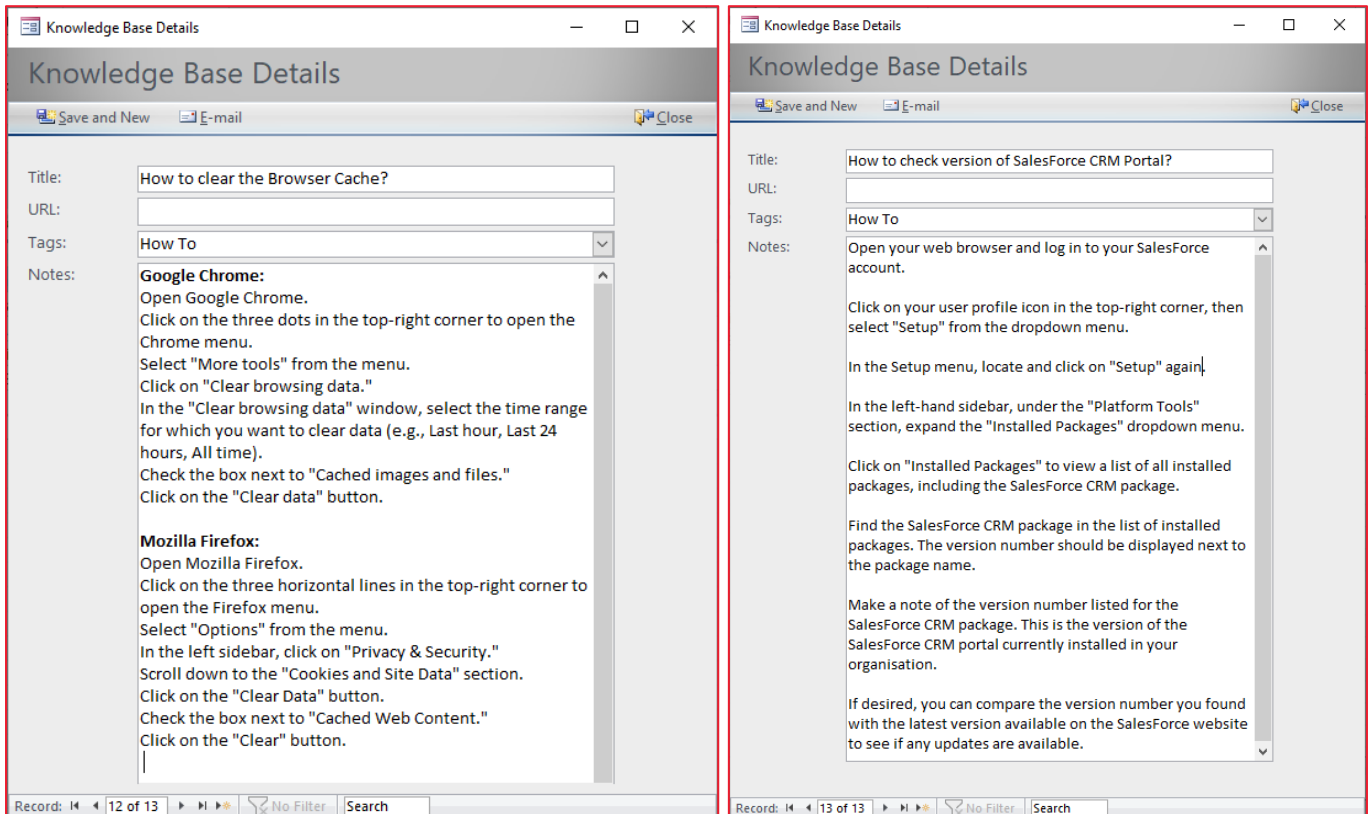
Task C4

Draft a response email addressing the client (or group) who previously provided feedback and suggestions according to the following criteria.

    a. Address customer relations department manager Jenny Taylor, also copying (CC'ing) the users in the entire department customer.relations@bouncefitness.com.au
    b. Use clear language to convey:
        i. that any outstanding client requirements/suggestions have been actioned
        ii. a brief outline of the technical details included in the 'How to' guides
        iii. your recommendations and advice on how to use and where to find the guides.
    c. Use Bounce Fitness's standard email template to draft the email.

        (Word count: 100 – 150 words in the email body].

Evidence of task completion: *[Drafted email to Client]*

Draft your email in the space given below.

Assessor instructions: Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

The student must:

- interprets technical specifications from the scenario, documentation and sources (e.g. email from client) to assist in rectifying problems
- select and use required conventions and protocols when communicating with the audience according to the context outlined in the scenario
- use clear language and the organisation's email format required to provide advise, convey explicit technical information, requirements and recommendations

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit (for the email body)
- reflect the characteristics described in the exemplar answer
- address the email to the correct recipients (i.e. Jenny Taylor and the Customer Relations Department).

A sample answer is provided below.

Lastname, Firstname
From: Lastname, Firstname
Sent: Friday, 1st May 2024, 11:30 AM
To: jenny.taylor@bouncefitness.com.au
CC: customer.relations@bouncefitness.com.au
Subject: New 'How to' guides in the knowledge base related to CRM access issue

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Dear Jenny and the team,

I hope this email finds you well.

I wanted to extend my gratitude for your recent feedback on the resolution of the CRM system issue and your valuable suggestions regarding the 'How To' guides.

I'm pleased to inform you that we have now added the following 'How To' guides to our knowledge base:
KB #12 – How to clear the browser cache?
KB #13 – How to check version of SalesForce CRM portal?

You can find the new 'How To' guides by navigating to our knowledge base on the company intranet.

We recommend using these guides as a first point of reference when encountering any related issues. They are designed to provide step-by-step instructions and best practices for troubleshooting and aims to assist users in resolving issues efficiently and maximising their productivity.

Should you have any further questions or need additional assistance, please don't hesitate to reach out.

Best regards,

Firstname Lastname

Part D: Complete maintenance activities

In this part of the assessment, you will complete several maintenance activities on a client's computer by:

- reading the scenario carefully
- accessing the range of industry hardware, software and diagnostic tools outlined in Part A, sections A2 and A3 of this assessment
- taking responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes.

Scenario:

A client had complained that their computer is running very slow.

As part of completing maintenance activities on the client's computer, you are required to conduct the following two [2] basic diagnostic tests as recommended by Bounce Fitness's standard procedure for problem investigation.

- Run a scan for malware/viruses
- Run hard disk diagnostics

The organisation also requires that:

- the details of each maintenance task performed be documented in a diagnostic test log for record keeping.
- the organisation's recommended log template 'BF_Diagnostic test log_template.docx' be used when documenting diagnostic test details.

Tasks:

Important: Assume the Client's computer is your laptop/workstation PC, and do the following tasks.

Task D1

Check the client's device for malware and viruses using an industry-standard software diagnostic tool according to organisational procedures.

When doing this task, you must:

a. Complete the diagnostic test log template detailing the diagnostic test performed. [Approximate word count: 45 – 100 words]
b. Provide 2-3 screenshots as evidence of doing the following within the 'Results' or 'Actions Taken' sections of the diagnostic test log:

i. running a full system scan
ii. removing any malware or viruses found during the scan
Note: To demonstrate the removal of malware/viruses, you must either:

- download an antimalware test file from https://www.eicar.org/download-anti-malware-testfile/ to a location on your computer or,
- copy and paste the following line of text on a notepad file and save it on a location on your computer. This will then be your antimalware test file.

  X5O!P%@AP[4\PZX54[P^]7CC]7}$EICAR-STANDARD-ANTIVIRUS-TEST-FILE!$H+H*

Then, use the diagnostic tool to detect the test malware file and remove it.

Portfolio of evidence: *[Completed diagnostic test log]*

Provide a copy of your completed diagnostic test log [with the required screenshots included] in the space given below.

Assessor instructions: Assessors are to indicate the task result as Satisfactory [S] or Not Yet Satisfactory [NYS].

Assessor comments:	☐ S ☐ NYS

The students can use other industry-standard diagnostic tools that may be downloaded and installed or built into their operating system.

The student must fill out the 'Diagnostic test log' template with the required details and screenshot evidence. This demonstrates that they are following organisational procedures.

The screenshot provided by the student must demonstrate their ability to use the main features and functions of the diagnostic tools to complete work tasks.

A sample answer is provided below.

bounce fitness	Diagnostic test log
Date and time:	dd-mm-yyyy, <time>
Equipment/System:	Laptop
Performed by:	Student Firstname Lastname
Diagnostic test details:	
Test description:	Conducted malware/virus scan of the computer, using Windows Security – the built-in security diagnostics in the Windows Operating System.

Results	Detected malware on the system when a full system scan was conducted.
Actions taken:	Removed detected malware/virus.
Recommended action:	Schedule automatic antivirus/antimalware database updates and scan the system upon start-up daily. Run regular virus scans on critical files, folders, and the entire system to prevent virus spread. Enable real-time scanning to detect and block viruses as they are accessed. Educate users on safe computing practices, including the importance of updating software, avoiding suspicious websites, and being cautious with email attachments.

Task D2

Clean up disk space in the client's device using an industry-standard software diagnostic tool according to organisational procedures.

When doing this task, you must:

a. Complete the diagnostic test log template detailing the maintenance task performed. [Approximate word count: 65 – 100 words]
b. Provide 2-3 screenshots as evidence of doing the following within the 'Results' or 'Actions Taken' sections of the diagnostic test log:
      i. deleting unnecessary files and programs
      ii. using a built-in tool or other industry-standard third-party disk cleaning tool

Portfolio of evidence: *[Completed diagnostic test log]*

Provide a copy of your completed diagnostic test log [with the required screenshots included] in the space given below.

Assessor instructions: Assessors are to indicate the task result as Satisfactory [S] or Not Yet Satisfactory [NYS].

Assessor comments:	☐ S	☐ NYS

The students can use other industry-standard diagnostic tools that may be downloaded and installed or built into their operating system.

The student must fill out the 'diagnostic test log' template with the required details and screenshot evidence. This demonstrates that they are following organisational procedures.

The screenshot provided by the student must demonstrate their ability to use the main features and functions of the diagnostic tools to complete work tasks.

A sample answer is provided below.

Diagnostic test log	
Date and time:	dd-mm-yyyy, <time>
Equipment/System:	Laptop
Performed by:	Student Firstname Lastname
Diagnostic test details:	
Test description:	Conducted disk cleanup and hard disk error checks using the Windows built-in tools.
Results	Efficiently removed unnecessary files, corrected any disk errors and optimised disk space usage.

Actions taken:	Disk Cleanup identified and removed temporary files, system cache, recycle bin contents, and other unnecessary files. The disk error check successfully scanned the drive, and no errors were found. Therefore no further action was required.
Recommended action:	Regularly schedule disk error checks to maintain disk health and prevent potential data loss. Configure backed up to mitigate the risk of data loss in case of disk failure.

Part E: Demonstration – Store used components

In this part of the assessment, you will demonstrate the correct process for storing electronic components within an organisation, ensuring compliance with organisational procedures.

To complete this part of the assessment, you are required to:

- read the task instructions carefully
- refer to the relevant organisational procedures and templates outlined in Part A, section A4 of this assessment
- take responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes.

Task instructions:

Recording instructions:

- Your demonstration be recorded with all required evidence captured using your smartphone, or computer webcam or other recording device.
- The video recording should be no longer than 2-5 minutes in duration.
- You need to read the following statement at the start of the recording.

"This session is being recorded for assessment purposes for my course with Swinburne Open Education. This session will be recorded and submitted through my course online learning platform to my Assessor for grading.

Note: The time taken to capture the above statement at the start of the recording does not count towards the recording time limit.

Choose at least three (3) from the list of items in each category, 'Used components' and 'Supporting materials' for your demonstration.

Used components

1. a suitable electronic device/equipment or component (e.g. laptop computer or a tablet, portable printer)
2. cables and accessories (e.g. power cable or charger)
3. a peripheral device (e.g. USBs, Mouse, Keyboard, portable hard disk)

Supporting materials

1. Cleaning cloth (e.g. Microfibre cloth, cotton or soft cloth)
2. Desiccants (Silica Gel Packs)
3. laptop/tablet sleeve or case or laptop bag
4. Storage container or cabinet
5. Security lock
6. Labels

Task:

Create a video recording of securely storing three (3) used components commonly found in an ICT environment by demonstrating the following key observation criteria.

E1. Determine the required resources for the maintenance activity by briefly explaining the components being stored and supporting materials used.

E2. Demonstrate following organisational procedures' BF_ICT equipment storage procedure.pdf' to complete the task.

E3. Store the used components securely in an appropriate storage environment.
Note: You may use labelling to indicate the condition of the simulated environment you will use to store the equipment/components.

Evidence submission: *[Demonstration recording]*

Upload the video recording file' **<StudentNumber>_ICTSAS432_05_Demo_PartE_ddmmyyyy'** as part of your assessment submission.

Assessor instructions:

Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

Assessor comments:	☐ S	☐ NYS

Assessors must complete 'Appendix 1: Observation Checklist' when they watch the video recording by indicating the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

Part F: Demonstration – Dispose of used components

In this part of the assessment, you will demonstrate the correct disposal process for electronic components within an organisation, ensuring compliance with environmental regulations and data security standards.

To complete this part of the assessment, you are required to:

- read the task instructions carefully
- refer to the relevant organisational procedures and templates outlined in Part A, section A4 of this assessment
- take responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes.

Task instructions:

Recording instructions:

- Your demonstration be recorded with all required evidence captured using your smartphone, or computer webcam or other recording device.
- The video recording should be no longer than 2-5 minutes in duration.
- You need to read the following statement at the start of the recording.

"This session is being recorded for assessment purposes for my course with Swinburne Open Education. This session will be recorded and submitted through my course online learning platform to my Assessor for grading.

Note: The time taken to capture the above statement at the start of the recording does not count towards the recording time limit.

Materials needed:

Choose at least three (3) from the list of items in each category, 'Used components' and 'Supporting materials' for your demonstration.

Used components

- Old computer or laptop (simulated)
- Hard drive or storage device (simulated)
- Peripherals such as old keyboard(s), mice
- USB drives
- Cables

Supporting materials

- Recycling bin
- Trash bin
- Labels for recycling and trash bins

Task:

Create a video recording that shows how to dispose of three (3) used components commonly found in an ICT environment by demonstrating the following key observation criteria.

F1. Determine the required resources for the maintenance activity and briefly explain the components being disposed of and the supporting materials used.

F2. Demonstrate following environmental guidelines' BF_ICT equipment disposal guidelines.pdf' to complete the task.

F3. Dispose of the used components correctly using the appropriate types of recycling bins.

Evidence submission: *[Demonstration recording]*

ASSESSOR GUIDE

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Upload the video recording file' **<StudentNumber>_ICTSAS432_05_Demo_PartF_ddmmyyyy'** as part of your assessment submission.

Appendix 1: Observation Checklist

The following observation checklist will be used by your Assessor when marking the demonstration video recording you have submitted.

You may use this checklist as a guideline to ensure that you demonstrate all required items in the video recording.

Assessor instructions

Use the following Observation Checklist to record your observations while you watch the video.

Tick off ☒ the list of sub-tasks (where applicable) as the students complete them. Once each item in the checklist is completed (as demonstrated in the video recording), indicate S/NS using the correct column of the checklist. Additional comments are to be recorded in the 'Comments' row at the bottom of the checklist. Assessor instructions are provided within each observation item (where required) in 'red'.

Where all criteria are demonstrated, write a general comment in the Student Assessment Feedback Form. Where one or more criteria are not demonstrated to a satisfactory standard, make a specific comment for each criterion requiring re-submission, including constructive feedback in the Student Assessment Feedback Form.

Table 1 - Observation Checklist

OBSERVATION CHECKLIST *[To be completed by the Assessor]*	Assessors are to indicate the result as Satisfactory [S] or Not yet Satisfactory [NS]	
Did the student...	Satisfactory [S]	Not yet Satisfactory [NS]

1.   Identify the resources for the maintenance activity
 	
Provides brief explanations of:
 	
   • the devices to be stored (e.g. laptop, cables, USB, keyboard etc)
 	
   • supporting materials used. For example:
 	
      o Microfibre cloths – for cleaning the devices before storage,
 	
      o laptop case/bag – to keep the device/components secure during storage or transportation
 	
      o Use of labels – to help organise and to easily locate them when needed
 	
      o Security lock – to secure the storage,
	☐	☐

OBSERVATION CHECKLIST *[To be completed by the Assessor]*	Assessors are to indicate the result as Satisfactory [S] or Not yet Satisfactory [NS]	
Did the student…	Satisfactory [S]	Not yet Satisfactory [NS]
2. Systematically demonstrate following organisational procedures to complete the task. The structure demonstration is likely to include slight variations from the guidelines provided. However, an acceptable demonstration must include the following stages: 1. Lay out all the equipment and supporting materials on a clean, dry surface 2. Power off the equipment/laptop 3. Disconnect the accessories, remove the battery of the laptop [if applicable] 4. Cleans the equipment/components using the supporting materials 5. Wrap cables neatly 6. Place silica Gel packs inside the laptop sleeve or case 7. Insert laptop/devices into the storage case 8. Store the secured equipment in a cool, dry location 9. Labels and organise the storage container or cabinet 10. Secures the storage area using a secure lock.	☐	☐
3. Store the used components in an appropriate storage environment The student should demonstrate storing the used components in an environment: • that is cool, dry and free of humidity • such as a storage cabinet, a storage container etc The student may use labelling to indicate the condition of the simulated storage environment.	☐	☐

COMMENTS [Assessor to add comments related to the achievement of the observation requirements above]
Assessor Name: **Date:** **Assessor comments:** ☐ S   ☐ NYS

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Appendix 2: Observation Checklist

The following observation checklist will be used by your Assessor when marking the demonstration video recording you have submitted.

You may use this checklist as a guideline to ensure that you demonstrate all required items in the video recording.

Table 2 - Observation Checklist

OBSERVATION CHECKLIST *[To be completed by the Assessor]*	Assessors are to indicate the result as Satisfactory (S) or Not yet Satisfactory (NS)	
Did the student…	Satisfactory [S]	Not yet Satisfactory [NS]

1. Identify the resources for the maintenance activity
 	
Provides brief explanations of:
 	
• the devices or components for disposal (e.g. computer, hard drive, cables, USB, keyboard etc)
 	
• supporting materials used. For example:
 	
    ○ recycling bin
 	
    ○ trash bin
	☐	☐

2. Systematically demonstrate following environmental guidelines to complete the task. The structure demonstration is likely to include slight variations from the guidelines provided. However, an acceptable demonstration must include the following stages: 1. Taking an inventory of all equipment and components for disposal 2. Evaluating the condition of each item to determine if it can be repurposed, recycled or requires secure destruction. 3. If disposing of storage devices, demonstrate data wiping software use or physical destruction methods to ensure data is securely erased 4. Sorting items for disposal correctly (e.g. batteries from devices) 5. Using designated recycling bins to properly dispose of devices and components	☐	☐

OBSERVATION CHECKLIST *[To be completed by the Assessor]*	Assessors are to indicate the result as Satisfactory [S] or Not yet Satisfactory [NS]	
Did the student...	Satisfactory [S]	Not yet Satisfactory [NS]
3. Dispose of the used components using appropriate recycling bins. • The student should demonstrate placing recyclable components in the recycling bin and non-recyclable electronic waste in the trash bin. • The student may use labelling to indicate different types of recycling bins. For example, label the recycling bin for recyclable components and the trash bin for non-recyclable electronic waste.	☐	☐

COMMENTS [Assessor to add comments related to the achievement of the observation requirements above]
Assessor Name: **Date:** **Assessor comments:**   ☐ S   ☐ NYS

Appendix 3: Assessment submission checklist

Students must have completed all case studies within this assessment before submitting. This includes:

Part B: Create and distribute maintenance report		
B1	Maintenance Report – Form completion	☐
B2	Drafted Email to the Manager	☐
B3	Drafted Email to Client (team)	☐
Part C: Complete follow-up action and respond to client feedback		
C1	One (1) screenshot	☐
C2	Drafted Email to the Manager	☐
C3	Two (2) screenshots	☐
C4	Drafted Email to Client (team)	☐
Part D: Complete maintenance activities		
D1	Form completion with 2-3 screenshots	☐
D2	Form completion with 2-3 screenshots	☐
Part E: Store used components		
E1-3	Submission of the video recording '<StudentNumber>_ICTSAS432_05_Demo_PartE_ddmmyyyy	☐
Part F: Dispose of used components		
F1-3	Submission of the video recording '<StudentNumber>_ICTSAS432_05_Demo_PartF_ddmmyyyy	☐

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Assessment feedback

Assessors are to indicate the assessment outcome as Satisfactory [S] or Not Yet Satisfactory [NYS].

Assessor Name:	
Date:	
Assessor comments:	☐ S ☐ NYS

Congratulations, you have reached the end of Assessment 5!