

Provide Advice to Clients

ICAS3031B



Ref No: DDICAS31B

Elements of Competency

Analyse client support issues

- 1.1 Check for new problems logged by *client*
- 1.2 Check previous logs for similar problems or requests from *client*
- 1.3 Investigate and document the support issues affecting the *client*
- 1.4 Notify client of the results of *investigation* and provide *advice and support* on findings
- 1.5 Obtain *client* feedback and make changes

Provide advice on software, hardware or network

- 2.1 Confirm *software*, hardware or network requirements with *client*
- 2.2 Investigate and document a *solution*
- 2.3 Document additional requirements discovered in the investigation and refer them to the *client*
- 2.4 Obtain approval from the *client* to implement the *solution*
- 2.5 Investigate and document the amount of technical support the *client* may require
- 2.6 Discuss and agree the level of technical support identified with the *client*
- 2.7 Arrange a time with the *client* when support will take place
- 2.8 Provide technical support as part of group or one-to-one instruction to the *client*
- 2.9 Provide manuals and help *documentation* to the client

Obtain client feedback

- 3.1 Create an appropriate evaluation or feedback form or other mechanism to gather feedback about the *solution* and support provided
- 3.2 Provide *client* with instructions on how to complete the form or use other means of providing feedback
- 3.3 Distribute the evaluation or feedback to the *client*
- 3.4 Review the feedback from the *client* to identify areas for improvement

Number of Pages Audience

83
This manual is aimed at people who are studying the Certificate III in Information & Communications Technology ICA30105. It covers the core unit of ICAD3218B Create User Documentation (Word 2007). This manual is a learning resource and is not an assessment tool. An Assessment Tool & Marking Guide is available for this manual separately.

Prerequisites & Corequisites Course Length

Nil
In a training environment this manual is suitable for approximately 20 hours.

Course Structure

The course contains instructor lead exercises as well as examples completed at the students' own pace.

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Client Support

Who are Clients?

Client Needs

Service Level Agreements

Problem Severity

Client Contact

Phone Contact

Client Identification

Clarify the Support Requirement

Clarifying information

Controlling the Call

Record the Support Information

Support Software

Implement a Solution

First Level Resolution

Second Level Resolution

Problem Diagnosis

Previous Occurrences

Locating Documentation

Other Investigation Processes

Diagnostic Checks

Hardware Tests

Additional Requirements

Recording Problem Details

Problem Resolution

Hardware Resolutions

Software Resolutions

Ghost or Clone install

Driver Reloads

Software patches, Plug-ins or Upgrades

Training Interventions

Software Tools

Templates

Creating a Template

Saving the Template

Macros

Creating a Macro

User Documentation

Document Purpose

System/Software

Industry Standards

Target Audience

Design

Client Feedback

Method Analysis