Hardware and Network Servicing

Level-III

Based on June 2021, Curriculum Version - II

Module Title: Providing First Level Remote Help Desk

Module code: EIS HNS3 M06 1123

Nominal duration: 20Hour

Prepared by: Ministry of Labor and Skill

November 2023

Addis Ababa, Ethiopia

Contents

Acknowledgment

Ministry of Labor and Skills wish to extend thanks and appreciation to the many representatives of TVET instructors and respective industry experts who donated their time and expertise to the development of this Teaching, Training and Learning Materials (TTLM).

Acronym

CPU: Central Processing Unit

GPU: Graphics Processing Unit

RAM: Random Access Memory

SLA: Service Level Agreement

FAQ: Frequently Asked Questions

OS: Operating System

LAP: Local Area Network Protocol

IP: Internet Protocol

PC: Personal Computer

TV: Television

CMO: Chief Marketing Officer

USB: Universal Serial Bus

FPS: Frames Per Second

SP: Service Provider

AMD: Advanced Micro Devices

GH: Gigahertz GB: Gigabyte

MTBF: Mean Time Between Failures

MTTR: Mean Time to Repair

API: Application Programming Interface

PDF: Portable Document Format

CSV: Comma-Separated Values

SMS: Short Message Service

CGRP: Computer Graphics

MLA: Modern Language Association

Introduction to the Module

In Hard ware and Network Servicing field, Provide First Level Remote Help Desk have a great importance. Its primary importance is to enhance client satisfaction by effectively and efficiently resolving problems and questions

This module is designed to meet the industry requirement under the Hard Ware and Network Servicing occupational standard, particularly for the unit of competency: Providing First Level Remote Help Desk.

Module covers the units:

- Analyze client support issues

- Provide advice on software, hardware or network

- Obtain client feedback

- Lead Workplace Communication

Learning Objective of the Module

- problems logged by client
- Previous logs for similar problems
- Investigating and documenting support issues
- Notifying investigation and provide support
- Obtaining feedback from client
- Confirming network requirements
- Investigating and documenting solution
- Obtaining approval from client
- Discuss and agree on level of technical support
- Providing support
- Providing manuals and help documentation
- Developing feedback form
- Instructing   client to complete the form
- Distributing feedback form

- Reviewing feedback for improvement

- Selecting communication method

- Constructive contributions to workplace discussion

- Organizing Information regarding problems and issues

- Communication problems and issues

Module Instruction

For effective use this module trainees are expected to follow the following module instruction:

1. Read the information written in each unit

2. Accomplish the Self-checks at the end of each unit

3. Perform Operation Sheets which were provided at the end of units

4. Do the "LAP test" given at the end of each unit and

5. Read the identified reference book for Examples and exercise

Unit One: Analyze client support issues

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

- Problems logged by client
- Previous logs for similar problems
- Investigating and documenting support issues
- Notifying investigation and provide support
- Obtaining feedback from client

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

- Check new problems logged by client
- Check previous logs for similar problems
- Investigate and documenting support issues
- Notify investigation and provide support
- Obtain feedback from client

1.1. Checking new problems logged by client

In computer terminology, an error log is a record of critical errors that are encountered by the application, operating system or server while in operation.

Some of the common entries in an error log include table corruption and configuration corruption. Error logs in many cases serve as extremely useful tools for troubleshooting and managing systems, servers and even networks.

Error logs for different applications, operating systems, networks or servers are set up in different ways.

- Some error logs are configured to capture every single error which occurs in the system, whereas some are designed to selectively store error information pertaining to specific error codes.

- Some error logs only capture certain information about the error, whereas others are programmed to capture all available information such as timestamp, system information, and user location and user entry. In many cases, access to error logs need special administrative rights, as these would help as a security measure against providing access to unauthorized resources or users from seeing the error documentation or details.

- In the case of servers and office networks, error logs track issues faced by users and help in root causes analysis of those issues. A network or system administrator can resolve errors more quickly and easily with the information available from the error logs.

- For webmasters, error log analysis provides information about the issues users encounter and can proactively resolve issues without anyone reporting on them. Error logs also could provide insights on hacking attempts, as most hacking attempts on systems and servers result in error or have a high probability of being captured in error logs as the hackers attempt to compromise the system.

1.2. Checking previous logs for similar problems

- **Solving the problem referring previous logs**

One of the best things about log management is that so many processes pertaining to it can be automated. Take, for instance, the protocols for event log monitoring – by setting up what your log management tool should alert you to, you can have a highly effective early warning detection system that will save you many man-hours of work, effort, and frustration.

Also, by using gray log's, you will be able to contextualize a series of seemingly unrelated events (such as 100 failed login events in a row from the same IP address – a clear example of a brute force attack attempt) and correlate them according to their severity and meaning.

This is only one set of examples how log management can help you with general troubleshooting techniques. The best log management tools such as gray log have features that are specifically designed to aid in frequent troubleshooting operations, and exploring and analyzing your event log data should always be one of the first steps towards resolving these issue

- **Common Issues That Can Be Diagnosed and Fixed with System Logs**

Analyzing system logs makes it possible to identify errors, track performance, and determine the root cause of problems. They help you get things back on track. Here are some common issues you can easily fix by diving into those system logs.

➢ **System Boot or Startup Failure**

So, you turn on your computer, and nothing happens. You've just experienced a startup failure. This issue is frustrating, especially if you rely on your PC for work or other essential tasks.

➢ **Driver Errors or Malfunctions**

Once the Event Viewer is open, navigate to the System logs to look for records relevant to drivers or hardware components.

➢ **Application Crashes or Failures**

Once you have located the application-related logs, click on them to see if any error codes or messages can help you identify the problem. You may also want to check the **timestamps** to see if there is a pattern of when the application crashes or fails.

1.3. Investigating and documenting support issues

- The log data you collect from your systems and devices may seem pretty mundane.
- The information captured by logs can be used to help protect sensitive data and to support incident response and forensic analysis in the event of a suspected data breach or other forms of electronic crime, such as fraud.

Here are some best practices that can help ensure log data and log management practices properly support investigations.

- Have a clear corporate policy for managing logs across the entire organization.
- Document what is being logged and why, as well as how the log data is captured, stored and analyzed.
- Ensure that 100% of log-able devices and applications are captured and the data is unfiltered.
- Have centralized storage and retention of all logs, with everything in one place and in one format.
- Ensure the time synchronization of logs to facilitate correlating the data and retrieving data over specific timeframes.
- Ensure the separation of duties over logs and log management systems to protect from potential internal threats such as a superuser or administrator turning off or modifying logs to conceal illicit activity.
- Always maintain backup copies of logs.
- Have a defined retention policy that specifies the retention period across the organization for all log data. Organizations should work with legal counsel to determine the best time frames and have log data incorporated into an overall data retention policy.
- Have a defined procedure to follow after an incident.
- Test the incident response plan, including the retrieval of backup log data from offsite storage.

- If an incident or data breach is suspected, there are several steps to take right away:

- Increase the logging capability to the maximum and consider adding a network sniffer to capture additional detail from network traffic. In an incident, it's better to have more data rather than less.

- Freeze the rotation or destruction of existing logs to prevent the loss of potential evidence.

- Get backup copies of the logs and make sure they are secure.

- Deploy a qualified investigations team to determine the situation.

With the appropriate care, logs can provide solid forensic evidence when and if it is needed. "If your home had been robbed, you would have to tell the police officer what was stolen and how the burglar got in", the same is also true for the network. If you simply tell us you have been broken into, and have no evidence to support it, we may be empathetic, but we can't open a case. Though analyzing log data may not make for an exciting TV drama, it is a necessary step for investigating and successfully prosecuting a crime.

1.4. Providing support for clients on the investigated result

No product or service – or end user – is perfect. This is especially true when it comes to hardware and software. That is why companies, if they want to stay in and grow their business, need to provide help to customers when things go wrong. And while no two products or problems are exactly alike, the best tech support departments share the following eight traits.

- **Offer multi-channel tech support, including live chat.**

  Rather than relying just on email and phone communications, businesses should provide tech support via social media channels, live chat and messaging apps such as WhatsApp. They should also "make sure tech support representatives are readily available and trained to use all channels.

- **Don't keep customers waiting.**

  No one likes to be kept waiting, or feel ignored, especially when they have a critical (or minor) problem that needs fixing. And when you have an issue, even an hour can seem like an eternity. So, to keep customers from becoming upset (or more upset) and potentially taking out their anger online, make sure your tech support channels are properly staffed. If you don't have someone available to "speak" to a customer right away, give them the option of leaving a message or having someone call or email them back when someone is free, within 24 hours or a business day.

- **Provide FAQs and troubleshooting help online (self service).**

  "It may sound counterintuitive, but the best tech support is when the end user is not asking for help or can help himself," says Farhi. "If you give people the tools… to be self-sufficient, then you've been effective in supporting their tech needs." And "there are lots of self-service options."

  "Build a knowledgebase and utilize videos to show customers how to resolve the most common issues," suggests Ali Din, general manager & CMO, dinCloud. You can also create an online forum, or forums.

- **Hire well and train representatives properly.**

The value of putting the best people into support roles can't be understated. Nothing is more frustrating as a customer than feeling like you know more about a product and problem than the company's own support staff.

- **Use software to keep track of customers and take care of routine tasks.**

Thanks to customer support software, customer data is easy to collect and store, providing a comprehensive profile at your agents' fingertips. Just make sure customer data is stored in a central system where your support team can access it. In this way, agents can save time and provide a better customer experience.

Figure 1 figure that shows providing first level support

1.5. Obtaining feedback from client and making changes

Customer feedback is information provided by customers about their experience with a product or service.

Its purpose is to reveal their level of satisfaction and help product, customer success, and marketing teams understand where there is room for improvement. Companies can collect customer feedback proactively by polling and surveying customers, interviewing them, or by asking for reviews. Teams can also passively collect feedback by providing users a place in the product where they can share comments, complaints, or compliments.

Why is customer feedback important?

Without customer feedback, a company will never know if customers are getting value out of their product. Without knowing if they're getting value, the product and go-to-market teams won't know if they're nurturing loyal customers (not to mention be able to measure customer retention and customer health). And without loyal customers, well…

According to Gartner, "customers' salient experiences with the company heavily influence their long-term switching behavior and reflect the true drivers of loyalty." How does one find out what these salient experiences were? Customer feedback.

The 7 most effective customer feedback methods

Before you begin collecting feedback from customers, you need to pinpoint why you're seeking their input. Identifying your desired outcomes and outlining the process for getting there sets the groundwork for a worthwhile investment of your time — and your customers' time. Without a clear intention, your feedback may not serve anyone.

Customer Feedback Methods:

- Customer feedback surveys

- Email and customer contact forms

- Usability tests

- Exploratory customer interviews

- Social media

- On-site activity (via analytics)

- Instant feedback from your website

- **Customer feedback surveys**

  Developing a useful customer survey may be more challenging than you think. There are a ton of questions you could ask customers. The good news: you can choose between short slider surveys (which help you target specific issues) that pop up on your site or longer, traditional surveys.

  If you want customers to follow through on completing a survey, make sure you follow some simple best practices.
    - Only ask questions that help you meet your goals.
    - Write thoughtful open-ended questions.
    - Create consistent rating scales.
    - Avoid leading or loaded questions.

- **Email and customer contact forms**

  Email is one of the easiest ways to gather candid customer feedback. Because it's a support channel for most companies, you can use each interaction as an opportunity to gather feedback.

- **Usability tests**

  For usability testing to bring deep insights to your company, it requires more upfront planning. With a clear strategy, though, you can uncover challenges that customers don't

know they're facing and actionable insights that make their experiences better. You may even want to consider rewarding your user research participants the way Google does.

- **Exploratory customer interviews**

  Does direct outreach translate to beneficial feedback from customers? Absolutely! Reaching out to customers directly opens up conversations that otherwise wouldn't happen.

- **Social media**

  Social listening can give you access to an otherwise untapped reservoir of candid feedback from customers. Direct comments or mentions on social networks aren't the only way for your business to collect customer feedback either — many networks include built-in polling tools.

- **On-site activity (via analytics)**

  Analytics reveal what customers don't know about how they use your product. Especially if you sell a digital product or service, you benefit from leveraging analytics to understand how users interact with your company. For example, if you offer self-service content as a form of customer service, you could see the number of people visiting each article.

- **. Instant feedback from your website**

  With an embeddable on-site widget like Beacon, you can collect instant customer feedback without asking the customer any questions.

Self-Check 1

Part I. Choose the correct answer from the given alternatives

1. In order to clearly define the problem we have to consider

    A. Agree with the team where the team should be

    B. Describing and documenting the problem

    C. A and B

2. Some questions that can be usefully employed to document the identified problem are:

    A. What is happening?

    B. When is it happening?

    C. Where is it happening?

    D. All

3. A problem can be regarded as a difference between the ____situation and the _____situation

    A. Actual

    B. Desired

    C. A and B

    D. None

Part II. True False questions

1. A problem can be regarded as a difference between the actual situation and the desired situation

2. With the appropriate care, logs can provide solid forensic evidence when and if it is needed.

Part III. Answer all the questions listed below

1. Write the 7 most effective customer feedback methods

2. Write the different types of technical support best practices

3. Write at least 4 best practices that can help to ensure log data and log management practices that can properly support forensic investigations.

Operation Sheet 1

Operation Title: Procedures used to Checking logged windows events

Purpose: To acquire the trainees the skill of Checking logged windows events

Equipment, tools and materials required: Desk top or lap top computer installed with the required operating system

Procedures: To check logged windows event, follow the following procedures

Step 1. From the Start Menu, type event viewer and open it by clicking on it.
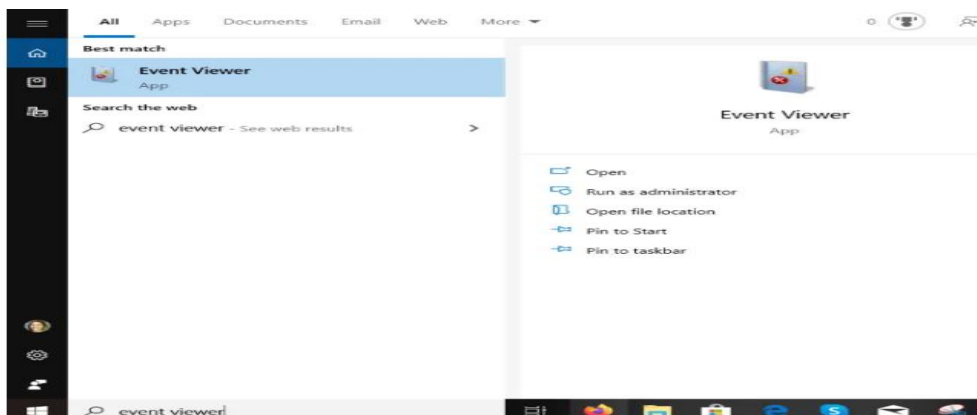
Step 2. To expand the Windows Logs folder, click on **Event Viewer (local) .**
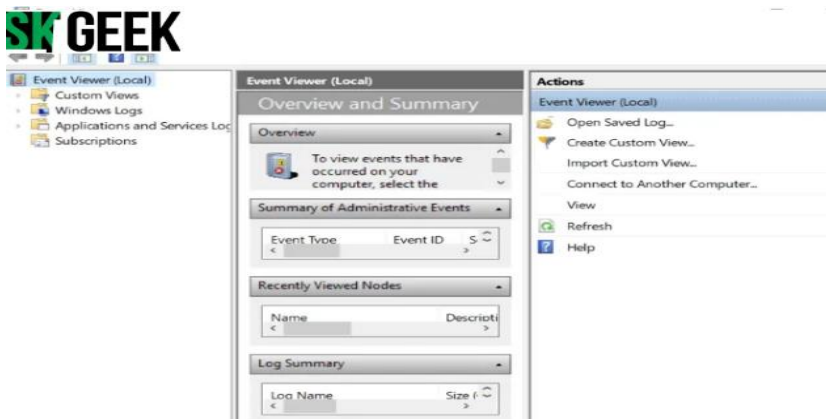
Step 3. Expand **Windows Logs** by clicking on it, and then right-click on **System.**

Step 4. Double-click on **Filter Current Log** and open the dropdown menu for **Event Sources**.

Step 5. Scroll down to **Power-Troubleshooter** and tick the box next to it. Then click **OK**.
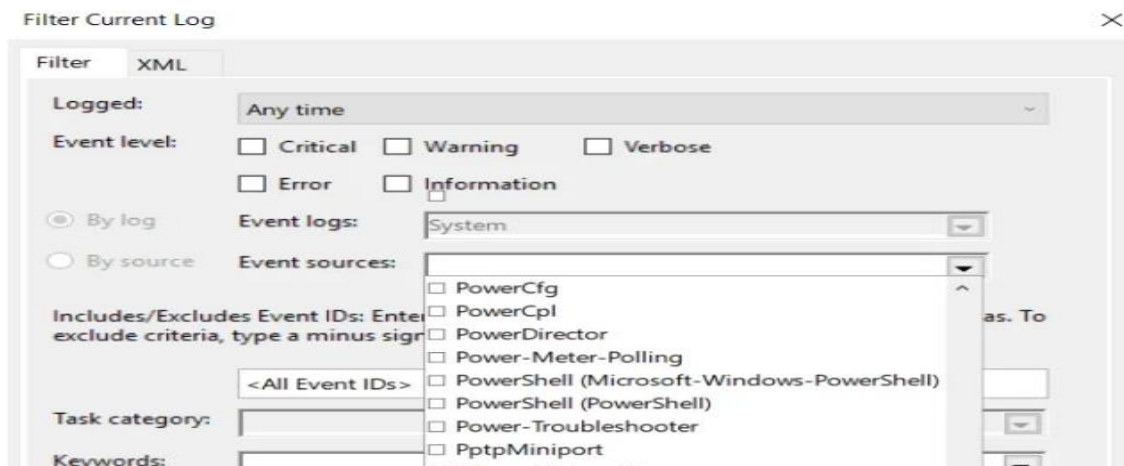
The Windows Event Viewer will show you when your computer was brought out of sleep mode or turned on. If you weren't using it during these times, someone else was.
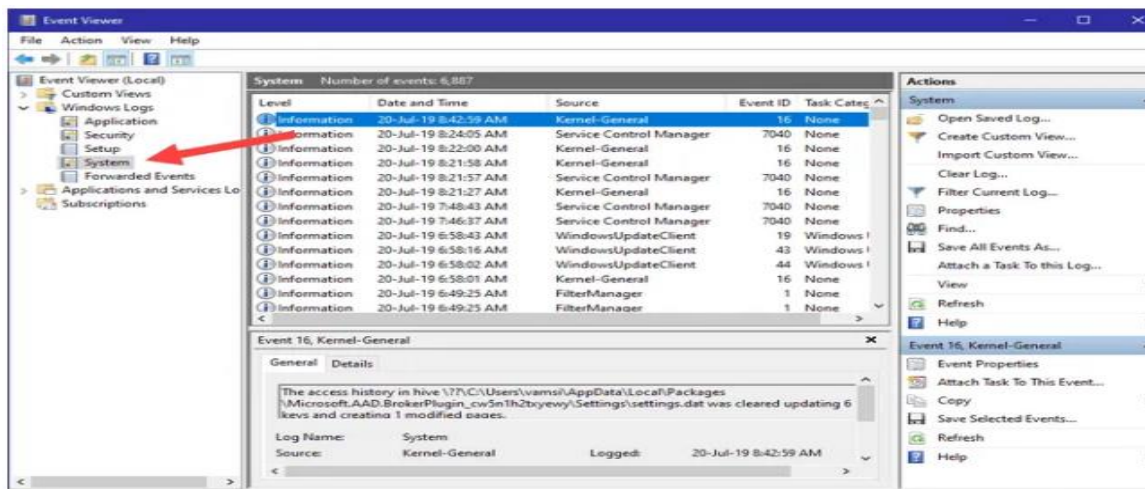
Lap Test: Practical Demonstration for operation sheet 1

Instructions: You are required to perform the following tasks:

Task 1. Check logged Web history

Unit Two: Provide advice on software, hardware or network

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

- Confirming network requirements
- Investigating and documenting solution
- Obtaining approval from client
- Discuss and agree on level of technical support
- Providing support
- Providing manuals and help documentation

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

- Confirm network requirements
- Investigate and documenting solution
- Obtain approval from client
- Discuss and agreeing level of technical support
- Provide manuals and help documentation

2.1. Confirming software, hardware or network requirements

System requirements are the required specifications a device must have in order to use certain hardware or software. For example, a computer may require a specific I/O port to work with a peripheral device. A smartphone may need a specific operating system to run a particular app.

Before purchasing a software program or hardware device, you can check the system requirements to make sure the product is compatible with your system. Typical system requirements for a software program include:

- Operating system
- Minimum CPU or processor speed
- Minimum system memory (RAM)
- Minimum free storage space
- Audio hardware (sound card, speakers,)

System requirements listed for a hardware device may include:

- Operating system
- Available ports (USB, Ethernet,)
- Wireless connectivity
- Minimum GPU (for displays and graphics hardware)

Minimum vs Recommended Requirements

Some products include both minimum and recommended system requirements. A video game, for instance, may function with the minimum required CPU and GPU, but it will perform better with the recommended hardware. A more powerful processor and graphics card may produce improved graphics and faster frame rates (FPS).

Some system requirements are not flexible, such as the operating system(s) and disk space required for software installation. Others, such as CPU, GPU, and RAM requirements may vary significantly between the minimum and recommended requirements. When buying or

upgrading a software program, it is often wise to make sure your system has close to the recommended requirements to ensure a good user experience.

Below is an example of minimum versus recommended system requirements for a Windows application.

- **OS**: Windows 7 with SP1; Recommended: Windows 10
- **CPU**: Intel or AMD processor with 64-bit support; Recommended: 2.8 GHz or faster processor.
- **Disk Storage**: 4 GB of free disk space
- **Monitor Resolution**: 1280x800; Recommended: 1920x1080
- **Internet**: Internet connection required for software activation.

2.2. Investigating and documenting solution

Although it is often neglected in the troubleshooting process, documentation is as important as any of the other troubleshooting procedures. Documenting a solution involves keeping a record of all the steps taken during the fix-not necessarily just the solution.

For the documentation to be of use to other network administrators in the future, it must include several key pieces of information. When documenting a procedure, include the following information:

- **Date**-When was the solution implemented? It is important to know the date because if problems occur after your changes, knowing the date of your fix makes it easier to determine whether your changes caused the problems.

- **Why**-Although it is obvious when a problem is fixed while it is done, a few weeks later, it might become less clear why that solution was needed. Documenting why the fix was made is important because if the same problem appears on another system, you can use this information to reduce time finding the solution.

- **What**-The successful fix should be detailed, along with information about any changes to the configuration of the system or network that were made to achieve the fix. Additional information should include version numbers for software patches or firmware, as appropriate.

- **Results**-Many administrators choose to include information on both successes and failures. The documentation of failures can prevent you from going down the same road twice, and the documentation of successful solutions can reduce the time it takes to get a system or network up and running.

- **Who**-It might be that information is left out of the documentation, or someone simply wants to ask a few questions about a solution. In both cases, if the name of the person who made a fix is in the documentation, the person can easily be tracked down. This is more of a concern in environments in which there are a number of IT staff, or if system repairs are performed by contractors instead of company employees.

2.3. Obtaining approval from client

In any organization, work often needs to be formally approved before it can begin. Budgets, creative projects, marketing initiatives, invoices, and many other work items all move through a series of approvals before they are considered either ready for kickoff or complete. Many organizations create specific approval processes or workflows that dictate how work should be approved (or rejected) every time to save time and ensure standardization.

What Is an Approval Process?

An approval process is the method an organization uses to approve anything from documents, invoices, budgets, and purchase orders, to a new process that a company wants to institute.

As a result, many organizations have transitioned to automated approval processes and workflows. Companies can use software to create a tailored approval process, which then guides users through that process to ensure work is completed and approved the same way every time. The main benefits of automated approval processes include saving time, maximizing efficiency, and standardizing processes.

Elements of an Approval Process

While each approval process will differ based on its purpose or the organization's specific requirements, there are some general tasks that you will likely include when designing your own. These include:

- **Submission:** An approval process usually begins with someone submitting something (a document, invoice, purchase order, etc.). You'll need to create a submission portal where users go to submit their work. Think about including a submission receipt option, so submitters have a record of their activity.
- **Assign Approvers:** The approval process hinges on someone else (not the submitter) approving the work, so you'll need to identify the person or people who have the final say.

If your process has multiple approval levels, define who will approve which aspects of work at each level.

- **Set Permission Levels:** Define the level of authority each user should have. Most systems have features to delineate among viewer, editor, and administrator permissions, so you can control who edits, rejects, or approves submissions.

- **Set Due Dates:** As with any project, it's important to set deadlines to keep your workflows moving and prevent work backlogs.

- **Automatic Alerts and Notifications:** A program that automatically sends alerts and notifications about the status of a submission can help expedite workflow. Automatic alerts may be approval or rejection notifications, update requests (where the approver requests that the submitter makes changes to the original submission), or a simple status update alerting users that work is advancing to the next step in the process. Submissions may have to go through multiple rounds of edits before they are approved, so automatic alerts and notifications can ensure that items are accomplished quickly and that everyone is aware of the current status.

- **Record/Log:** Having a record of every step in the approval process is one of its greatest benefits for increasing transparency and ensuring consistency. If you plan on using an automated solution, look for a program that offers the following capabilities:

  - ➢ **View User History:** See who has made changes, to what, and when.
  - ➢ **Lock Record:** This will make the record un editable, so that no user can change the log of actions.

- **Edit Record:** In some cases, you might want the record to be kept editable - for instance, if you made a mistake or need to keep certain information private from other parties.

- **Create Discrete Steps:** An approval process is only effective if there are clear, defined, and repeatable steps. Choose a program that allows you to write discrete steps that users can easily follow and repeat an infinite number of times.

- **Templates and/or Built-In Workflows:** Pre-built templates are helpful if you'll be creating multiple workflows for a variety of specific use cases. This way, you won't have to start from scratch every time, or hard-code any parameters.

- **Customization:** Although built-in workflows can help you get started, you may want to retain some flexibility. Choose a program with customization options so you can tailor your process; if it doesn't fit your needs, there's no benefit.

- **Edit Capabilities:** Once you build your workflow and start using it, you might need to make changes to the procedures you initially put in place. Systems that allow editing will save of time.

- **Mobile Features:** Solutions that offer mobile capabilities enable your team to submit work, receive notifications, make requests, and approve work from their phone or tablet.

- **Signature Collection:** If you're approving sensitive or highly important documents and information, you may require a signature. Some programs offer signature collection so that you can verify approvals.

- **Feedback Collection:** Perhaps you want to create a workflow that elicits feedback, rather than approves work. In this case, look for a program with qualitative collection capabilities. This might be a template option within a larger system (as in Sharepoint, for example).

- **Notification Templates:** You might also want to send notifications in a specific way, such as an in-app notification, email, or push notification on another device.

1.3. Discussing and agreeing level of technical support

- A **service-level agreement** (**SLA**) is a commitment between a service provider and a client. Particular aspects of the service – quality, availability, responsibilities – are agreed between the service provider and the service user.

- The most common component of an SLA is that the services should be provided to the customer as agreed upon in the contract. As an example, Internet service providers and telecom will commonly include service level agreements within the terms of their contracts with customers to define the level(s) of service being sold in plain language terms. In this case the SLA will typically have a technical definition in mean time between failures (MTBF), mean time to repair or mean time to recovery (MTTR); identifying which party is responsible for reporting faults or paying fees; responsibility for various data rates; throughput; jitter; or similar measurable details.

A well-defined and typical SLA will contain the following components:

- **Type of service to be provided**: It specifies the type of service and any additional details of type of service to be provided. In case of an IP network connectivity, type of service will describe functions such as operation and maintenance of networking equipment, connection bandwidth to be provided, etc.

- **The service's desired performance level, especially its reliability and responsiveness**: A reliable service will be the one that suffers minimum disruption in a specific amount of time and is available at almost all times.

  A service with good responsiveness will perform the desired action promptly after the customer requests it.

- **Monitoring process and service level reporting:** This component describes how the performance levels are supervised and monitored. This process involves gathering different type of statistics, how frequently these statistics will be collected and how they will be accessed by the customers.

- **The steps for reporting issues with the service**: This component will specify the contact details to report the problem to and the order in which details about the issue

have to be reported. The contract will also include a time range in which the problem will be looked into and when the issue will be resolved.

- **Response and issue resolution time-frame**: Response time-frame is the time period by which the service provider will start the investigation of the issue. Issue resolution time-frame is the time period by which the current service issue will be resolved and fixed.

- **Repercussions for service provider not meeting its commitment**: If the provider is not able to meet the requirements as stated in SLA then service provider will have to face consequences. These consequences may include customer's right to terminate the contract or ask for a refund for losses incurred by the customer due to failure of service.

1.4. Arranging time with client and provide support

Coordinating appointments requires a high level of organization, so setting up an effective scheduling system for clients is essential.

Common Problems & Solutions during client appointment

- **Paper calendars get messy and are hard to keep organized.** An online service takes the stress out of appointment scheduling for both you and your clients.

- **Phone tag is time-consuming.** Online scheduling eliminates the awkward phone tag with clients during business hours. If your customers have the option to schedule with you 24 hours a day, seven days a week, they're likely to use your service more often

- **Scheduling with multiple people is even more time-consuming.** When proposing appointment times, offer 2-3 options your potential customers are likely to be happy with, especially if the meeting involves more than one participant.

- **Clients cancel at the last minute.** Using some application software, consider including your cancellation and no-show policy in the descriptive text of your sign up, so your clients will know your policies prior to scheduling an appointment.

- **Clients worry about security and privacy when scheduling.** When creating your sign up, you can customize privacy settings to choose the right level of security. For instance, you can hide the names of clients when they sign up for appointments.

- **You need a better system to keep track of payments.** You can collect payments for appointments at the same time. This helps to simplify record-keeping and ensure timely payment for services.

- **The details get lost in communication**. Make sure clients know what to expect and are prepared for the appointment by using our custom notification feature

- **No shows happen**. No shows are frustrating and result in lost time and revenue for small business owners, so ensure you have a consistent reminder system in place.

- **Rescheduling is a chore**. Say you sent a text or email reminder and an individual still didn't show. Make it easy for them to reschedule by posting open appointments slots that they can choose from.

1.5. Providing manuals and help documentation

- **User documentation**

- ➢ Technical documentation refers to the documentation that describes how a product or service operates. For example, software code documentation, technical specifications and API documentation.

- ➢ User documentation refers to the documentation for a product or service provided to the end users. The user documentation is designed to assist end users to use the product or service. This is often referred to as user assistance. The user documentation is a part of the overall product delivered to the customer.

Traditionally user documentation was provided as a user guide, instruction manual or online help. However, user documentation is increasingly being delivered online today. This has enabled technical writers to be more imaginative in how they assist users.

User documentation is important because it provides a avenue for users to learn:

- how to use your software
- features of your software
- tips and tricks of your software
- how to resolve common problems with your software

Without user documentation, a user may not know how to do the above things.

Users expect the user documentation to include:

- FAQs
- Video tutorials
- Embedded assistance (for example, tool tips and dynamic page content)
- Support Portals

What does user documentation usually include?

The list below is used with gratitude from the Dartford computer science department

- Minimum hardware and software requirements

- Installation guide

- How to start the system

- How to use different features of the system

- Screenshots explaining main features of the system

- Example inputs and outputs

- Explanations of error messages and troubleshooting guides

- Information to contact the developer of the system if an undocumented question arises

The quality of user documentation can affect the rate of implementation of the new system.

Examples should include methods such as: help files, online support and printed manuals.

Self-Check 2

Part I: **Choose the correct Answer from the given Alternatives**

1._____refers to the documentation that describes how a product or service operates.

    A. Technical documentation

    B. Feedback

    C. Helpdesk

2. A _____ is a commitment between a service provider and a client

    A. Technical support

    B. service-level agreement (SLA)

    C. Documentation

3. _____: See who has made changes, to what, and when.

    A. View User History

    B. Feedback collection

    C. Edit record

Part II. True False Questions

4. approval process is the method an organization uses to approve anything from documents, invoices, budgets, and purchase orders, to a new process.

5. Customization will make the record un editable, so that no user can change the log of actions.

6. System requirements are the required specifications a device must have in order to use certain hardware or software.

Part III. Short Answer Questions

7. Write at least 4 components of service level agreement:

8. User documentation should include:

9. Write each problems with their solutions during client appointment

Unit Three: Obtaining client feedback

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

- Developing feedback form
- Instructing   client to complete the form
- Distributing feedback form
- Reviewing feedback for improvement

This guide will also assist you to attain the learning outcomes stated in the cover page.

Specifically, upon completion of this learning guide, you will be able to:

- Develop feedback form
- Instruct client to complete the form
- Distribute feedback form
- Review feedback for improvement

3.1. Creating an appropriate evaluation or feedback form

3.1.1. Creating Evaluation Form for the provided service

An evaluation form is a document used to measure the client's level of satisfaction. one of the keys to the success of your performance management process is to have good service evaluation forms.

Best Practices When Creating an Evaluation Form

- **Make it easy to use.**

    Ensure that the information your evaluation form seeks is clear and concise. Provide easy-to-understand instructions for the clients to complete the form.

Determine the focus of the form.

There needs to be a clear purpose. The form should include clear guidelines and instructions to allow managers and employees to know exactly what information to provide, the meaning of the ratings, and how to get the information they need.

Evaluation Form Templates sample

Image 3.1 Evaluation Form

3.2. Providing client to complete the form

3.2.1 Instructions provided by technical support on how to fill Feedback Form

What one should do:

- Fill out feedback based only on the facts
- Provide feedback with the single intent of improving performance
- Offer feedback regarding issues that can be controlled
- Feedback should only be offered in private
- To use feedback to reward achievements and correct errors

What one shouldn't do:

- Do not let emotions take over during feedback
- Not use the main problem to generalize other problems

- Not letting situations get out of hand before they are uncontrollable

- Do not give comments regarding issues out of an employee's control

- Using feedback as a way to personally attack the employee.

The information is very useful in the event that you would like to utilize forms such as Training Feedback Forms where you provide feedback on one's performance.

How to fill customer out feedback forms

When filling out customer feedback forms, then be sure the following information is included:

- Name of the customer

- Date of when the feedback was made

- Type of feedback being made (either a suggestion, complaint, or compliment)

- What service or issue is being given feedback

- Details or additional information regarding whatever you are giving feedback to

If you intend on filling out forms such as Presentation Feedback Forms wherein you place in information to help you race certain aspects of a particular person, service or event, then go through our sample feedback forms to help you know how to properly fill out any of them.

Guidelines for Filling Feedback Forms

- Provide all information you are required to place in. So that includes, but not limited to, your name, date of the feedback, job position and more.

- Always make sure to provide a statement regarding the purpose of the feedback.

- Remember to remain truthful when providing feedback to any person, product, service, or event.

- When providing additional comments, do so in a professional manner.

3.3. Distributing evaluation or feedback form

Publishing feedback form template.

Configuring your customer feedback form is a piece of cake, and online distribution is even easier. Our publishing tool offers multiple choices for sharing: you can either embed the form on a web page, send the form link via email or messenger apps, or choose to send it to any social platform you like. And if we live in a mobile-dependent environment, the customer feedback form template can be used by any smartphone user.

- **Collect & manage data**

Customer feedback is stored in a secure repository and you can manage form responses from the Submissions section of your form. You also have the option of exporting all your data in PDF, Excel or CSV. Configuring the Reports section will provide you with a better picture of how customers see your products, with the aid of visual reports and graphs.

- **Optimize your flow**

Improving one's business is a relentless process that relies upon the collection of customer feedback. Gathering user's thoughts is easier done with online forms. Each time a customer submits his opinions via the given form, you will get an instant email or SMS notification. Improve customer retention and automate your feedback gathering tactics today!

3.4. Reviewing feedback for improvement

3.4.1. Reviewing the collected feedback for future improvements

Everyone always talks about getting customer feedback. However, what do you do once you actually get that feedback? How do you begin implementing it into your company? And how do you respond to the customer?

Determining Useful Vs. Useless Feedback

It can be difficult to decide whether a customer's feedback is actually geared towards helping you improve your business or if it's simply an attempt to bash your company. Here are the ways you can tell the difference between these two kinds of negative feedback. For an explanation of the specific kinds of negative feedback.

Useful Feedback

- **It points out an actual pain point or problem.**

This feedback has a point. A customer has faced an issue with your product or service and is reflecting on it. There is something for you to mend or improve in this situation.

- **It would benefit others to implement this feedback.**

This feedback isn't solely the opinion of an individual customer. Typically, it reflects the thoughts of several customers, some of whom may not have spoken up about it. Taking this feedback into consideration would improve the experiences of many of your customers, and, thus, might be a good investment to make.

- **It's fairly long or detailed.**

This feedback shows time and thought. It's clear the customer carefully crafted their feedback, which means that they care about your business's growth. This is a tip-off that their feedback could really improve your product or service.

- **It may suggest one or two improvements, but not a complete change.**

This feedback isn't suggesting that you reconsider your entire company strategy, mission, or industry. Instead, the customer is offering some opportunities for growth or improvement that can be easily tweaked within your overarching company strategy.

- **It generally veers on the polite side.**

This feedback is relayed in a fairly kind manner. The customer doesn't feel any need to attack your company or be aggressive. They simply want to relay their thoughts in the hopes that you'll consider them for the future.

Useless Feedback

- **It doesn't have a clear pain point or problem.**

This feedback doesn't have a specific issue for you to track and take into consideration. There is no way for you to try to "solve" a problem for this customer and improve their experience.

- **It differs from the feedback others are giving.**

This feedback is bringing up a brand-new point. It doesn't seem like any other customers or prospects are facing a similar experience with your product or service.

- **It's on the shorter side.**

This feedback could potentially be a short burst of angry typing. It doesn't include a lot of details on the situation and doesn't show signs of clear-headed thought.

- **It suggests you change your entire company strategy.**

This feedback advises you to make large-scale changes to your company. Implementing such changes would not only be a huge financial investment for you, but it would also take an extended amount of time and require rebranding.

- **It's rude.**

This feedback is relayed in a harsh way. There doesn't seem to be a basic appreciation for your company. This customer or prospect simply wants to criticize your business without being constructive.

We've compiled the following list of steps to take after receiving both negative and positive feedback.

Self-Check 3.

Part I. True False Questions

1. Technical Documentation is a document used to measure an employee's workplace performance

2. Customer feedback is stored in a secure repository

3. Improving one's business is a relentless process that relies upon the collection of customer feedback.

Part II. Answer all the questions listed below

1. How we can publish feed back form?

2. Write how to respond to Positive feedback

3. Write how to respond to Negative feed back

4. Write the guidelines used to filling feedback forms

5. What is mean by reviewing feedback?

Unit Four: Lead Workplace Communication

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

- Selecting communication method
- Constructive contributions to workplace discussion
- Organizing Information regarding problems and issues
- Communication problems and issues

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

- Select communication method
- Make Constructive contributions to workplace discussion
- Organize Information regarding problems and issues
- Raise Communication problems and issues

4.1. Selecting Communication Method

- Communication is an essential part of the workplace, making it a valuable skill for professionals across industries and job roles. By researching how to improve your communication at work, you can enhance your workplace relationships and your contributions to your job role.

Why good communication is important?

Having good Communication at work helps improve productivity and efficiency within a team. Using effective communication in the workplace also helps you maintain positive professional relationships with your co-workers and superiors by encouraging you to ask for clarity and use appropriate communication channels. Overall, good workplace communication contributes to a positive company culture and an ability to meet company goals.

Effective communication in the workplace is crucial for fostering a positive and productive work environment. Here are some key requirements to communicate effectively:

1. Clear Expression:
    - Use Clear Language: Express ideas using clear and concise language. Avoid jargon or technical terms that may not be understood by everyone.
    - Organize Thoughts: Structure your communication logically. Present information in a well-organized manner to enhance comprehension.

2. Active Listening:
    - Give Full Attention: When someone is speaking, give them your full attention. Avoid interrupting and listen actively to understand their perspective.
    - Ask Clarifying Questions: If something is unclear, ask questions for clarification. This shows that you are engaged and interested in understanding.

3. Feedback:
    - Provide Constructive Feedback: When giving feedback, focus on specific behaviors or actions. Be constructive rather than critical.
    - Be Open to Feedback: Create an environment where others feel comfortable providing feedback to you. Use feedback as an opportunity for growth.

4. Empathy:

- Understand Others' Perspectives: Put yourself in others' shoes to understand their viewpoints. This helps in building empathy and resolving conflicts more effectively.

- Express Empathy: Acknowledge others' feelings and concerns. Express empathy to show that you understand and care about their experiences.

5. Non-Verbal Communication:

- Body Language: Pay attention to your body language and that of others. Maintain eye contact, use open gestures, and be aware of facial expressions to convey sincerity.

- Tone of Voice: Be mindful of your tone of voice. A friendly and respectful tone can enhance the impact of your message.

6. Clarity in Written Communication:

- Use Proper Grammar and Spelling: When communicating in writing, use correct grammar and spelling to convey professionalism.

- Formatting: Organize written communication with clear headings, bullet points, and paragraphs for readability.

7. Timely Communication:

- Respond Promptly: Respond to emails, messages, and requests in a timely manner. This demonstrates reliability and respect for others' time.

- Set Expectations for Response Time: Communicate expectations regarding response times, especially for urgent matters.

8. Choose the Right Communication Channel:

- Select Appropriate Channels: Choose the right communication channel for the message. Some messages may be better suited for face-to-face meetings, while others can be conveyed through email or instant messaging.

9. Cultural Sensitivity:

- Be Culturally Aware: Consider cultural differences when communicating with a diverse team. Be aware of potential cultural nuances that may impact understanding.

10. Conflict Resolution:

- Address Issues Proactively: Deal with conflicts or misunderstandings promptly and constructively. Encourage open dialogue to find resolutions.

11. Professionalism:

- Use Professional Language: Maintain a professional tone in all communications. Avoid gossip or inappropriate language that could negatively impact the work environment.

12. Adaptability:

- Adapt to Different Communication Styles: Recognize that people have different communication styles. Be adaptable and adjust your approach to effectively communicate with diverse personalities.

By incorporating these requirements into your communication style, you can contribute to a more positive and collaborative workplace environment. Effective communication is a skill that can be continuously developed and refined over time.

4.2. Making Constructive Contribution to workplace Discussion

Making constructive contributions to workplace discussions is essential for fostering a positive and collaborative environment. Here are some tips to ensure your contributions are constructive:

- Active Listening:

Listen Actively: Pay full attention to what others are saying. Avoid interrupting and demonstrate that you value their input.

- Thoughtful Responses:

Take Your Time: Don't rush to respond. Take a moment to gather your thoughts and formulate a well-considered response.

- Stay Positive:

Focus on Solutions: Instead of dwelling on problems, contribute ideas and solutions. A positive and proactive approach can inspire others.

- Be Inclusive:

Encourage Participation: Create an inclusive environment by encouraging others to share their perspectives. Acknowledge and appreciate diverse opinions.

- Provide Constructive Feedback:

Frame Criticism Positively: If you need to offer criticism, frame it constructively. Focus on the issue at hand and suggest ways to improve rather than blaming individuals.

- Use "I" Statements:

Express Personal Views: When sharing opinions, use "I" statements to express your perspective. This helps avoid sounding accusatory or confrontational.

- Be Concise:

Express Ideas Clearly: Keep your contributions clear and concise. Avoid unnecessary details that might distract from your main points.

- Ask Questions:

Seek Clarification: If something is unclear, ask questions for clarification. This not only helps you understand better but also demonstrates your engagement.

- Back Your Points:

Provide Evidence: Support your ideas with relevant facts, data, or examples. This adds credibility to your contributions.

- Stay Open-Minded:

Be Open to Other Ideas: Be receptive to alternative viewpoints. A willingness to consider different perspectives promotes a healthy discussion.

- Avoid Blame and Finger-Pointing:

Focus on Issues, Not Individuals: When discussing problems or challenges, avoid blaming individuals. Keep the focus on finding solutions and addressing issues.

- Participate Actively:

Engage in Discussions: Actively participate in discussions. Your engagement shows that you are invested in the team's success.

- Cultural Sensitivity:

Be Aware of Cultural Differences: Be mindful of cultural nuances, especially in diverse workplaces. Ensure that your contributions are respectful of different cultural perspectives.

- Follow Up:

Follow Through on Commitments: If you make commitments or offer to take on tasks during a discussion, follow through promptly. Reliability strengthens your contributions.

- Constructive Tone:

Maintain a Positive Tone: Keep your tone positive and professional. Avoid sarcasm or negativity, as these can hinder effective communication.

4.3. Organizing Information regarding problems and issues

Organizing information and managing Issues in the work place

Issue management is the process of identifying and remedying challenges in the workplace. Workplace issues include everything from team member communication failure to technical malfunctions, and if you develop a strong issue management system, it can help you avoid these potential problems and maintain the progress of your current project. If you're responsible for handling workplace issues or interested in issue management, consider learning about what it is and how to use it in your workplace.

The following steps comprise a basic issue management system that you can use in your workplace:

- **Identify Issues**

The first step in effective issue management is identifying the issue you're attempting to resolve. The issue can be many different things, like a team member concern, miscommunication, a technical glitch or the lack of proper equipment. It's important to understand exactly what the issue is so that you can form a plan to resolve it as quickly and effectively as possible.

- **Gather information and review**

once you and your team have solved the problem and productivity in the workplace returns to normal, it's beneficial to create a comprehensive issue report. In this report, be sure to include details about which team member reported the issue, the impact, the steps taken to resolve the issue, when and how it occurred and all staff involved in problem-solving. Creating reports like these after issue management takes place allows you to develop plans to avoid similar issues in the future

4.4. Raising Communication problems and issues

- Problems can happen when employers and employees don't follow the correct workplace laws and rules.
- Employers and employees can accidentally break workplace laws when they don't know or understand their workplace rights and obligations.
- These types of problems can often be resolved quickly when employees and employers communicate and work together to find a solution.

Try talking to your employer or employee first

- If you're having a problem at work, we recommend that you raise it with your employee or employer first. When employees and employers communicate and work together to come up with their own solutions, the problem can usually be resolved without our help.
- Even where an employee has left their employment, we encourage employers and employees to raise issues directly before asking for our help.

Self-Check 4

Part I. True False Questions

1. Having good Communication at work helps improve productivity and efficiency within a team.

2. Using effective communication in the workplace also helps you maintain positive professional relationships with your co-workers and superiors

3. Good workplace communication contributes to a positive company culture and an ability to meet company goals.

Part II. Choose the Correct Answer

4. Problems can happen when employers and employees don't follow the correct workplace

   A. laws and rules.

   B. peoples

   C. Gossips

   D. All

5. Employers and employees can accidentally break workplace laws when they don't know or understand

   A. workplace rights

   B. obligations.

   C. A&B

6. The first step in effective issue management is

   A. Identifying the issue you're attempting to resolve

   B. Solving The Problem

   C. None

Part III. Define the following various types of Communication

7. Verbal

8. Non-Verbal

9. Visual

References

Reference Books:

1. **"A Guide to Service Desk Concepts" by Donna Knapp**
2. **"ITIL Foundation Essentials: The Exam Facts You Need" by Claire Agutter**
3. **"The Practice of System and Network Administration" by Thomas A. Limoncelli, Christina J. Hogan, and Strata R. Chalup**
4. **"CompTIA A+ Certification All-in-One Exam Guide" by Mike Meyers**

Websites and Online Resources:

1. CompTIA IT Pro Career Center (CompTIA)
2. ITIL Official Website (AXELOS)
3. Microsoft Learn: IT Support (Microsoft)
4. Zendesk Blog
5. Spiceworks Community
6. TechNet (Microsoft)

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