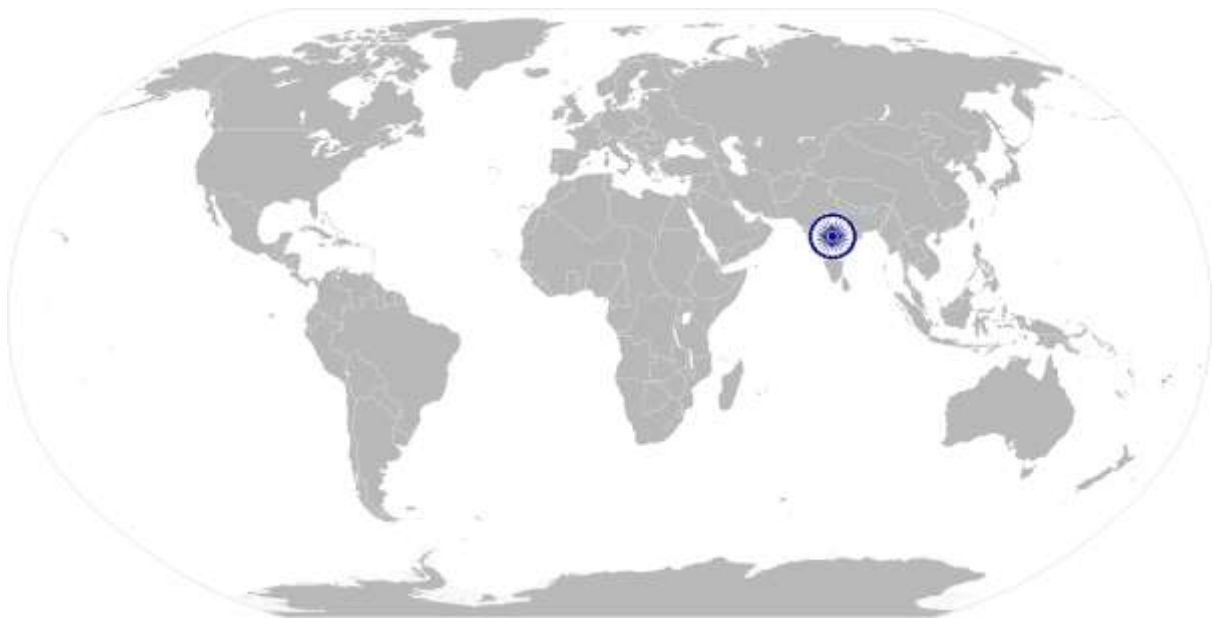


National Occupational Standard




Overview

This unit is about dealing remotely with basic IT service requests and incidents in the form of software service to the members of the staff and to internal or external customers.

SSC/ N 0101

Deal remotely with basic IT service requests and incidents

National Occupational Standard

Unit Code	SSC / N 0101
Unit Title (Task)	Deal remotely with basic IT service requests and incidents
Description	This OS unit is about providing a basic level of IT support to customers via the helpdesk.
Scope	<p>This unit/task covers the following:</p> <p>Service requests and incidents reported via:</p> <ul style="list-style-type: none"> • voice call • e-mail • internet <p>Customers (Parties/groups or individual who reach out to the helpdesk):</p> <ul style="list-style-type: none"> • internal • external <p>Specialists (subject matter experts, who have the domain knowledge and expertise and can handle escalated service requests):</p> <ul style="list-style-type: none"> • internal • external <p>Problems about:</p> <ul style="list-style-type: none"> • networking/connectivity • operating system/software • installation/configuration • computer hardware • account maintenance/access rights • voice/telephone • video call 
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Customer Interaction and Handling	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. confirm to the internal/external customer that he/she has received the service request, empathizing with the difficulties caused</p> <p>PC2. obtain sufficient information from the internal/external customer to understand the nature of the problem(related to networking/connectivity, operating system, voice/telephone or video call etc.) and perform initial diagnosis</p> <p>PC3. support the customer remotely over the internet to test potential solutions</p> <p>PC4. provide the customer with a reasonable estimate of resolution time, if an immediate solution cannot be found</p>
Call Logging as per defined procedure	<p>PC5. record and categorize the service request accurately as per organizational processes and policies</p> <p>PC6. prioritize the service request according to organizational guidelines</p>
Escalations of unresolved problems as per protocol	<p>PC7. refer the problem to a competent internal/external specialist if it cannot be resolved by the helpdesk</p> <p>PC8. obtain help or advice from specialist if the problem is outside his/her area of competence or experience</p>

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Interim Feedback to customer, in case of delays	PC9. monitor the problem and keep the customer informed about progress or any delays in resolving the problem
Process Compliances	PC10. comply with relevant legislation, standards, policies and procedures
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant legislation, standards, policies, and procedures followed in the company</p> <p>KA2. how to engage with both internal and external specialists for support in order to resolve incidents and service requests</p> <p>KA3. service request procedures, tools, and techniques</p> <p>KA4. potential helpdesk customers and their typical requirements</p> <p>KA5. role and importance of the helpdesk in supporting business operations</p> <p>KA6. service life cycle and type of service offered by the helpdesk to the organization</p> <p>KA7. evaluate the adequacy of existing helpdesk feedback systems and suggest improvements</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to receive and make phone calls, including call forward, call hold, and call mute</p> <p>KB2. how to send and receive e-mails</p> <p>KB3. typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions</p> <p>KB4. typical response times and service times for problems</p> <p>KB5. the importance of documenting, classifying, prioritizing service requests received over voice calls, email or internet and incident reports</p> <p>KB6. helpdesk systems, policies, and procedures</p> <p>KB7. maintain a knowledge-base of the known problems</p> <p>KB8. the basic functionalities of the applications, hardware and/or access rights that are used by the customers</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document call logs, reports, task lists, and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. record customers' discussions in the call logs</p> <p>SA4. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA7. read comments, suggestions, and responses to Frequently Asked Questions</p>

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	(FAQs) posted on the helpdesk portal
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. discuss task lists, schedules, and work-loads with co-workers SA9. question customers appropriately in order to understand the nature of the problem and make a diagnosis SA10. give clear instructions to customers SA11. keep customers informed about progress SA12. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand: SB2. plan and organize service feedback files/documents
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry SB4. build customer relationships and use customer centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. deal with clients lacking the technical background to solve the problem on their own SB7. identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. use the existing data to arrive at specific data points SB9. use the existing data points for improving the call resolution time SB10. use the existing data points to generate required reports for business
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB11. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action	

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NOS Version Control

NOS Code	SSC / N 0101		
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Occupation	IT Services	Next review date	31/01/14

