IT Essentials 5.0

10.4.2.2 Worksheet - Gather Information from the Customer

(Student Technician Sheet)

Print and complete this activity.

Gather data from the customer (a partner that has been assigned by your instructor) to begin the troubleshooting process. Document the customer's problem in the work order below.

Company Name: _____
Contact: _____
Company Address: _____
Company Phone: _____

Work Order

Generating a New Ticket

Category _____   Closure Code_____   Status_____

Type_____   Escalated_____   Pending_____

Item_____   Pending Until Date_____

Business Impacting? O Yes   O No

Summary_____

_____

Case ID#_____   Connection Type_____
Priority_____   Environment_____
User Platform_____

Problem Description:

Problem Solution:

(Student Customer Sheet)

Use the contact information and problem description below to report the following information to a level-one technician:

Contact Information
Company Name: Organization of Associated Chartered Federations, Inc.
Contact: Braxton Jones
Company Address: 123 E. Main Street
Company Phone: 480-555-1234
Category: Security

Problem Description
I am not able to login. I was able to login yesterday and all days previously. I tried to login with a different computer but was unsuccessful there also. I received an email last week about changing my password, but I have not changed my password yet.

(NOTE: Once you have given the level-one tech the problem description, use the Computer Configuration to answer any follow up questions the technician may ask.)

Computer Configuration
- Windows 7
- I do not know when it was last updated.
- There is some kind of antivirus program that used to run when I started the computer, but I haven't seen it recently.