New Topics in IT Essentials: PC Hardware and Software, v.4.0

Developed by:

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Cisco Networking Academy®
Mind Wide Open™

Your Presenters

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Scope of This Session

- Introduce and highlight some new or significantly changed topics in IT Essentials: PC Hardware and Software, version 4.0
- Give overview of 2006 CompTIA A+® exam
- Suggest exam prep tips
- Suggest resources
- Provide take-home activities
- Demonstrate an activity

Overview of 2006 CompTIA A+ Exam

Overview of 2006 CompTIA A+ Exam

What's new to the certification process?

- **One** required exam
  - A+® Essentials (220-601)
- **At least one** of the following options:
  - IT Technician (220-602)
  - Remote Support Technician (220-603)
  - Depot Technician (220-604)
- Each option has a different certification designation

Source: http://certification.comptia.org/a/default.aspx

A+ Certification Options

CompTIA A+ Essentials + CompTIA A+ 220-602

Technical Role Examples

IT Technician
Enterprise Technician
PC Technician
Desktop Support Technician
Field Technician
PC Support Specialist

Non-Technical Role Examples

Student
Sales
SMB Office Mgr.

CompTIA A+ 220-603

Remote Support Technician
Remote Support Technician
Help Desk Technician
Call Center Technician

CompTIA A+ 220-604

Depot Technician
Depot Technician
Bench Technician

CompTIA A+ 220-601 Exam
Essentials

Questions: 100, Time-Limit: 90 Minutes, Passing Score: 675

Domain	Percentage of Examination
1.0 Personal Computer Components	21%
2.0 Laptop and Portable Devices	11%
3.0 Operating Systems	21%
4.0 Printers and Scanners	**9%**
5.0 Networks	**12%**
6.0 Security	**11%**
7.0 Safety and Environmental Issues	10%
8.0 Communication and Professionalism	**5%**
Total	100%

Areas in **red** are covered in this session

Source: CompTIA A+ Essentials 2006 Examination Objectives

CompTIA A+ 220-602 Exam
IT Technician

Questions: 90, Time-Limit: 90 Minutes, Passing Score: 700

Domain	Percentage of Examination
1.0 Personal Computer Components	18%
2.0 Laptop and Portable Devices	9%
3.0 Operating Systems	20%
4.0 Printers and Scanners	**14%**
5.0 Networks	**11%**
6.0 Security	**8%**
7.0 Safety and Environmental Issues	5%
8.0 Communication and Professionalism	**15%**
Total	100%

Areas in **red** are covered in this session

Source: CompTIA A+ 220-602 2006 Examination Objectives

CompTIA A+ 220-603 Exam

Remote Support Technician

Questions: 90, Time-Limit: 90 Minutes, Passing Score: 700

Domain	Percentage of Examination
1.0 Personal Computer Components	15%
2.0 Operating Systems	29%
3.0 Printers and Scanners	**10%**
4.0 Networks	**11%**
5.0 Security	**15%**
6.0 Communication and Professionalism	**20%**
Total	100%

Areas in **red** are covered in this session

Source: CompTIA A+ 220-603 2006 Examination Objectives

CompTIA A+ 220-604 Exam

Depot Technician

Questions: 90, Time-Limit: 90 Minutes, Passing Score: 700

Domain	Percentage of Examination
1.0 Personal Computer Components	45%
2.0 Laptop and Portable Devices	20%
3.0 Printers and Scanners	**20%**
4.0 Security	**5%**
5.0 Safety and Environmental Issues	10%
Total	100%

Areas in **red** are covered in this session

Source: CompTIA A+ 220-604 2006 Examination Objectives

CompTIA A+ Exam Prep Tips and Resources

The A+ Exam and the New Curriculum

A CompTIA Authorized Quality Curriculum

- CompTIA has approved ITE PC v4.0 as a CompTIA Authorized Quality Curriculum
- The curriculum addresses all the objectives of the four A+® exams
- The previous version of the curriculum did not have that designation
- Download the 2006 A+® Exam objectives from

  http://certification.comptia.org/resources/objectives.aspx

The A+ Exam and the New Curriculum

Mapping the version 4.0 curriculum to the 2006 A+ Exam

- There is not a chapter-level split of the coverage of the 601, 602, 603, and 604 exams. Portions of the coverage may appear in several different chapters
- There are four mapping documents to show the detailed mapping between the version 4.0 curriculum and exams
- These are available on the ITE PC Course Catalog page and on the resource CD
- All 16 chapters would prepare students for any of the three focus exams

A+ Exam Prep Tips

Going Beyond the Curriculum

- Explore CompTIA's website

  Exam preparation page:
  http://certification.comptia.org/a/prepare.aspx

- Practice exams

  Take as many different practice exams as possible

  Simulate testing environment—time, number of questions, etc.

  Don't wait to take the exam

- Find a book or books that fit your learning style

  More technical vs. more simplified

A+ Exam Prep Tips

What's on the Test?

- That's a secret, but…

  More emphasis is given to story/scenario questions than on previous exams

  Less emphasis on fact and figure type questions

- Check out the sample questions from CompTIA:

  http://certification.comptia.org/resources/practice_test.aspx

A+ Exam Prep Tips

Preparing your students to take the test

- Create a detailed handout or presentation, including…
  - Test-taking tips
  - Exam cost
  - How to obtain a voucher
  - Specific test information, such as number of questions and amount of time allotted
- Help your students find a testing center:
  - www.vue.com
  - www.prometric.com

A+ Exam Prep Resources

- Cisco Press, www.ciscopress.com

  IT Essentials: PC Hardware and Software: Labs and Study Guide, Third Edition, Patrick Regan, ISBN-10: 1-58713-198-6

- Wiley Publishing, www.dummies.com

  A+ for dummies series of books

- Total Seminars, www.totalsem.com

  Mike Meyers' Passport to CompTIA A+ Certification, Third Edition, Mike Meyers and Scott Jernigan, ISBN: 0-07-226308-3

A+ Exam Prep Resources

- A+ Exams Guide, 2nd Edition, Christopher A. Crayton, ISBN 13:978-1-58450-566-2 (Course Technology Cengage Learning)

  http://www.course.com

- Exam Cram—CompTIA A+ Prep:

  http://www.informit.com/store/product.aspx?isbn=0789735652

A+ Exam Prep Resources

- www.mrfordsclass.com
- www.teachertube.com
- http://en.wikibooks.org/wiki/A_Plus_Certification
- www.selftestsoftware.com
- www.simulationexams.com/practice-test/aplus.htm
- www.freepractice.com/default.htm
- www.cramsession.com

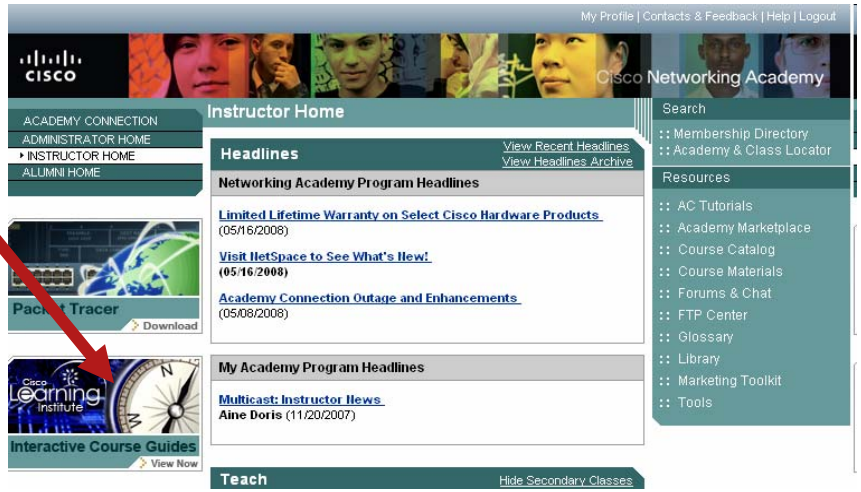
Instructor Resource Guide and PowerPoints From Cisco Learning Institute

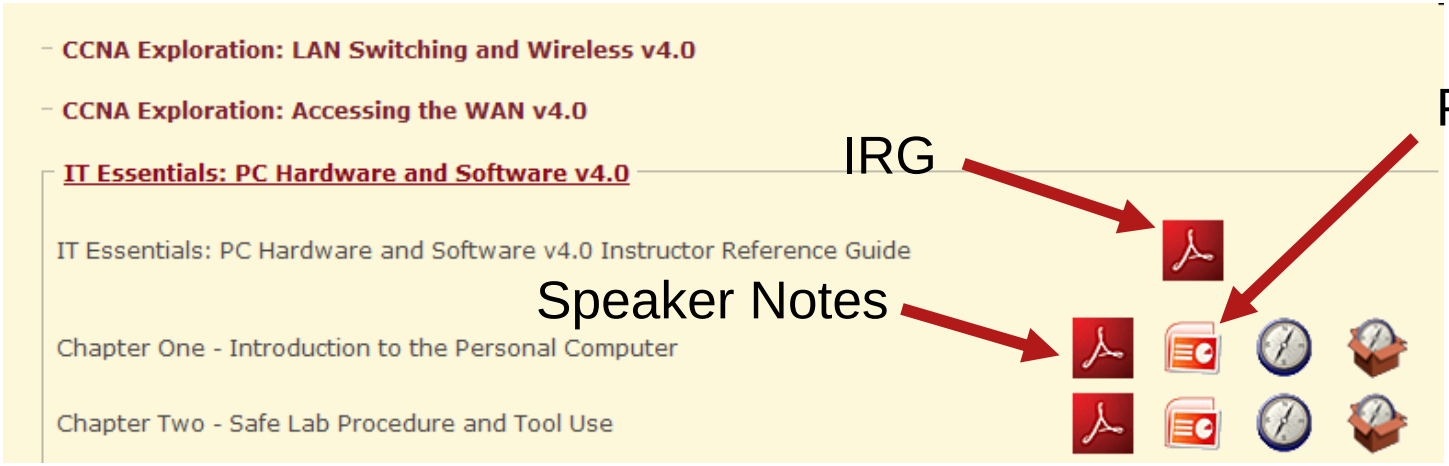
Instructor Resource Guide (IRG)

Shows Changes Since Version 3.1.1

Start at Instructor Home Page

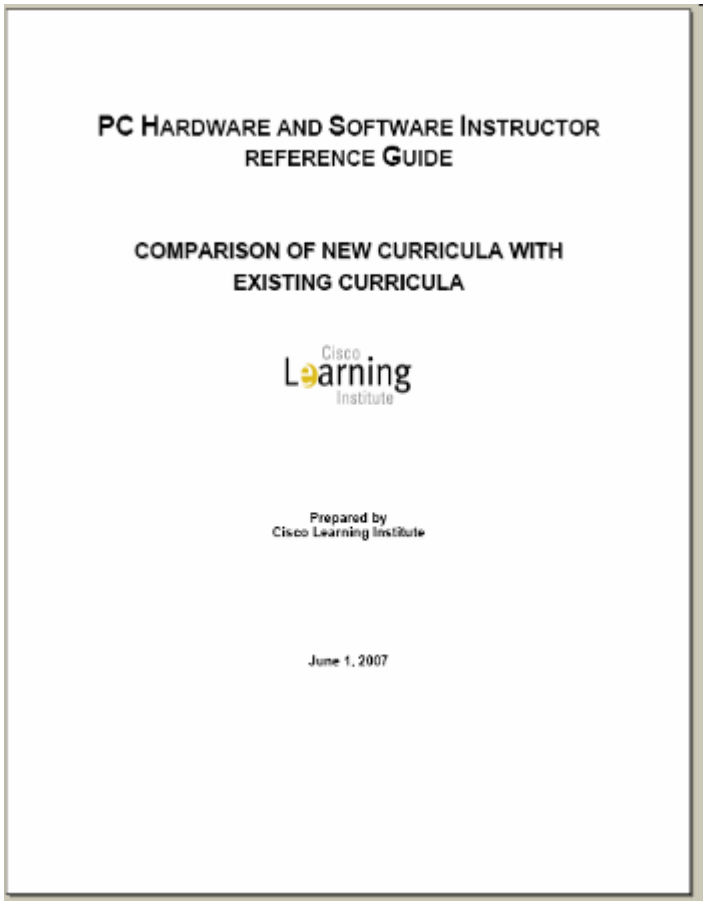
Curriculum PowerPoints and Speaker notes are available at this site, too





Instructor Resource Guide

It Is Detailed—to the Curriculum Page Level



PC HARDWARE AND SOFTWARE INSTRUCTOR REFERENCE GUIDE

COMPARISON OF NEW CURRICULA WITH EXISTING CURRICULA

Cisco Learning Institute

Prepared by
Cisco Learning Institute

June 1, 2007

4.0 **3.1.1**

Cisco Learning Institute

CISCO, INC.
IT ESSENTIALS: PC HARDWARE AND SOFTWARE VERSION 4.0 INSTRUCTOR REFERENCE GUIDE

Course Outline				Ref from "old" version
			of storage drives	2.7.3 2.7.4
		1.4.7	Identify the names, purposes, and characteristics of internal cables	3.5.2 3.5.3 3.6.3 3.6.4 3.8.2
	1.5		Identify the names, purposes, and characteristics of ports and cables	2.6
	1.6		Identify the names, purposes, and characteristics of input devices	13.3.1
	1.7		Identify the names, purposes, and characteristics of output devices	13.3.2
	1.8		Explain system resources and their purposes	2.9.1 2.9.2 2.9.3 2.9.4
2.0			**Safe Lab Procedures and Tool Use**	
	2.1		Explain the purpose of safe working conditions and procedures	
		2.1.1	Identify safety procedures and potential hazards for users and technicians	1.6.1 1.6.6 12.1.4
		2.1.2	Identify safety procedures to protect equipment from damage and data from loss	12.2.1 12.2.2 12.2.3 12.2.5 12.4.5 12.4.6
		2.1.3	Identify safety procedures to protect the environment from contamination	12.1.3 12.1.5 12.1.6
	2.2		Identify tools and software used with personal computer components and their purposes	
		2.2.1	Identify hardware tools and their purpose	1.6.3 1.6.4 1.6.5 12.1.2 12.2.3 12.2.4 12.2.5
		2.2.2	Identify software tools and their purpose	1.6.3 12.4.1 12.4.3
		2.2.3	Identify organizational tools and their purpose	1.6.3 14.13.1 14.13.2
	2.3		Implement proper tool use	
		2.3.1	Demonstrate proper use of an antistatic wrist strap	1.6.2 12.2.3
		2.3.2	Demonstrate proper use of an antistatic mat	12.2.5
		2.3.3	Demonstrate proper use of various hand tools	1.6.3 12.1.2
		2.3.4	Demonstrate proper use of cleaning materials	1.6.4 12.1.2 12.3.1 12.3.2 12.3.3
3.0			**Computer Assembly – Step by Step**	3.1.3
	3.1		Open the Case	3.1.1 3.1.2
	3.2		Install the Power Supply	2.3.2 3.3.4 3.5.3 13.2.12

June 1, 2007 *Page* 3

Interactive Course Guides
From Cisco Learning Institute

Interactive Course Guides (ICG)

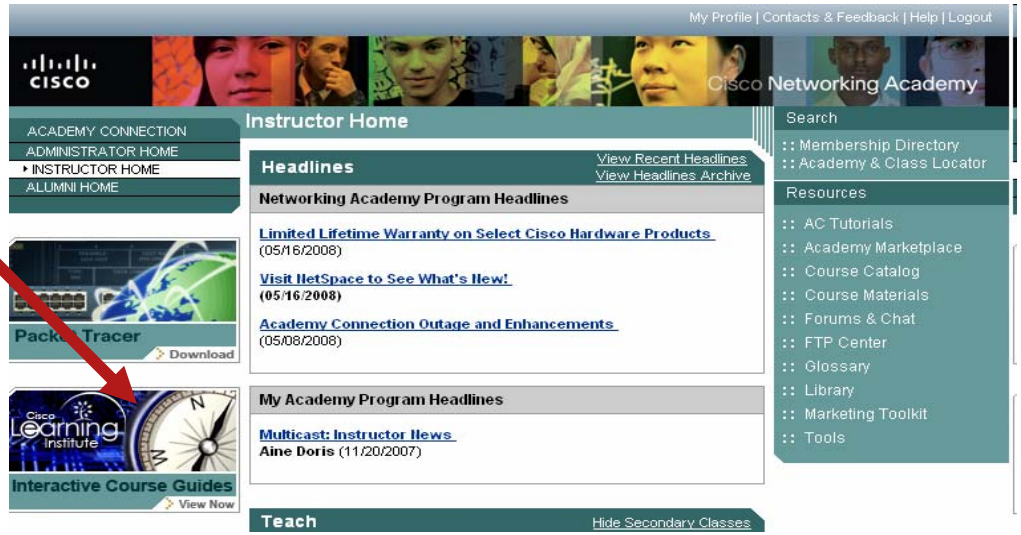
Several Types of Resources

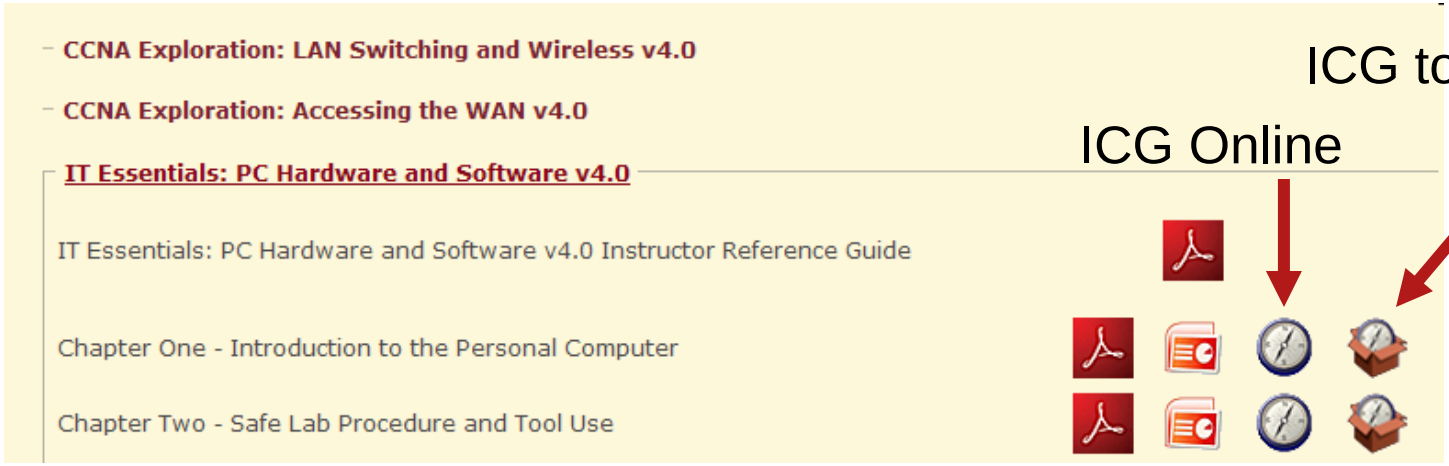
- PowerPoints
- Key ideas
- Activities (labs)
- Teaching goals
- Critical concepts
- Preparation for class and labs
- Discussion with helpful tips and tricks
- Reflections with great self-checks
- Tools

Interactive Course Guides

Start at Instructor Home Page Again

Viewable Online, or Downloadable





Interactive Course Guides

Sample Page

Printers and Scanners: "What's New?"
Chapters 7 and 14

Percentage of Exam

Printers and Scanners

- 220-601 Exam: Essentials—**9%**
- 220-602 Exam: IT Technician—**14%**
- 220-603 Exam: Remote Support Technician—**10%**
- 220-604 Exam: Depot Technician—**20%**

Source: http://certification.comptia.org/a/default.aspx

Two Chapters, One Focus…Certification

- Chapter 7, Fundamental Printers and Scanners
  - Includes one installation lab for all-in-one printer
- Chapter 14, Advanced Printers and Scanners
  - Includes four labs, one worksheet, and a Remote Technician lab
- Labs to supplement the curriculum—we've included
  - Install a Plug and Play USB Printer
  - Install a TCP/IP Network Printer
  - Add a Network Printer
  - Share a Local Printer

Types of Printers Expanded

Version 4.0

- Laser
- Impact Printers: Daisy Wheel and Dot Matrix
- Inkjet: Thermal and Piezoelectric
- Solid-Ink
- Other types: Thermal and Dye-Sublimation

Version 3.1.1

- Dot Matrix
- Inkjet
- Laser

Types of Scanners Expanded

Version 4.0

- Covers types of scanners
- Install and configuration
- Sharing scanners
- Preventive maintenance
- Troubleshooting

Version 3.1.1

- Brief mention of scanners in Chapters 2 and 11 with regard to interface types
- Brief mention of scanners in Chapters 12 and 13 with regard to preventative maintenance and troubleshooting

Chapter 7 and 14 ICG

Valuable resources about printers and scanners

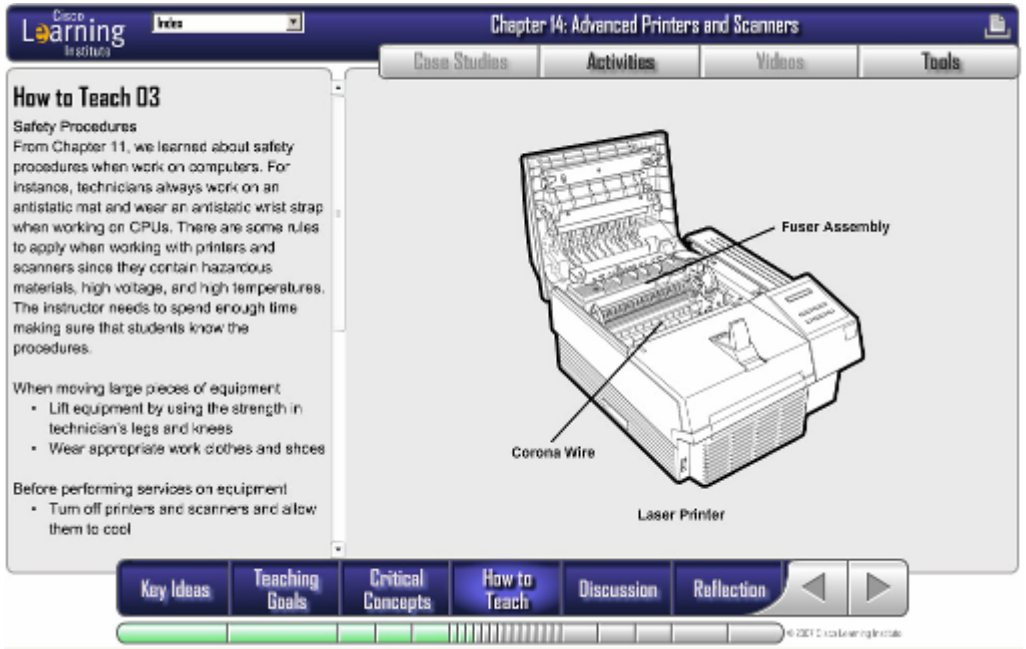
- Scanning 101: Setting the Right Resolution
- Printer and Scanner Cleaning
- Links to:

  www.microsoft.com

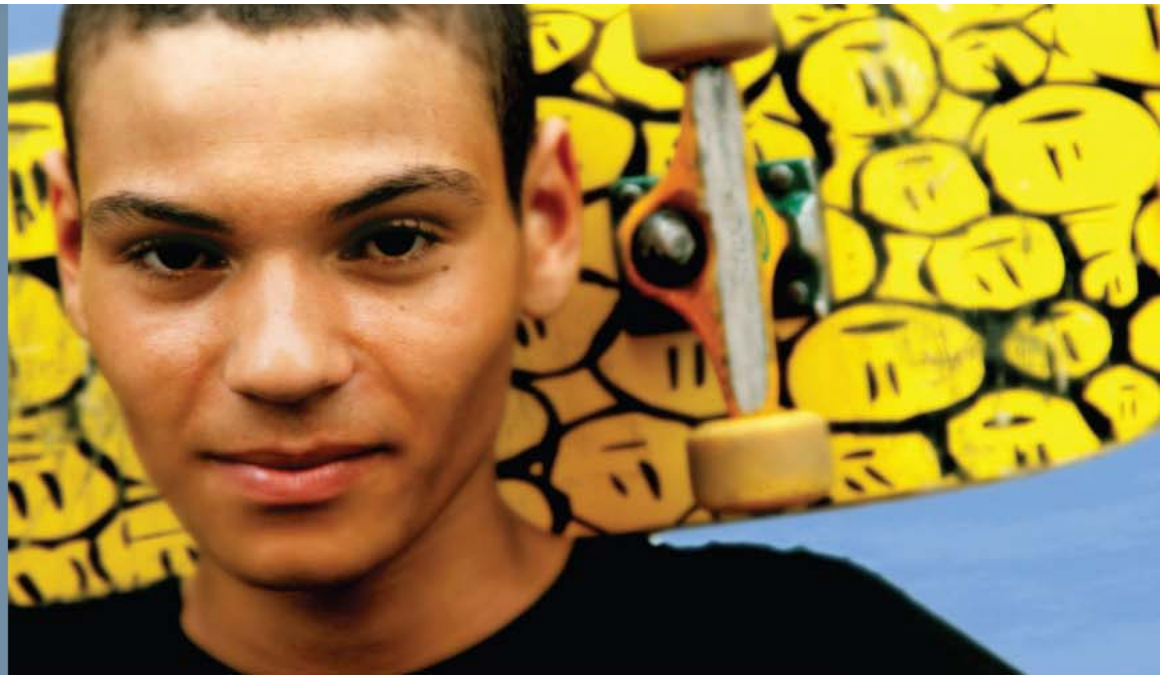
  www.epson.com

  www.adobe.com

  www.scantips.com



Networking: "What's New?" Chapters 8 and 15



Percentage of Exam

Networks

- 220-601 Exam: Essentials—**12%**
- 220-602 Exam: IT Technician—**11%**
- 220-603 Exam: Remote Support Technician—**11%**

Source: http://certification.comptia.org/a/default.aspx

Chapter 8, Fundamental Networks

Objectives: Red Is New Since v.3.1.1

8.1 Explain the principles of networking

8.2 Describe types of networks

8.3 Describe basic networking concepts and technologies

8.4 Describe the physical components of a network

8.5 Describe LAN topologies and architectures

8.6 Identify standards organizations

Chapter 8, Fundamental Networks

Objectives: Red Is New Since v.3.1.1

8.7 Identify Ethernet standards

8.8 Explain Cisco OSI and TCP/IP data models

8.9 Describe how to configure a NIC and a modem

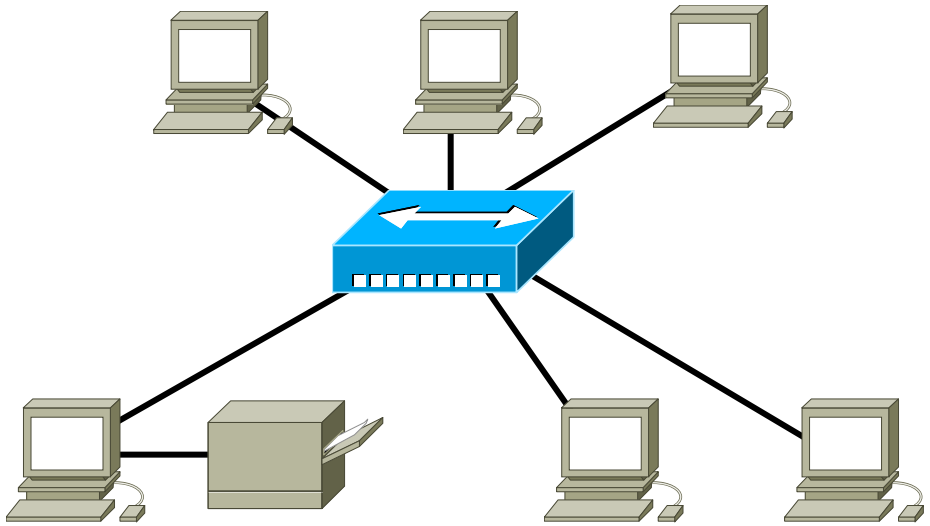
8.10 Identify names, purposes, and characteristics of other technologies used to establish connectivity

8.11 Identify and apply common preventive maintenance techniques used for networks

8.12 Troubleshoot a network

Comparison of Style of Coverage

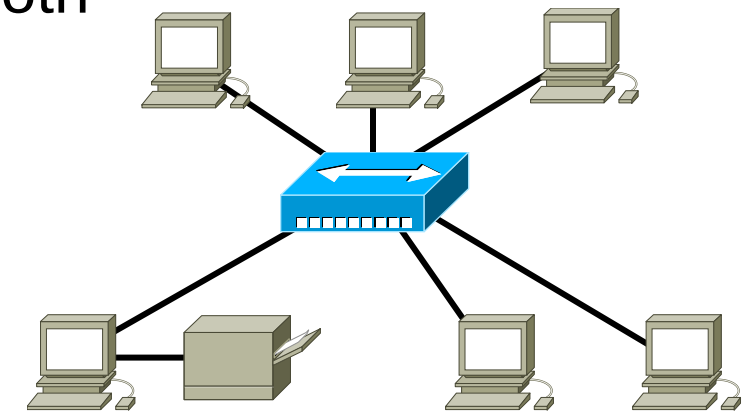
Comparing the Topic “Introduction to Networks” Between Version 3.1.1 and Version 4.0 (Next Three Slides)



Defining a Computer Network

This introduction is from version 3.1.1

- A computer network allows users to communicate with other users on the same network by transmitting data on the cables used to connect them
- A computer network is defined as having two or more devices (such as workstations, printers, or servers) that are linked together for the purpose of sharing information, resources, or both



Principles of Networking

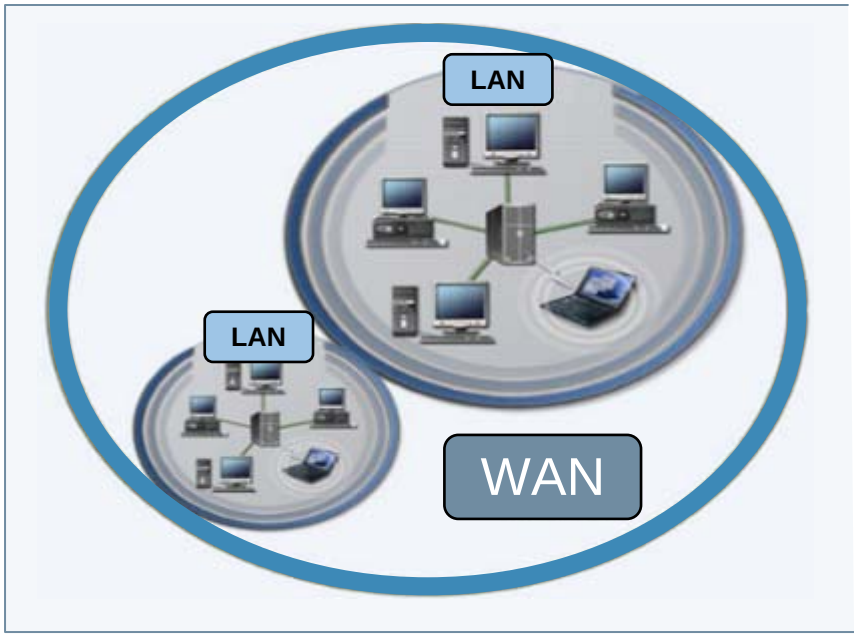
Version 4.0 uses analogies and examples of things familiar to students

- Networks are systems that are formed by links; people use different types of networks every day:
  - Mail delivery system
  - Telephone system
  - Public transportation system
  - Corporate computer network

Wide Area Network, WAN

Version 4.0 uses more graphics to illustrate the more abstract concepts

- A WAN connects LANs in geographically separated locations
- A WAN covers a much larger area than a LAN
- The Internet is a large WAN
- Telecommunications service providers (TSP) are used to interconnect these LANs at different locations



Chapter 15, Advanced Networks

Objectives: Red Is New Since v.3.1.1

15.1 Identify potential safety hazards and implement proper safety procedures related to networks

15.2 Design a network based on the customer's needs

15.3 Determine protocols and network applications

15.4 Select the network device

Chapter 15, Advanced Networks

Objectives: Red Is New Since v.3.1.1

15.5 Upgrade the customer's network

15.6 Describe installation, configuration and management of a simple mail server

15.7 Describe preventive maintenance procedures for networks

15.8 Troubleshoot the network

Network Design

Section 15.2

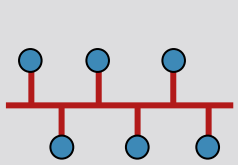
A network will work best if it is designed to meet the needs of your customer

- Analyze the environment
- Understand network options
- Interview the customer and other people involved
- List hardware and software to be used
- Consider future growth of the company and the network

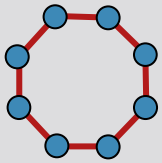
Determine a Network Topology

Section 15.2

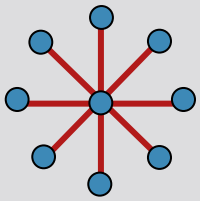
- A **site survey** is a physical inspection of the building that will help determine a basic logical topology, which is the flow of data and protocols
- Considerations for topology choice:
  - Number and location of users
  - Cable and wireless types
  - Expandability



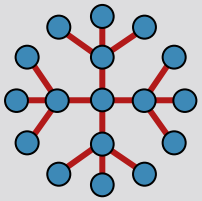
Bus Topology



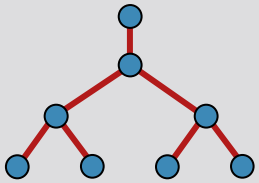
Ring Topology



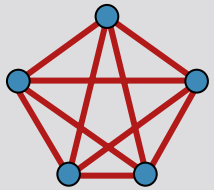
Star Topology



Extended Star Topology



Hierarchical Topology

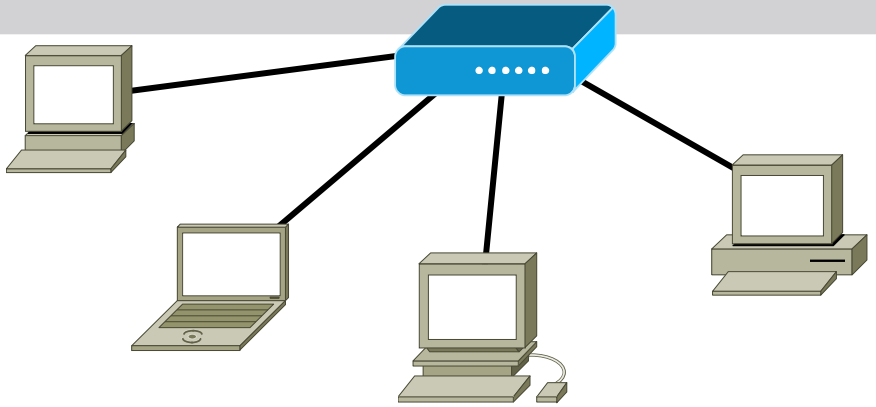


Mesh Topology

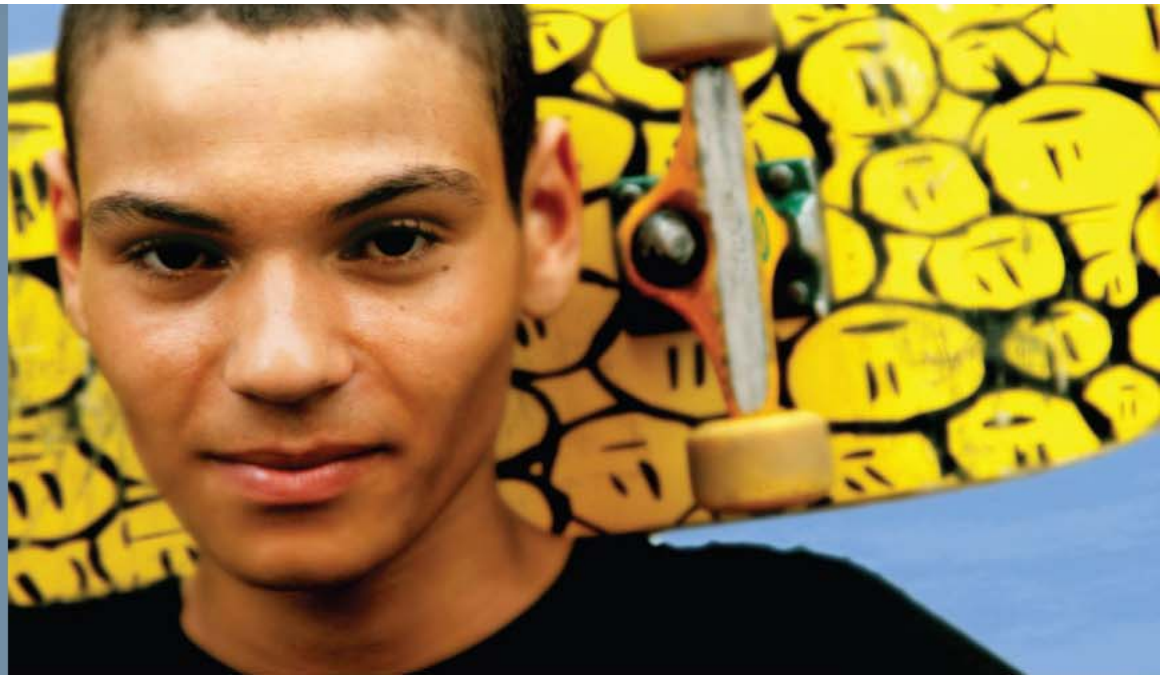
Select Network Device

Section 15.4

Hub	▪ Sends all traffic received out all ports ▪ Regenerates traffic that passes through it
Switch	▪ Filters and segments network traffic by sending only to the destination device
Router	▪ Connects networks together (example: connects a home network to the Internet)
ISP Equipment (Cable or DSL Modem)	▪ Connects customer network to ISP network



Security: "What's New?" Chapters 9 and 16



Percentage of Exam

Security

- 220-601 Exam: Essentials—**11%**
- 220-602 Exam: IT Technician—**8%**
- 220-603 Exam: Remote Support Technician—**15%**
- 220-604 Exam: Depot Technician—**5%**

Source: http://certification.comptia.org/a/default.aspx

Chapter 9 Objectives

Objectives: Red Is New Since v.3.1.1

9.1 Explain why security is important

9.2 Describe security threats

9.3 Identify security procedures

9.4 Identify common preventive maintenance techniques for security

9.5 Troubleshooting security

The Importance of Security

- Private information, company secrets, financial data, computer equipment, and items of national security are placed at risk if proper security procedures are not followed
- A technician's primary responsibilities include data and network security

Security Threats

- Types of attacks to computer security

  Physical: Theft, damage, or destruction to computer equipment

  Data: Removal, corruption, denial of access, unauthorized access, or theft of information

- Potential threats to computer security

  Internal threats: Employees can cause a malicious threat or an accidental threat

  External threats: Outside users can attack in an unstructured or structured way

Protecting Data

Methods of Securing Data:

- Password protection
- Data encryption
- Port protection
- Data backups
- File system security

Chapter 16 Advanced Security

Objectives: Red Is New Since v.3.1.1

16.1 Outline security requirements based on customer needs

16.2 Select security components based on customer needs

16.3 Implement customer's security policy

16.4 Perform preventive maintenance on security

16.5 Troubleshooting security

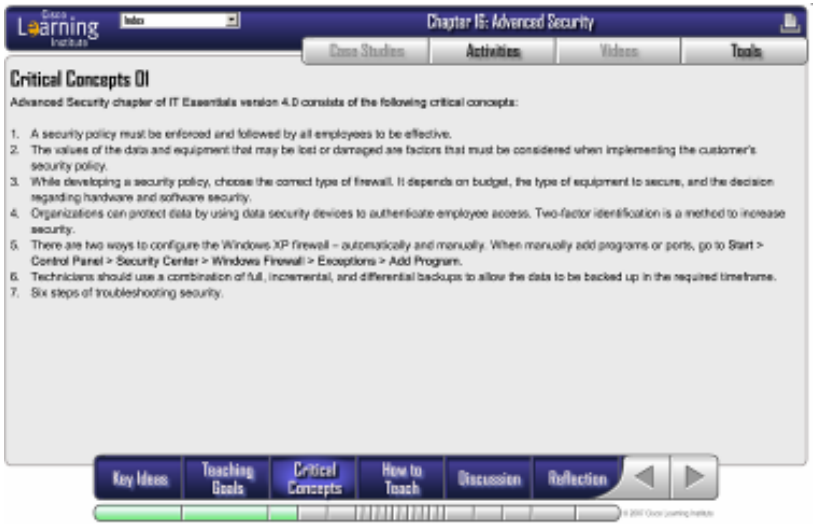
Outline Security Requirements

Security policy includes a comprehensive statement about the level of security required and how this security will be achieved

- Is the computer located at a home or a business?
- Is there full-time Internet access?
- Is the computer a laptop?

Chapter 16 Advanced Security

Some critical concepts from the Chapter 16 ICG



- A security policy must be in place and followed by employees
- Keep in mind the value of the customer's data when implementing their security policy
- Choose the correct type of firewall
- Authenticate employee access to resources
- Use the proper combination of backup methods

Chapter 16 Advanced Security

Security Labs from Chapter 16

- Lab 16.5.3 Fixing a Security Problem

  Use computer resources to correct a security problem in a wireless network

- Lab 16.5.3RT: Remote Technician: Fixing a Security Problem (two students)

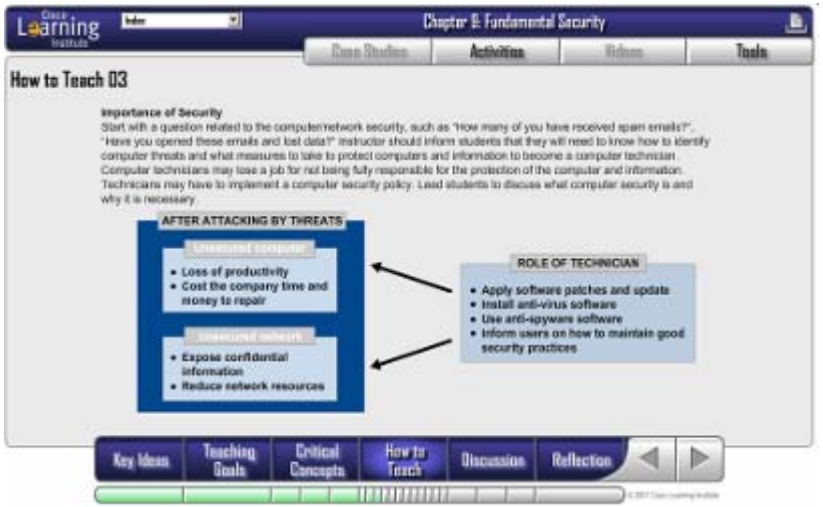
  The “Level 2 technician”, provides steps for a “customer” to follow

  They correct a security problem in a wireless network

These Two Labs Are on the Resource CD

Chapter 16 Advanced Security

ICG Suggested Activity
Chapter 16 (Critical Concepts 01): Importance of Security



Discuss with Students:

- Start with a question about security
- Emphasize that security will be an important part of their job
- Ask students to outline parts of their role in security

Additional Resources

- Ciampa, Mark. Security Guide to Network Security, 2nd.,Course Technology, Ed.

  http://www.course.com

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Preventive Maintenance and Troubleshooting: "What's New?" Chapter 4

Percentage of Exam

Preventive Maintenance and Troubleshooting

- **Note:** There is no separate Troubleshooting domain on the A+® exam
- Some troubleshooting questions are likely in the Communication and Professionalism domain (Chapter 10), later in this presentation
- Other troubleshooting questions would be in Exam Domains 1, 2, and 3, not covered in this presentation

Preventive Maintenance and Troubleshooting

Instructor Resource Guide: A "Delta Document"

v.4.0				v.3.1.1
4.0			**Basics of Preventive Maintenance and Troubleshooting**	
	4.1		Explain the Purpose of Preventive Maintenance	12.1.1
	4.2		Identify the Steps of the Troubleshooting Process	13.1.1 14.1.1
		4.2.1	Explain the Purpose of Data Protection	
		4.2.2	Gather Data from the Customer	13.1.2 13.1.3 14.1.2 14.1.3 14.1.4 14.13.2
		4.2.3	Verify the Obvious Issues	13.1.2 13.1.3 14.1.2 14.1.3 14.1.4
		4.2.4	Try Quick Solutions First	13.1.4 13.1.5 14.1.6
		4.2.5	Gather Data from the Computer	13.1.2 13.1.3 13.1.6 13.1.7 13.1.9 13.2.2 13.2.3 13.3.1 14.1.5 14.5.1 14.5.2 14.5.3 14.6.1 14.6.2 14.13.1
		4.2.6	Evaluate the Problem and Implement the Solution	13.1.5 13.1.6
		4.2.7	Close with the Customer	13.1.7

Preventive Maintenance and Troubleshooting

Chapter 4 Objectives: Red Is New Since Version 3.1.1

4.1 Explain the purpose of preventive maintenance

4.2 Identify the steps of the troubleshooting process

4.2.1 Explain the purpose of data protection

4.2.2 Gather data from the customer

4.2.3 Verify the obvious issues

4.2.4 Try quick solutions first

4.2.5 Gather data from the computer

4.2.6 Evaluate the problem and implement the solution

4.2.7 Close with the customer

Preventive Maintenance and Troubleshooting

New, Moved or Expanded Topics

- Chapter 4 primarily introduces the six-step process of troubleshooting. Troubleshooting examples are given at the end of most other chapters
- Most preventive maintenance content from version 3.1.1 was moved to these chapters in version 4.0:
  - Chapter 2: Safe Lab Procedures
  - Chapter 11: Advanced Personal Computers
  - Chapter 15: Advanced Networks
- Data Protection is new
- Closing with the Customer is new
- Work Orders are new

Preventive Maintenance and Troubleshooting

The Troubleshooting Process

1. Gather Data from the Customer
2. Verify the Obvious Issues
3. Try Quick Solutions First
4. Gather Data from the Computer
5. Evaluate the Problem and Implement the Solution
6. Close with the Customer

- Note: A variation of these six steps was in version 3.1.1, but did not emphasize communicating with the customer
- The first and last steps involve effectively communicating with the customer
- These steps describe following an organized and logical procedure for effective troubleshooting

Preventive Maintenance and Troubleshooting

Data Protection

Verify with Customer:

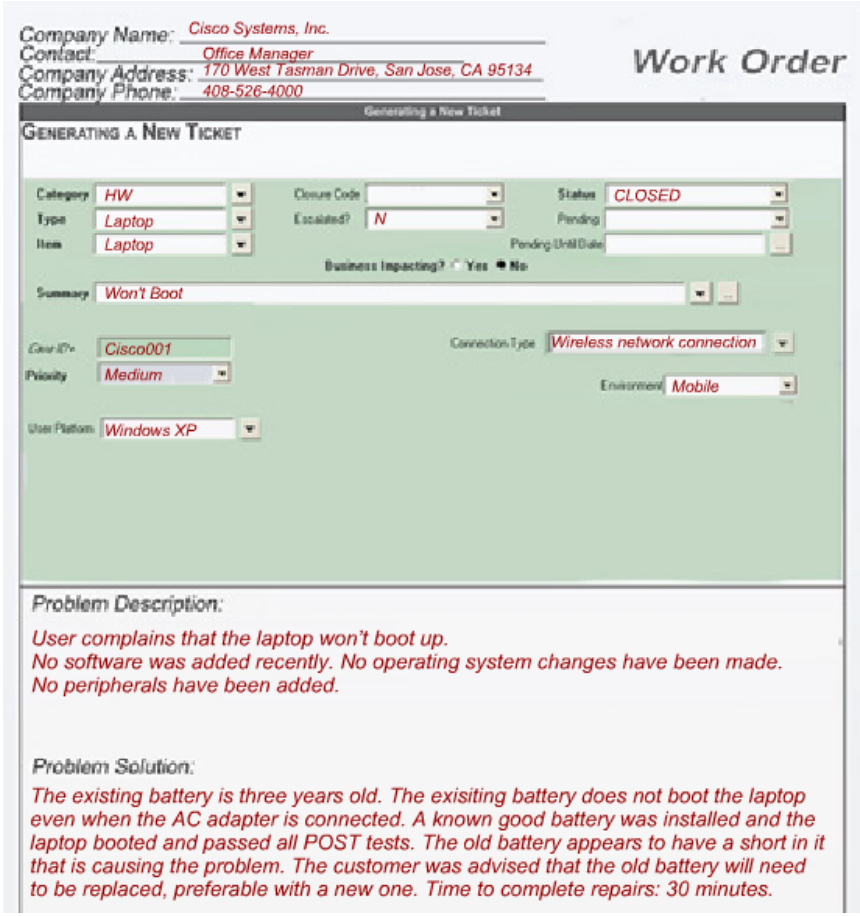
- Date of the last backup
- Contents of the backup
- Data integrity of the backup
- Availability of media for data restore
- If no backup can be created, ask customer to sign a release form

Preventive Maintenance and Troubleshooting

Completed Work Order

- Document each solution that you try
- This is vital if the problem needs to be escalated to another technician
- Document the resolution in the Work Order, for future reference

Note: Students Will Benefit from Exercises that Require Completing a Work Order



Company Name: Cisco Systems, Inc.
Contact: Office Manager
Company Address: 170 West Tasman Drive, San Jose, CA 95134
Company Phone: 408-526-4000

Work Order

Generating a New Ticket

GENERATING A NEW TICKET

Category: HW
Type: Laptop
Item: Laptop
Closure Code:
Escalated? N
Status: CLOSED
Pending:
Pending Until Date:
Business Impacting? Yes No
Summary: Won't Boot
Cisco ID*: Cisco001
Priority: Medium
Connection Type: Wireless network connection
Environment: Mobile
User Platform: Windows XP

Problem Description:

User complains that the laptop won't boot up.
No software was added recently. No operating system changes have been made.
No peripherals have been added.

Problem Solution:

The existing battery is three years old. The exisiting battery does not boot the laptop even when the AC adapter is connected. A known good battery was installed and the laptop booted and passed all POST tests. The old battery appears to have a short in it that is causing the problem. The customer was advised that the old battery will need to be replaced, preferable with a new one. Time to complete repairs: 30 minutes.

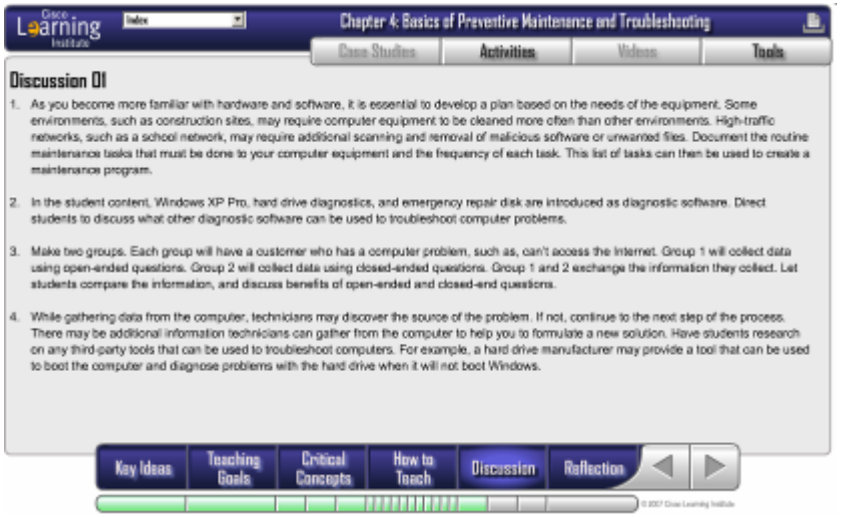
Preventive Maintenance and Troubleshooting

Close with the Customer

- Discuss the solution with the customer
- Have the customer confirm that the problem is solved
- Document the process
  - Problem description
  - Solution
  - Components used
  - Time spent solving the problem

Preventive Maintenance and Troubleshooting

ICG Suggested Activity:
Chapter 4 (Discussion 01): Open and Closed-Ended Questions



- Make two groups of students
- Student group 1 asks open-ended questions
- Student group 2 asks closed-ended questions
- The two groups compare the information they gathered
- Discuss the benefits of the two types of questions

Communication Skills: “What’s New?”
Chapter 10

Percentage of Exam

Communication and Professionalism

- 220-601 Exam: Essentials—**5%**
- 220-602 Exam: IT Technician—**15%**
- 220-603 Exam: Remote Support Technician—**20%**

Source: http://certification.comptia.org/a/default.aspx

"In this chapter, you will learn to use good communication skills as confidently as you use a screwdriver."

IT Essentials: PC Hardware and Software

Chapter 10

Communication Skills

"What's New?"

- More emphasis on soft skills: Communication, professionalism and documentation
- One Worksheet in Chapter 10: Technician Resources

  Students search the web for examples of a FAQ, blog, forum, etc.
- Role-playing exercises can help student learning

  The Chapter 10 ICG (Reflection 01) has a role-playing exercise

  Instructors should consider supplementing with their own activities emphasizing communication

Communication Skills

Chapter 10 Objectives: All New Since Version 3.1.1

10.1 Explain the relationship between communication and troubleshooting

10.2 Describe good communication skills and professional behavior

10.3 Explain ethics and legal aspects of working with computer technology

10.4 Describe call center environment and technician responsibilities

Communication Skills

Relationship between communication and troubleshooting

- Troubleshooting is as much about communicating with the customer as it is about knowing how to fix a computer
- A technician's professionalism and good communication skills will enhance their credibility with the customer

Communication Skills

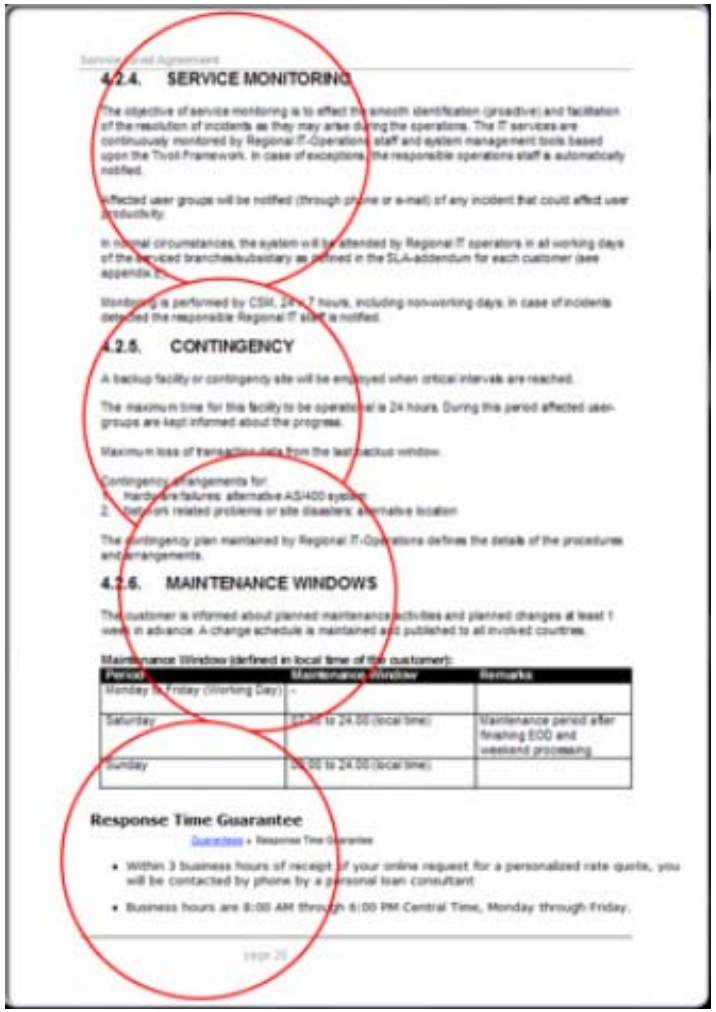
Professional behavior: dealing with different types of customers

- A talkative customer
- A rude customer
- An angry customer
- A knowledgeable customer
- An inexperienced customer

Communication Skills

Service Level Agreement

- A contract defining expectations between an organization and the service vendor to provide an agreed upon level of support
- A legal agreement that contains the responsibilities and liabilities of all parties involved



4.2.4. SERVICE MONITORING

4.2.5. CONTINGENCY

4.2.6. MAINTENANCE WINDOWS

Period	Maintenance Window	Remarks
Monday to Friday (Working Day)	-	
Saturday	24.00 to 24.00 (local time)	Maintenance period after finishing EOD and weekend processing
Sunday	0.00 to 24.00 (local time)	

Response Time Guarantee

- Within 3 business hours of receipt of your online request for a personalized rate quote, you will be contacted by phone by a personal loan consultant
- Business hours are 8:00 AM through 6:00 PM Central Time, Monday through Friday.

Communication Skills

A Call Center

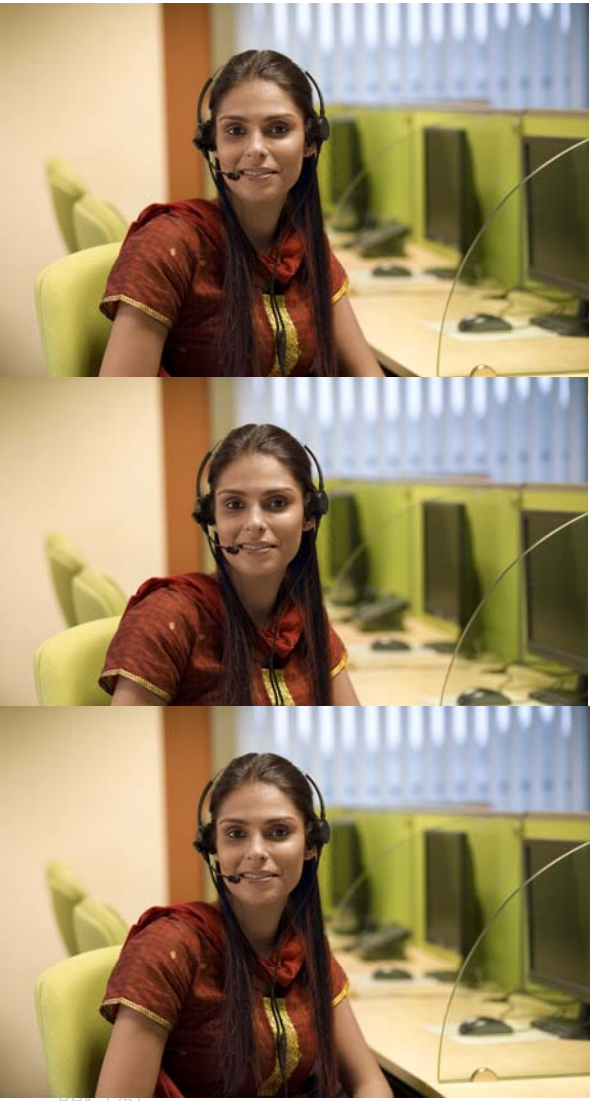
- Very professional and fast-paced
- A help desk system
- Customers call in and are placed on a callboard
- Available technicians take the customer calls

Communication Skills

Role-Playing

- Instructors should give special attention to the topic of Communication Skills; it requires a different approach to teaching
- Consider role-playing exercises such as …

Role-Playing Exercise



Hello, Mr. Perpich, how can I help you today?

@##%&*@$! !

I see! I'm happy to help, if you can describe your computer's problem.

Well, the blasted thing worked yesterday … !!

OK, Let's start at the beginning…

Well, OK …

Communication Skills: Role-Playing

ICG Suggested Activity
Chapter 10, (Reflection 01):
In-Class Role Playing

- Have two willing students demonstrate it first
- They should practice listening and understanding, to solve a problem
- Then let the whole class try the exercise in pairs

Activity
Packet Tracer Demo

Activity: Achieving Network Connectivity

Use Packet Tracer to simulate connecting two computers

- The Packet Tracer simulator is part of the CCNA curricula
- We will demonstrate the activity; You can follow with your computer if you wish
- Look for these features:
  - Intuitive operation
  - Ease of network simulation
  - Powerful inspection of packet contents

Q and A

Thank You For Attending!

Please Fill Out an Online Survey at the Cyber Center


CISCO