

**Information and Communications Technology Industry Training Advisory Committee
Software Products and Software Services (SW) branch
Unit of Competencies**

1. Title	Deliver Help Desk services	
2. Code	ITSWOS301A	
3. Range	Deliver and provide Help Desk services within an organisation or for a client based on a set of processes, guidelines and procedures [Operations and Support – Help Desk Service]	
4. Level	3	
5. Credit	3	
6. Competency		<p><u>Performance Requirement</u></p> <p>6.1 Have basic knowledge in IT</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ communicate with users in users' language (usually in laymen terms) ▪ communicate with technical personnel in technical language (usually in IT jargons) <p>about the incident and service call related to the IT infrastructure (e.g. software application or hardware system) provided by the organisation</p> <p>6.2 Understand the nature of the IT services or software provided by the organisation</p> <p>Be able to provide assistance to users on the usage of IT services or software provided by the organisation</p> <p>6.3 Understand the basic workflow of help desk services</p> <p>Be able to effectively follow through the entire help desk service handling process of the organisation</p> <p>6.4 Respond to service call</p> <p>Be able to appropriately handle user's service call and serve as the single point of contact (SPOC) for the IT services in the organisation in the following aspects</p> <ul style="list-style-type: none"> ▪ properly authenticate the calling parties ▪ correctly identify the call nature based on the provided scripts ▪ correctly identify and detect alert(s) generated by support tools ▪ correctly record the call as an incident or a service request of a particular category type ▪ own and track through the whole service handling process (e.g. track through to closure after the problem has been resolved) ▪ reply to service enquiry with information extracted from information/knowledge base, when available <p>6.5 Perform the first level assistance or investigation activities on the logged incidents</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ provide assistance to users on the usage of IT services or software ▪ conduct the first level investigation and diagnostic activities according to the problem determination guides with the help of established tools