

# Help Desk

The ability to provide technical assistance to the users of computer hardware and software is essential to the success of any organization and its continued operation. This event provides recognition for FBLA members who demonstrate an understanding of and ability to provide technical assistance to end users.

## **OBJECTIVE TEST COMPETENCIES (May include, but not limited to.)**

- operating systems hardware and set-up and operation
- software applications
- e-mail
- Internet access
- printing
- networking and network connection issues
- hardware protection including spam, virus protection, and critical updates
- communication skills

## **PERFORMANCE COMPETENCIES**

- identify computer or networking problems
- communication skills
- translate case into effective, efficient, and spontaneous action
- work cooperatively with others
- possess good decision-making and problem-solving skills
- troubleshoot problems
- have a positive and outgoing personality
- be responsible, reliable, and trustworthy

## **NBEA STANDARDS REINFORCED BY EVENT**

Communication: foundations, employment

Information Technology: information retrieval, privacy and ethics, application software

**CAREER CLUSTERS:** Business, Management and Administration; Information Technology

## **ELIGIBILITY**

The top five winners at the regional conferences may enter this event. All participants must be on record in the FBLA state and national offices as paying dues by February 15.

1. Participants must be selected in accordance with the regulations of the local chapter and the state association.
2. Participants must not have won first place at a State Business Leadership Conference nor entered this event at a previous National Leadership Conference.
3. Participants failing to report on time for the event will not be permitted to compete.
4. Participants failing to submit materials postmarked by March 10 will be disqualified.
5. Participants must adhere to the dress code established by the Board of Directors, or they will not be permitted to participate in the competitive event.

## **OVERVIEW**

This event consists of two (2) parts: an objective test and a performance component. A one (1) hour objective test will be administered based on competencies listed. The top fifteen (15) participants will be scheduled for the performance.

Every effort will be made to provide computerized testing. If this is not possible, participants must furnish their own No. 2 pencils and erasers. No graphing calculators, Palm Pilots, or other memory storage devices may be used.

## **PERFORMANCE GUIDELINES**

1. Up to fifteen (15) individuals with the highest scores on the objective test will be scheduled for a performance test. The order of performance will be drawn at random by an impartial person in the event office. Final ranking will be determined by the performance scores. In the case of a tie, the objective test score will be used to determine final rank.
2. The fifteen (15) participating finalists will report to the preparation room ten (10) minutes before their performance time. Ten (10) minutes before the performance, each participant will receive the scenario.

3. Two (2) 4" x 6" note cards will be provided for each participant and may be used during the preparation and performance of the scenario. Information may be written on both sides of the note cards. Note cards will be collected following the presentation.
4. No reference materials, visual aids, or electronic devices may be brought to or used during the preparation or performance.
5. The participant has five (5) minutes to interact with a panel of judges and demonstrate how he/she would solve the problem. The judges will play the role of the second party in the presentation; refer to the case for specifics.
6. A timekeeper will stand at four (4) minutes.
7. Following each presentation, judges will conduct a three (3) minute question-answer period.
8. The performance is open to conference attendees, except participating participants of this event.

#### **JUDGING**

Performances will be evaluated by a panel of judges. All decisions by the judges are final.

#### **STATE AWARDS**

The number of awards presented at the State Business Leadership Conference is determined by judges and/or number of entries. The maximum number will be five (5).

#### **NATIONAL ENTRIES**

Washington State may enter two (2) winning teams for national competition.



# HELP DESK

## Performance Rating Sheet

Evaluation Item	Not Demonstrated	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Points Earned
<b>Problem Identification</b>					
Described the situation(s)	0	1-3	4-7	8-10	
Problem/incident properly documented	0	1-3	4-7	8-10	
Issued a solution or recommendation(s); resolved problem	0	1-5	6-10	11-15	
<b>Communication Skills</b>					
Greeting and introduction	0	1-2	3-4	5	
Voice quality and diction	0	1-2	3-4	5	
Poise and professional appearance	0	1-2	3-4	5	
Self-confidence and assertiveness	0	1-2	3-4	5	
Politeness and professionalism in answering questions	0	1-2	3-4	5	
Demonstrated conflict resolution skills	0	1-2	3-4	5	
Closure	0	1-2	3-4	5	
<b>Technology</b>					
Basic hardware/software knowledge, used correct terminology	0	1-2	3-4	5	
Demonstrated ability to effectively answer client's technical questions	0	1-3	4-7	8-10	
Demonstrated troubleshooting skills and effective investigative methods	0	1-3	4-7	8-10	
Meets the needs of the client/customer	0	1-2	3-4	5	
<b>Subtotal</b>					<b>/100 max.</b>
<b>Dress Code Penalty</b> Deduct five (5) points when dress code is not followed.					
<b>Total Points</b>					<b>/100 max.</b>

Student Name(s):			
School:		State:	
Judge's Signature:		Date:	

Judge's Comments:

VERIFICATION  
(scores checked)  
 Administrator