

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)

- Introduction to help desk concepts
- Help desk operations
- People component: help desk roles and responsibilities (customer service, difficult customers, stress, listening and communication skills)
- Process component: help desk process and procedures (training, user needs, analysis, and assessment)
- Information component: help desk performance measures (troubleshooting, solving and preventing problems, types of software—call management, resolution, reporting tools, common problems)
- Help desk setting
- Customer support as a profession

PERFORMANCE COMPETENCIES

- demonstrate ability to make a businesslike presentation
- demonstrate good verbal communication skills
- provide ways for client to solve their problem
- translate case into effective, efficient, and spontaneous action
- resolve conflict resolution

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. If a chapter has no winner in the top five (5), it may enter one (1) participant.

1. All participants must be on record in the FBLA state and national offices as paying dues by February 15.
2. Participants must be selected in accordance with the regulations of the local chapter and the state association.
3. Participants must not have won first place at a State Business Leadership Conference nor entered this event at a previous National Leadership Conference.
4. Participants failing to report on time for the event will not be permitted to compete.
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 **role-play situation** performance component. A one (1) hour objective test will be administered based on competencies listed. Nongraphing calculators may be used. Participants are required to complete both parts of the event to be eligible.

Every effort will be made to provide online computerized testing at the state level. If this is not possible, participants must furnish their own No. 2 pencils and erasers. No graphing calculators, cell phones, or other memory storage devices may be used.

The top fifteen (15) participants will be scheduled for the role-play situation performance. The **role-play situation** will be given based on customer service in the technical field.

GUIDELINES

Presentation

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. The objective test score will be used to break a tie.
2. The fifteen (15) participating finalists will report to the preparation room. Ten (10) minutes before their performance time each participant will receive the scenario.

3. Two (2) 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 and will refer to the case for specifics. This is a role-play event.
6. A timekeeper will stand at four (4) minutes and again at five (5) minutes.
7. The performance is open to conference attendees who are not 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

Final Round

Evaluation Item	Not Demonstrated	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Points Earned
Problem Identification					
Describes the situation(s)	0	1-3	4-7	8-10	
Problem/incident properly documented	0	1-3	4-7	8-10	
Issues a solution or recommendation(s); resolves problem	0	1-5	6-10	11-15	
Technology					
Basic hardware/software knowledge, used correct terminology	0	1-2	3-4	5	
Demonstrates ability to effectively answer client's technical questions	0	1-3	4-7	8-10	
Meets the needs of the client/customer	0	1-3	4-7	8-10	
Demonstrates troubleshooting skills and effective investigative methods	0	1-3	4-7	8-10	
Delivery					
Thoughts and statements are well-organized and clearly stated; appropriate business language used	0	1-2	3-4	5	
Demonstrates self-confidence, initiative, and assertiveness	0	1-2	3-4	5	
Demonstrates ability to effectively answer questions	0	1-3	4-7	8-10	
Demonstrates conflict resolution skills	0	1-2	3-4	5	
Brings to closure	0	1-2	3-4	5	
Subtotal					/100 max.
Dress Code Penalty Deduct five (5) points when dress code is not followed.					
Penalty Deduct five (5) points for failure to follow guidelines.					
Total Points					/100 max.
Objective Test Score (To be used in the event of a tie.)					

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

Judge's Comments:

VERIFICATION
(scores checked)
 Administrator