At the end of instruction are you going to let them have the instructions to do the test. If so, then this part of the Conditions statement is OK. If not then take it out. The PO is written in terms of what happens AFTER instruction and that includes the Conditions.

Your standard is not measureable. You have a checklist, why not say, “To pass you must have all 12 items on the checklist marked “Yes”.

The ONLY thing that goes in the Content (left side) column is CONTENT. What the students do and what the instructor does goes in the right column in Activities. Move them!

Now this is a SKILL Session. In class and in the examples of my lesson plans I show you how to do this.

Show
Have an assistant play a consumer calling in with a problem. Show the students how you would handle the problem at normal speed as if you were a help desk tech.

Show and Tell
Now, slowly go through each step, demonstrating and explaining what and why you did it. (You might have students log on to the system and do it with you as you do it.)

Check
(Put your questions here.)

Practice.
Pass out scripts to teams of two and have one student play the consumer and the other the help desk tech. Have each of them practice entering information into the Trouble Ticket several times until they master it.

That is it! Now you have to come up with several scripts to put in an handout and attach it to the lesson.

This is your Content . . . Keep it!
from the drop-down box.

- **Name:** Once the department is selected, a drop-down list of all employees will be presented. Choose the correct name.
- **Email:** This will automatically populate once the employee’s name has been selected.
- **Telephones:** This will automatically populate once the employee’s name has been selected.
- **Trouble Type:** This is a drop-down list of all applications used within the company.
- **Trouble Priority:**
  - Critical issues — complete loss of service to the computer system throughout the company
  - High — when an individual or department is unable to use the computer system or an application that is critical to getting work completed, (some cases may be able to access the application, others are not)
  - Medium — when user is able to use the system, but the response time is really slow
  - Low — some features do not exist or work properly on the application, the user needs to have additional hardware or software but it is not critical to a deadline that they must meet.
  - As Time Permits — cosmetic features, such as colors can be added for easier access to the applications. Also, questions relating to the application which is set application affecting.
- **Agent ID:** populated with the name of the individual who has accessed the Trouble Ticket application.
- **Lead ID:** populated with the name of the technical lead of the Agent ID.
- **Ticket Status**
  - Open — A problem has been reported and it needs to be assigned
  - Closed — a reported problem has been resolved
  - Pending — future updates or additional functionality that need to be done for an individual, department or the company.
- **Short Description** — a brief description of the problem
- **Long Description** — a detailed description of the problem.

**Screen 2**

**Ask:**
- What happens if all systems are down and you are called at the help desk?
- Record the information on paper and contact the technical lead of the technology department?
- Ask: Does anyone remember the department of the individual that just called in a problem?

**Accounting**

**FYI:**
- If you are not able to find the application in the trouble type drop-down select OTHER from the drop-down list and make certain that the application is specified at the beginning of the short description. The application then can be entered into the database that the drop-down accesses.

Tell the employee they need to contact the technical lead for all critical problems.

**Explain**
- Trouble priority determines the skillset and expertise level of the agent(s) the ticket is assigned to.

**Ask:**
- What should be the priority of our trouble ticket with accounting?

**FYI:**
- Until the trouble ticket is resolved, the “open ticket” for the problem remains in the work queue, with issues of highest priority taking precedence in terms of workflow.

Enter the following information:

**Short Description:** Missing desktop icon for excel
**Long Description:** Excel icon on desktop was deleted. The user can access excel from the START button, but would like to have the shortcut on desktop.
This is kind of what I suggested above for Practice.

Test . . . You need to create a test similar to the Practice Scripts.

In this box you write. Pass out the attached test and have students complete it. They must receive a "Yes" rating on all 12 items of the checklist to pass.