

Summary Report for Individual Task
805B-79T-4706
Perform Help Desk Operations Recruiter Work Station (RWS)
Status: Approved

Distribution Restriction: Approved for public release; distribution is unlimited.

Destruction Notice: None

Foreign Disclosure: FD1 - The materials contained in this course have been reviewed by the course developers in coordination with the RRS, Fort Jackson foreign disclosure authority. This course is releasable to students from all requesting foreign countries without restrictions.

Condition: Given an office environment, you have received a help desk request for an Automated Information System (AIS) hardware and/or application problem. You have an RWS with an internet connection and access to the Automation System Support User Guide, Knowledge Zone, and applicable support sites. Standard MOPP 4 conditions do not exist for this task. See the MOPP 4 statement for specific conditions.

Standard: Perform troubleshooting processes IAW Automation Systems Support User Guide.

Special Condition: None

Safety Risk: Low

MOPP 4: N/A

Task Statements

Cue: None

DANGER

None

WARNING

None

CAUTION

None

Remarks: None

Notes: None

Performance Steps

1. Greet the Customer requiring service/support.
 - a. Be pleasant and courteous while building rapport.
 - b. Demonstrate active listening by:
 - (1) Acknowledging problem.
 - (2) Confirming the problem.
 - (3) Acknowledging you understand the problem.
 - (4) Clarifying the problem.
 - c. Never belittle the Customer and be polite.
2. Identify the type of problem by determining if it is a hardware or software problem, a user created problem, a training problem, or an outside vendor problem (demarcation point) by:
 - a. Ask user when did it start, i.e. Since day one, today, a week ago?
 - b. Ask users if they can reproduce problem on their system.
 - c. Ask user if you can duplicate problem on another system.
 - d. Ask user if the problem can be reproduced, what exactly are you doing.
 - e. Ask user if they rebooted.
 - f. Use manufacture, platform, and provider web sites for reference.
3. Evaluate the problem by:
 - a. Double check Physical Connections, i.e. Yes, the printer is plugged in. Most issues are wiring related and can easily be fixed by the user.
 - b. Take full advantage of Software tools that are available (Computer Management, Remote Admin/Asst, remote desktop login).
4. Determine the best course of action to solve the problem.
 - a. Instruct the User on how to fix problem i.e. Support Bridge.
 - b. Information system specialist (ISS) repairs the problem referring to Automation System Support User Guide and Human Resource Command (HRC) Service Desk.
 - c. Escalate the problem to HRC Service Desk or State Help Desk if ISS is unable to solve problem.
5. Document the solution, IAW local SOP.

6. Inform the Recruiting and Retention Area Command (RRAC) chairman if you know or suspect this is a problem never seen before.

(Asterisks indicates a leader performance step.)

Evaluation Guidance: Score "GO" if Soldier correctly performs all performance measures. Score "NO GO" if Soldier incorrectly performs one or more performance measure. Provide on-the-spot correction should the Soldier experience minor difficulty. Consider directing self-study or on-the-job-training for Soldiers who experience major difficulties in task performance.

Evaluation Preparation: This task may be evaluated by two methods;

- a. Self Evaluation. Perform the task on the job using the materials listed in the Conditions Statement. Evaluate yourself, using the performance measures, graded IAW the Evaluation Guidance section.
- b. Supervisor's Evaluation. Ensure that the soldier(s) have the material shown in the Condition Statement to accomplish the task. When you feel they are able, have them perform the task on the job. Grade them using the Performance Measures, IAW the Evaluation Guidance section.

PERFORMANCE MEASURES	GO	NO-GO	N/A
1. Greeted the Customer requiring service/support.			
a. Was pleasant and courteous while building rapport.			
b. Demonstrated active listening by:			
(1) Acknowledged problem.			
(2) Confirmed the problem.			
(3) Acknowledged you understood the problem.			
(4) Clarified the problem.			
(5) Never belittled the Customer and was polite.			
2. Identified the type of problem and determined if it was a hardware or software problem, a user created problem, a training problem, or an outside vendor problem (demarcation point) by:			
a. Asked user when it started.			
b. Asked users if they could reproduce problem on their system.			
c. Asked user if could duplicate problem on another system.			
d. Asked user if the problem could be reproduced, what exactly are you were doing.			
e. Asked user if they rebooted.			
f. Used manufacture, platform, and provider web sites for reference.			
3. Evaluated the problem by:			
a. Double checked Physical Connections.			
b. Took full advantage of Software tools that was available.			
4. Determined the best course of action to solve the problem.			
a. Instructed the User on how to fix problem, i.e. Support Bridge.			
b. Information system specialist (ISS) repaired the problem referring to Automation System Support User Guide and Human Resource Command (HRC) Service Desk.			
c. Escalated the problem to HRC Service Desk or State Help Desk if ISS was unable to solve problem.			
5. Documented the solution, IAW local SOP.			
6. Informed the Recruiting and Retention Area Command (RRAC) chairman if you knew or suspected this was a problem never seen before.			

Supporting Reference(s): None

Environment: Environmental protection is not just the law but the right thing to do. It is a continual process and starts with deliberate planning. Always be alert to ways to protect our environment during training and missions. In doing so, you will contribute to the sustainment of our training resources while protecting people and the environment from harmful

effects. Refer to FM 3-34.5 Environmental Considerations and GTA 05-08-002 ENVIRONMENTAL-RELATED RISK ASSESSMENT.

Safety: In a training environment, leaders must perform a risk assessment in accordance with ATP 5-19, Risk Management. Leaders will complete the current Deliberate Risk Assessment Worksheet in accordance with the TRADOC Safety Officer during the planning and completion of each task and sub-task by assessing mission, enemy, terrain and weather, troops and support available-time available and civil considerations, (METT-TC). Note: During MOPP training, leaders must ensure personnel are monitored for potential heat injury. Local policies and procedures must be followed during times of increased heat category in order to avoid heat related injury. Consider the MOPP work/rest cycles and water replacement guidelines IAW FM 3-11.4, Multiservice Tactics, Techniques, and Procedures for Nuclear, Biological, and Chemical (NBC) Protection, FM 3-11.5, Multiservice Tactics, Techniques, and Procedures for Chemical, Biological, Radiological, and Nuclear Decontamination.

Prerequisite Individual Tasks : None

Supporting Individual Tasks : None

Supported Individual Tasks : None

Supported Collective Tasks : None

ICTL Data :

ICTL Title	Personnel Type	MOS Data
79T ARNG Recruiting and Retention-SL4	Enlisted	MOS: 79T, Skill Level: SL4, ASI: V7, Duty Pos: REA, SQI: 4