

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.

Competencies

This event consists of two (2) parts: an objective test and a performance component.

The written objective test may include questions on 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, and communication skills.

Participants will want to focus on identifying computer or network skills, communication skills, translating case into effective, efficient, and spontaneous action, working cooperatively with others, possessing good decision-making and problem-solving skills, troubleshooting problems, having a positive and outgoing personality, and being responsible, reliable and trustworthy.

Business Education and Curriculum Standards

Communication, Information Technology

Eligibility

Each chapter may enter participants who are on record in the FBLA-PBL Online Membership System as having paid dues by the officially published deadline for the current school year.

No member may have competed in this event at a previous National Leadership Conference.

Procedure

Preliminary Performance

The top fifteen (15) individuals with the highest score on the objective test will advance to the final round. In the case of a tie, the objective test score will be used to determine final rank.

Ten (10) minutes before the performance, each participant will receive the scenario.

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.

No reference materials, visual aids, or electronic devices may be brought to or used during the preparation or performance.

Help Desk continued...

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.

A timekeeper will stand at four (4) minutes.

Following each presentation, judges will conduct a three (3) minute question-answer period.

The preliminary performance is not open to conference attendees.

Final Performance

The final guidelines are the same as the preliminary guidelines described above; and the final performance is open to conference attendees, except performing participants in the event.



Help Desk Performance Rating Sheet

Final Round

Evaluation Item	Not Demonstrated	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Points Earned
Problem Identification					
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	
Technology					
Basic hardware/software knowledge; used correct terminology	0	1-2	3-4	5	
Demonstrated the ability to effectively answer client's technical questions	0	1-2	3-4	5	
Meets the needs of the client/customer	0	1-2	3-4	5	
Demonstrated troubleshooting skills and effective investigative methods	0	1-2	3-4	5	
Delivery					
Thoughts and statements are well-organized and clearly stated; appropriate business language used	0	1-2	3-4	5	
Participant(s) demonstrate self-confidence, poise, and good voice projection	0	1-2	3-4	5	
Demonstrated politeness and professionalism in answering questions	0	1-3	4-7	8-10	
Demonstrated conflict resolution skills	0	1-2	3-4	5	
Bring 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.

Names: _____

School: _____

Judge's Name: _____

Judge's Signature: _____ Date: _____

Judge's Comments: