

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

- demonstrate good communication and listening skills
- translate case into effective, efficient, and spontaneous action
- demonstrate good decision-making and problem-solving skills
- show a positive and professional demeanor
- provide ways for client to solve their own problem
- be responsible, reliable, and trustworthy
- 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 failing to submit materials for receipt in the State Office by March 5 will be disqualified.
6. 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. 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, Palm Pilots, 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. 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 and 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. 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

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 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	
Demonstrated 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	
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.

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

Judge's Comments:

VERIFICATION
(scores checked)
 Administrator