

ID	Objective	Category	Instr Methods	Practice Methods	Assessment	Delivery, Media	Pework
1	Given a request to do so, correctly create and enter a trouble ticket within 3 minutes.	Procedure	Video presentation given by an expert outlining the steps, and how to use the provided "Where does it go?" job aid page on the company intranet.	From a document listing 'sample' trouble ticket requests, enter information into a ticket, if relevant	Having been given a document outlining several sample trouble situations, the learner will create a trouble ticket for situations which require it	Web-based video and response system, electronic document with prompts and scenarios.	
1.1	Given a request from a user, correctly recognize that a problem needs to become a trouble ticket within 30 seconds.	Principle	Brief description of what is and what is not a 'problem' to consider opening a ticket for [scope of system]	From a document listing 'sample' trouble ticket requests, enter information into a ticket, if relevant	Having been given a document outlining several sample trouble situations, the learner will create a trouble ticket for situations which require it, and will not if the situation does not merit creation of a trouble ticket.	Web-based video and response system, electronic document with prompts and scenarios.	
1.2	Given information about the problem, compile relevant information to enter into a trouble ticket, within a minute.	Procedure	Video presentation given by an expert outlining each step, brief description of what to include and what is not as important	Review of document illustrating company standards for a trouble ticket, and examples and counterexamples of good tickets. Practice write-ups of ticket notes in an included web form.	Having been given a document outlining several sample trouble situations, the learner will identify relevant pieces of information to enter into the body of the trouble ticket. Evaluate the response for both inclusion of relevant information and exclusion of irrelevant information.	Web-based video and response system, electronic document with prompts and scenarios.	
1.3	With the information about the problem assembled, create a new trouble ticket within a minute.	Procedure	Video presentation given by an expert outlining each step in creating a ticket using the GUI interface	Using the GUI, create a new problem ticket.	With the ticket creation interface available, the learner will create a new ticket.	Web-based video and response system, electronic document with prompts and scenarios.	
1.4	Correctly complete all fields of the trouble ticket within 30 seconds.	Procedure	Video presentation given by an expert outlining each step of filling out the fields of a new trouble ticket	Using information compiled earlier, and the interface set to the new ticket display, enter the information into the appropriate fields	Having identified relevant information to enter into the ticket, the learner will put that information into the appropriate fields.	Web-based video and response system, electronic document with prompts and scenarios.	
1.5	Having created a trouble ticket, assign it correctly within 15 seconds.	Process	Video presentation given by an expert outlining each step, job aid indicating where different types of problems should be assigned / routed	Based upon the information given on the "Where does it go?" support tool, assign tickets to various departments.	The learner will assign the ticket in accordance with the job aid.	Web-based video and response system, electronic document with prompts and scenarios.	
1.6	Having assigned the ticket, save it within a 15 seconds.	Procedure	Video presentation given by an expert outlining the procedure of saving a ticket	Save created tickets	The learner will save the ticket.	Web-based video and response system, electronic document with prompts and scenarios.	
2	Given a request to do so, update a trouble ticket within 5 minutes.	Procedure	Video presentation given by an expert outlining each step of identifying a ticket to update and adding information	From a document listing 'sample' trouble ticket closure requests, modify information in a ticket	In response to a request to modify a ticket, the learner will locate the correct ticket based on 'sample' scenario information and will open, modify, and save it.	Web-based video and response system, electronic document with prompts and scenarios.	
2.1	Using information provided, correctly identify a ticket to update within a minute.	Procedure	Video presentation given by an expert outlining the procedure to update a ticket given a specific request	Identify tickets by number or title from a document listing 'sample' information	The learner will identify and open the correct ticket based on the sample prompt	Web-based video and response system, electronic document with prompts and scenarios.	

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2.2	With the correct ticket opened, write an accurate description of the work done since the last update, within a minute.	Procedure	Video presentation given by an expert outlining each step of adding information to a trouble ticket	From a document listing 'sample' trouble ticket updates, modify information in a ticket	The learner will edit a ticket in accordance with information given as a prompt.	Web-based video and response system, electronic document with prompts and scenarios.	
2.3	With the correct ticket opened, suggest next steps toward closing the trouble ticket within a minute.	Principle	Brief reminder to use troubleshooting skills the learner has	Drawing on a knowledge of troubleshooting theory, determine what steps might need to be taken to resolve an issue	The learner will recommend next steps if applicable.	Web-based video and response system, electronic document with prompts and scenarios.	Review of troubleshooting theory if necessary
2.4	With the correct ticket open, reassign or reroute the trouble ticket if needed within a minute.	Procedure	Video presentation given by an expert outlining each step of assigning a ticket, job aid indicating where different types of problems should be assigned / routed	Based upon the information given on the "Where does it go?" support tool, assign tickets to various departments.	The learner will assign the ticket in accordance with the job aid.	Web-based video and response system, electronic document with prompts and scenarios.	
2.5	Having edited the ticket, save it within a few seconds.	Procedure	Video presentation given by an expert outlining the procedure of saving a ticket	Save modified tickets	The learner will save the updated ticket.	Web-based video and response system, electronic document with prompts and scenarios.	
3	When needed, close a trouble ticket in 3 minutes or less.	Procedure	Video presentation given by an expert outlining each step of the closing procedure for a trouble ticket	From a document listing 'sample' trouble ticket closure requests, modify information in a ticket and save it	In response to a request to close a ticket, the learner will locate the correct ticket based on 'sample' scenario information and will open, modify, change the status, and save it.	Web-based video and response system, electronic document with prompts and scenarios.	
3.1	Using information provided, correctly identify a ticket to close within 30 seconds.	Procedure	Video presentation given by an expert outlining the process of identifying and opening a trouble ticket	Identify tickets by number or title from a document listing 'sample' information	The learner will identify and open the correct ticket based on the sample prompt	Web-based video and response system, electronic document with prompts and scenarios.	
3.2	With the correct ticket open, summarize the work done and how the problem was solved within a minute.	Procedure	Video presentation given by an expert outlining examples of what a useful ticket summary and a ticket with insufficient information look like	Using information from a document listing 'sample' trouble ticket closure requests, add information relevant to the closure of the ticket	The learner will add a summary of the work completed to the ticket.	Web-based video and response system, electronic document with prompts and scenarios.	
3.3	With the correct ticket open, set 'closed' status within 30 seconds.	Procedure	Video presentation given by an expert outlining the procedure of closing a ticket	Close modified tickets	The learner will change the status of the ticket to 'closed'.	Web-based video and response system, electronic document with prompts and scenarios.	
3.4	Having edited the ticket, save it within 30 seconds.	Procedure	Video presentation given by an expert outlining the procedure of saving a ticket	Save modified tickets	The learner will save the completed ticket.	Web-based video and response system, electronic document with prompts and scenarios.	