Cisco Certified Support Technician – IT Support

Instructor Resources

Cisco Certified Support Technician (IT Support)

Enter Dates

Instructor Information

Instructor	Email	Office Location & Hours
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General Information

Description

This course introduces learners to the foundational concepts and practical skills required for the Cisco Certified Support Technician (IT Support) certification. This certification is ideal for entry-level help desk technicians, end-user desktop support technicians, IT students, interns, and other entry-level IT professionals. The course content is mapped to Certiport's certification exam objectives, ensuring alignment with a globally accepted, standard-based credential for validating skills.

Learners will begin with an introduction to key help desk concepts, including queue management, time management, and ticketing systems. They will then progress to developing documentation skills and learning the Cisco troubleshooting model to effectively resolve common IT issues. The course also covers troubleshooting hardware, connectivity, and resource access issues, as well as operating system and application problems. Additionally, learners will learn about common security threats and prevention methods, and how to use essential job tools for remote access and communication.

Successful completion of the certification exam validates the knowledge and skill sets of individuals seeking employment or advancement in their careers as qualified entry-level help desk technicians and customer support technicians.

Course Objectives

This course teaches the skills you will need to successfully complete the Cisco Certified Support Technician (IT Support) certification offered by Certiport. These skill sets are introduced using multiple types of exercises and review materials.

After completing this course, you will understand the following:

- Help Desk Concepts
- Documentation and Communication Skills
- Cisco Troubleshooting Model
- Cisco Troubleshooting Model
- Connectivity and Resource Access Troubleshooting
- Operating System and Application Troubleshooting
- Common Threats and Prevention
- Job Tools

Expectations and Goals

Upon completion of this course, learners are expected to complete the Cisco Certified Support Technician (IT Support) certification exam. Candidates for this exam should have a foundational knowledge of IT support principles and practices, including hardware and software troubleshooting, network connectivity, and security threats. The exam is intended for candidates who are just beginning their careers in IT support or are seeking to validate their skills for professional advancement. To learn more about the Cisco Certified Support Technician program, visit Cisco Certified Support Technician: Certiport (pearsonvue.com)

Certifications provide significant advantages to professional and job candidates. These include:

- Higher grade point average for certified high school students

- Higher graduation rates for certified high school students
- Increased post-secondary enrollment
- Reduced dropout rates

Additional information: **The value of certification**

Course Materials

Required materials

• Computing Device

• Internet Connection

Optional materials

• Headset

Schedule

Dates	Unit
	Unit 1: IT Support Job Tasks and Responsibilities
	Unit 2: Hardware Issues
	Unit 3: Connectivity and Resource Access Issues
	Unit 4: Operating System and Application Issues
	Unit 5: Common Threats and Preventions
	Unit 6: Job Tools

Course Structure

The course is structured to learn by doing, practice the learned skill, then apply the skills.

- Unit
  - Lesson
    - Learn Tasks
    - Practice Exercises
    - Practice Questions
  - Objective Assessment
  - Create Project

Each unit contains lessons. The lessons are introduced by lesson topics where you can learn through doing or learn through study materials. Each lesson concludes with a Practice Exercise that incorporates the tasks you have learned throughout the lesson. Once you have completed the lessons in the unit, you are assessed through a question-based Objective Assessment and a Create Project.

Weights and Grading

Add your course weight and grading here

Additional information and resources

Add a subheading

Add text.

Instructor Guide Overview

Course Structure

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Delivery

The course is created so it can be customized to meet the needs of the instructor and the learner.

- **Direct Instruction**: Utilize the PowerPoint presentations to introduce each lesson topic, then have the learners review the study materials and complete the task.
- **Flipped Classroom**: Learners complete lessons outside of class time. Learners utilize the class time to discuss learned tasks, allow learners to teach concepts, expand concepts through learning stations, and work on unit extension or unplugged activities.

Differentiation

- **Learning Resources**: Exercises outline what learners need to complete. Learners study the concept and then apply that knowledge to complete the Learn Task. These exercises reinforce independent problem-solving and help learners demonstrate mastery.
- **Extension Activities:** Encourage learners to showcase their newly learned skills by creating additional real-world projects, teaching others how and why to use new skills, and exploring beyond their learning.

Prepare for Delivery

- Begin with the unit overview to understand the structure and flow of the unit, the topics covered, the approximate time to complete and the exam objectives reviewed.

- Review the lesson PowerPoint Presentation to give you an in-depth look at each lesson topic and the comprehensive topic notes included.
- Review the answer keys to familiarize yourself with the tasks learners will complete throughout the lesson.
- Complete the lesson.

Instructor Resources Overview

Instructor Resources File Structure	Instructor Resources Course Syllabus Course Overview Course Key Terms Course Instructor Guide Unit Unit Answer Keys Create Project Objective Assessment Lesson Practice Exercises Learn Tasks Lesson Practice Questions Unit Study Guides Study Guide Complete Study Guide Fill-In Explanation Study Guide Fill-In Topic Unit PowerPoint Presentations Unplugged Activities Unit Overview Unit Learning Plan Unit Key Terms Learner Resources
Unit Assessment Answer Keys	Each unit includes two types of assessments for learners to apply their knowledge. • **Create Project** – These are project prompts and sample solution files. • **Objective Assessment** – A comprehensive question and answer-based assessment for the unit.
Answer Keys	Documents containing answers, step-by-step instructions, and correct answers for Instructor reference or to offer additional support material for learners. • **Learn Tasks** - Each lesson topic includes an opportunity to apply what they have just learned or by answering questions. • **Lesson Practice Exercises** – End of lesson exercises or scenario-based assessment. • **Lesson Practice Questions** – End of lesson question-based assessment.
Study Guides	Printable and customizable study guides mapped to lesson topics and exam objectives are provided in three formats. • **Complete**- This version includes the topic and the explanation. • **Fill-In Topic**-Learners can fill in the topics as they learn or as a review. • **Fill-In Explanation** – This allows learners to complete the explanation of each lesson topic in their own words and images.

Learning Plan	Customizable unit learning plan outlining the objectives and topics covered, essential questions, learning targets, methods and materials, extension activities, formative and summative assessments, mapping to STEAM, Work Readiness, 5 C's, and Bloom's Taxonomy Levels.
Lesson PowerPoint	A PowerPoint Presentation that complements the lesson. Each lesson topic is included in the presentation as well as comprehensive speaker notes.
Unplugged Activities	A variety of activities and necessary resources to get learners off the computers while still reinforcing unit learning objectives.
Unit Key Terms	A comprehensive list of key terms throughout the unit.
Unit Overview	A spreadsheet containing the overview of the flow of the unit that includes lesson topics, certification objectives mapping, and approximate timings for self-paced and instructor-led scenarios.
Learner Resources	Printable prompts that direct learners to study the concept before applying their knowledge to complete the Learn Task.

Cisco Certified Support Technician Learning Plan

Unit 1: IT Support Job Tasks and Responsibilities

Instructor:	Class:	Duration: 3-5 hours

Unit Objectives:

In this unit, you will learn the basic responsibilities and concepts of IT Support. You will also learn basic troubleshooting steps and how to document issues properly.

Essential Questions:

- What is the role of an IT Support Technician within a company or organization?
- How can basic troubleshooting steps help you identify an issue?
- What techniques can an IT team use to sort and prioritize tickets and requests quickly?
- What are the potential risks and safety precautions required when working with technology?

Learning Targets:

I will explore the concepts of help desk concepts and IT support
So I can understand the roles and operations of an IT team within an organization or company.
I know I succeeded when I can effectively explain the purpose and functionality of an IT professional and demonstrate proficiency in troubleshooting common browser issues.

Methods and Materials:	Formative Assessments:	Summative Assessments:
• Lectures • Reading • Videos • Hand-on activities • Creating • Analyzing • Discussing • Teaching	• Learn Tasks • Practice Questions • Practice Exercises	• Objective Assessment • Create Project

STEAM	Work Readiness	5 C's	Blooms Level
☒ Science ☒ Technology ☒ Engineering ☐ Art ☒ Math	☒ Communication ☒ Problem-solving ☒ Teamwork ☒ Work ethic ☒ Empathy ☒ Conflict resolution ☒ Active listening ☒ Time management ☒ Adaptability ☒ Reading ☒ Mathematics	☒ Critical Thinking ☒ Creativity ☒ Communication ☒ Collaboration ☒ Citizenship	☒ Remembering ☒ Understanding ☒ Applying ☒ Analyzing ☒ Evaluating ☒ Creating

Learning Activities

Lesson	Time Allowed	Content
Lesson 1: Introduction to IT Support	35-65 minutes	• Role • Help Desk Concepts
Lesson 2: Time Management and Documentation	40-70 minutes	• Prioritize Tasks • Urgent Requests • Documentation
Lesson 3: Ticketing Systems and Troubleshooting	45-85 minutes	• Ticket Queues • Ticket Processing • Ticket Escalation • Troubleshooting

Warm-Up Activities

1. What comes to your mind when you hear the word "support"? Brainstorm and record your ideas or thoughts about support.
2. Imagine a world without technology. What everyday activities or tasks would be affected? Discuss with a partner.
3. Think about what happens when you encounter a technology issue. What tools do you use to solve the problem? What resources could help you?
4. Engage the class in a short discussion by asking the following questions:
   - What are some of the challenges you encounter when working in support?
   - Can you think of any specific examples where technology not working properly could cause issues for a business?
   - Why do you think understanding proper safety when using technology could be important?

Extension Activities

1. Create a portfolio for the course. Portfolios should include evidence of work, reflect on learned skills and how you can incorporate the skills in a current or future project. This is an ongoing extension activity. Continue to add to the portfolio throughout the course.
2. Select one topic learned throughout the unit then create an instructional video, tutorial, lecture, or hands-on activity to teach others about the skill.
3. Interview a professional in the field of hardware engineering or computer architecture. Prepare a list of questions to learn more about their work, the importance of hardware in technological advancements, and their challenges.
4. Collaborate with classmates to develop a basic plan for a software program. Experiment with different functions and explore how software can be customized to solve specific problems.
5. Explore the concept of browser extensions and their functionalities. Select a few popular extensions and analyze their benefits, limitations, and potential impact on web browsing experiences.
6. Investigate the network infrastructure of a specific organization or institution (e.g., a university campus, a hospital, a business office). Interview IT professionals or network administrators to gain insights into the design, security measures, and challenges involved in managing such networks.

Unit Evaluation and Reflection

What went well	What needs to change

Unit 1 Lesson 1 Learn Tasks

Role

1) How can an IT support technician develop people skills?

   a) Reading technical articles to stay updated on industry trends
   b) Attending workshops on advanced networking concepts
   c) Taking online courses on database management systems
   d) **Practicing active listening, empathy, and clear communication (correct)**

   Explanation: By actively listening to users, empathizing with their concerns, and communicating clearly, IT support technicians can effectively address issues and ensure customer satisfaction.

2) Fill in the blank with the correct words.

   The **Customer Support Technician (correct)** is an IT professional who fixes technical problems for customers through phone, email, or chat.

   - Help Desk Technician
   - Customer Support Technician
   - Software Developer
   - Network Administrator

   Explanation: A Customer Support Technician is vital in providing timely and effective solutions to customer technical issues using phone, email, or chat, ensuring customer satisfaction.

3) Match the terms to their descriptions.

   a) Help Desk Technician
   b) Troubleshooting
   c) Interpersonal Skills

   Troubleshooting (correct) It is the process of finding and fixing technical issues in computers, networks, or software.
   Help Desk Technician (correct) It is an IT professional who helps end-users with computer or network issues.
   Interpersonal Skills (correct) It helps to be able to communicate well, connect with people, and work with others.

Help Desk Concepts

1) Ticketing systems are the process of organizing and handling support requests so that they get solved quickly.

- True
- **False (correct)**

Explanation: Ticketing systems are not the process of organizing and handling support requests; rather, they are software used to manage the process of logging, tracking, and resolving support tickets.

2) Which aspect of help desk operations involves agreements outlining the level of service customers can expect?

a) Queue Management
b) Time Management
c) Ticketing Systems
d) **Service Level Agreements (SLAs) (correct)**

Explanation: Service Level Agreements (SLAs) are formal agreements between a service provider and their customers. These agreements outline the level of service that the customer can expect to receive, including specific metrics such as response time, resolution time, and availability.

3) Fill in the blank with the correct word.

Key performance indicators are **measures (correct)** of how well the help desk is doing and how fast they solve tickets.

- Collection
- Database
- Indicators
- Measures

Explanation: Key performance indicators are measures that illustrate how well the help desk is doing and how quickly they solve tickets.

Unit 1 Lesson 1 Practice Exercise

Meet Carel, a Help Desk Technician tasked with ensuring the smooth operation of the company's IT systems. One morning, she discovers that a critical software update has caused compatibility issues with several key applications used by various departments. Employees are unable to access important files and complete their daily tasks, leading to frustration and productivity loss.

1) What should Carel do first to resolve the compatibility issues caused by the critical software update?
   a) Roll back the update
   b) Send a company-wide email
   c) **Troubleshoot affected areas (correct)**

   Explanation: By pinpointing the areas experiencing problems, Carel can gather valuable information to determine the root cause and develop an effective solution. Troubleshooting allows for a targeted approach to resolving the issue and ensures that resources are directed toward areas where they are most needed.

As Carel continues her journey as a Help Desk Technician, she encounters a new challenge in managing the increasing volume of support requests flooding into the system. Despite her best efforts, Carel finds it difficult to prioritize and handle these requests efficiently, leading to delays in resolving critical issues for the company's customers.

2) How can Carel address the challenge of managing increasing support requests?
   a) **Implement a ticketing system (correct)**
   b) Encourage fewer support requests from employees
   c) Resolve requests in the order received

   Explanation: Carel can introduce a ticketing system that organizes and prioritizes support requests based on their urgency and impact on business operations. This system allows for efficient tracking and management of requests, ensuring that critical issues are addressed promptly.

During a software crisis, Carel, the diligent Help Desk Technician, quickly identified and resolved compatibility issues. She ensured minimal disruption to operations by successfully restoring the company's IT infrastructure. Her exceptional problem-solving skills and unwavering commitment earned her colleagues' gratitude and solidified her reputation as a true hero in the world of IT support. Congratulations on resolving tech problems to provide satisfactory solutions to the company’s employees and customers!

Unit 1 Lesson 1 Practice Questions

Prabh, an IT support specialist in an educational institute, ensures that students and faculty have uninterrupted access to technology for learning and teaching. From troubleshooting software issues to maintaining network stability, she plays a vital role with her teammates in keeping the educational environment running smoothly.

1) Which step is essential for advancing in an IT support career?

   a) **Obtaining specialized certifications (correct)**
   b) Networking with professionals
   c) Getting higher education degrees
   d) Participating in online IT discussions

   Explanation: Obtaining specialized certifications is essential for advancing in an IT support career as they validate expertise and enhance competitiveness in the job market, demonstrating technical abilities.

2) A person who wants to be an IT support technician must understand computer hardware, software, and basic networking.

   - **True (correct)**
   - False

   Explanation: Having knowledge of computer hardware, software, and basic networking is fundamental for IT support technicians, as it enables them to address technical issues faced by users effectively.

3) Fill in the blank with the correct words.

   Prabh is a **Customer Support Technician (correct)**. She fixes technical problems for faculty and students through phone, email, or chat.

   - Help Desk Technician
   - Software Developer
   - Customer Support Technician

   Explanation: A Customer Support Technician is an IT professional who helps users with technical issues, usually through methods like phone calls, emails, or live chat.

Carrie, the IT support specialist, suddenly receives a lot of support requests at the help desk. She needs to quickly organize and address them while managing her time well to provide good service.

1) Which aspect of IT support management involves planning how to efficiently handle multiple support tickets without compromising quality?

   a) Queue Management
   b) **Time Management (correct)**
   c) Ticketing Systems
   d) SLAs (Service Level Agreements)

   Explanation: By planning and prioritizing tasks efficiently, a person can handle multiple tickets simultaneously and maintain a high level of productivity and service quality at the help desk.

2) Fill in the blank with the correct words.

   Service Level Agreements (SLAs) (correct) refers to agreements between the help desk and customers outlining the expected level of service.

- Ticketing Systems
- Service Level Agreements (SLAs)
- Support Ticket Logging
- Customer Expectation Management

Explanation: SLAs set response times and service quality for the help desk, measuring service excellence.

3) Key performance indicators are software used to manage the process of logging, tracking, and resolving support tickets.

- True
- **False (correct)**

Explanation: Ticketing system software manages logging, tracking, and resolving support tickets. Key Performance Indicators (KPIs) are not software; they are measures used to evaluate the performance and effectiveness of the help desk.


CCST IT Support
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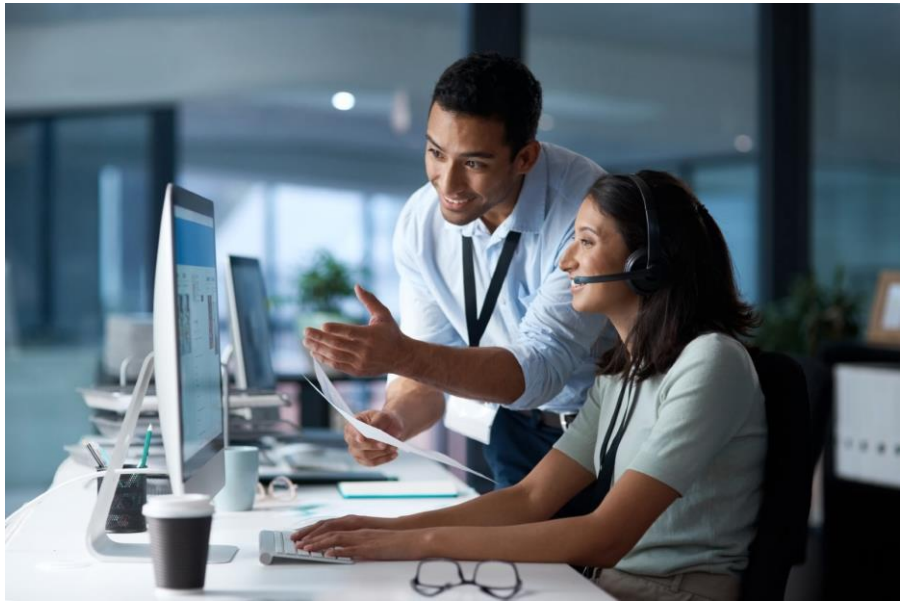
Lesson 1: Introduction to IT Support

Unit 1: IT Support Job Tasks and Responsibilities

Role

- Certified Help Desk Techs resolve all IT related issues
- Customer Support Techs help customers via phone, email, chat
- Interpersonal skills are valuable for troubleshooting



Help Desk Concepts

- Queue and time management of ticketing system leads to efficient resolutions
- Customer service level, speed indicated by SLA
- Help desk performance, output, speed determined by KPI

Unit 1 Lesson 1 Study Guide Complete

Topic	Explanation
Role	
IT Technician Role	• Learn basics and develop people skills. • Get certification and stay updated through experience and exploration.
Help Desk Technician	Assists end-users with computer or network issues.
Customer Support Technician	Fixes technical problems for customers via phone, email, or chat.
Technical Certification	Documentation given to people who prove they know certain technical skills, like the Cisco Certified Support Technician (CCST) certification.
Troubleshooting	Finding and fixing technical issues in computers, networks, or software.
Interpersonal Skills	Being able to communicate well, connect with people, and work with others.
Help Desk Concepts	
Queue Management	Organizing and handling support requests so they are resolved quickly.
Time Management	Using time and resources wisely to handle many support tickets at once without lowering quality.
Ticketing Systems	Software that manages logging, tracking, and resolving support tickets.
SLA (Service Level Agreement)	Agreements between help desk and customers that indicate what level of service to expect and time turnaround.
KPIs (Key Performance Indicators)	Measures the help desk's service, speed and resolution rate, and customer satisfaction.

Unit 1 Lesson 1 Study Guide
Fill-In Explanation

Topic	Explanation
Role	
IT Technician Role	
Help Desk Technician	
Customer Support Technician	
Technical Certification	
Troubleshooting	
Interpersonal Skills	
Help Desk Concepts	
Queue Management	
Time Management	
Ticketing Systems	
SLA (Service Level Agreement)	
KPIs (Key Performance Indicators)	

Unit 1 Lesson 1 Study Guide Fill-In Topic

Topic	Explanation
Role	
	• Learn basics and develop people skills. • Get certification and stay updated through experience and exploration.
	Assists end-users with computer or network issues.
	Fixes technical problems for customers via phone, email, or chat.
	Documentation given to people who prove they know certain technical skills, like the Cisco Certified Support Technician (CCST) certification.
	Finding and fixing technical issues in computers, networks, or software.
	Being able to communicate well, connect with people, and work with others.
Help Desk Concepts	
	Organizing and handling support requests so they are resolved quickly.
	Using time and resources wisely to handle many support tickets at once without lowering quality.
	Software that manages logging, tracking, and resolving support tickets.
	Agreements between help desk and customers that indicate what level of service to expect and time turnaround.
	Measures the help desk's service, speed and resolution rate, and customer satisfaction.

Unit 1: Create Project

In this Create Project, imagine you're part of a team tackling a challenging scenario. Use the upcoming essay as a guide to suggest creative solutions, focusing on practical improvements and positive change. This exercise is designed to enhance your problem-solving skills in a broader context.

Project Specifications:

Mia, a customer support technician, finds herself overwhelmed by a sudden flood of urgent requests overwhelming the help desk queue. Among the issues reported are system crashes affecting critical applications, login failures preventing employees from accessing essential documents, and email outages disrupting communication across departments. With an ever-growing backlog of tickets, Mia struggles with the challenge of prioritizing tasks effectively and ensuring that each issue receives the attention it requires. As the volume of support requests continues to increase, she faces mounting pressure to resolve critical issues promptly while managing the complexities of troubleshooting and ticket escalation procedures. Despite her best efforts, Mia barely keeps pace with the influx of problems, risking delays in resolving urgent issues and potential disruptions to the organization's operations. Provide problem-solving strategies that Mia can implement.

Sample Solution:

Mia can implement several solutions to address the flood of urgent requests overwhelming the help desk and prioritize tasks effectively. Firstly, establishing a straightforward **ticketing system** can help in organizing and prioritizing issues based on their **severity**, allowing Mia to focus on critical problems such as system crashes and login failures. Simplifying communication channels and creating clear **escalation** paths can also enhance collaboration between Mia and her team, facilitating quicker issue resolution. Additionally, providing extra training and resources to Mia and her colleagues can improve their **troubleshooting** abilities, enabling them to address complex issues more efficiently. Moreover, ensuring thorough **documentation** of each support ticket and its resolution process can streamline future troubleshooting efforts and prevent similar issues from arising. By implementing these strategies, Mia can effectively manage the workload, prioritize **urgent** requests, and ensure timely resolution of critical issues.

Keywords	Variations
Prioritize	Rank Arrange Order Sort Organize
Ticketing System	Ticketing System Logging System Support Ticket Platform Incident Management System Helpdesk Software
Severity	Intensity Gravity Seriousness Acuteness

	Extent Urgency
Escalation	Increase Heighten Advancement Manager Supervisor
Troubleshooting	Troubleshoot Problem-Solving Diagnosis Debugging Fault-Finding Resolution
Documentation	Documenting Record-Keeping Notation Recording Logging
Urgent	Pressing Critical Imperative Vital Time-Sensitive

Unit 1: Objective Assessment

1) What documentation is given to individuals who prove they know certain technical skills?

   a) Interpersonal Skills
   b) Troubleshooting
   c) **Technical Certification (correct)**
   d) Help Desk Technician

   Explanation: Technical certifications, such as the Cisco Certified Support Technician (CCST) certification, are formal documentation provided to individuals who have demonstrated proficiency in specific technical skills.

2) Match the words to their definitions.

   a) Ticketing Systems
   b) Time Management
   c) Queue Management
   d) Key Performance Indicators
   e) Service Level Agreement

   Ticketing Systems (correct) It is software used to manage the process of logging, tracking, and resolving support tickets.
   Service Level Agreement (correct) These are agreements between the help desk and customers that indicate what level of service customers should expect, and how quickly the help desk will respond and solve problems.
   Queue Management (correct) It is the process of organizing and handling support requests, so they get solved quickly.
   Key Performance Indicators (correct) These help to measure how well the help desk is doing and how fast they solve tickets.
   Time Management (correct) It helps to plan how to use time and resources well to handle many support tickets at once without lowering quality.

3) The ABC prioritization system is used to sort tasks based on their importance or urgency.

   - **True (correct)**
   - False

   Explanation: The ABC prioritization system helps individuals prioritize tasks based on their importance and urgency, allowing them to manage their time effectively and focus on completing high-priority activities first.

4) When responding to urgent requests, which of the following steps is essential for efficient resolution?

   a) Taking immediate action without assessing the urgency
   b) **Establishing clear criteria for identifying urgent requests (correct)**
   c) Ignoring the urgency and focusing on long-term goals
   d) Delegating all urgent tasks to the same team member

   Explanation: When responding to urgent requests, establishing clear criteria for identifying these requests is essential for efficient resolution.

5) Fill in the blank with the correct words.

   Detail documentation (correct) is the process of noting everything about the problem by adding screenshots, error messages, and any other helpful information.

   - Describe the Problem
   - Discuss Results
   - Detail Documentation
   - Troubleshoot Issues

   Explanation: Detail documentation refers to the process of thoroughly documenting or recording all relevant details about a particular issue or problem.

6) A ticketing queue organizes tasks by problem type, seriousness, and customer information

- True
- **False (correct)**

Explanation: A ticketing system organizes the ticketing queue (a list of tasks or requests to be handled) by problem type, seriousness, and customer information.

7) Which of the following actions involves adding new information to a support request?

a) **Updating the Ticket (correct)**
b) Fixing the Ticket
c) Sharing with Users
d) Closing the Ticket

Explanation: Updating the ticket specifically refers to the action of adding new information to a support request. This can include noting what has been tried, any changes made, and what happened during the troubleshooting process.

8) Fill in the blank with the correct word.

The **severity (correct)** is the process of determining how serious or urgent a reported problem is.

- Expertise
- Severity
- Follow up
- Escalation

Explanation: Severity refers to the degree or level of seriousness or importance of a problem or issue.

9) Observation is the process of checking to monitor what happens after making changes during troubleshooting.

- **True (correct)**
- False

Explanation: Observation involves actively checking and closely monitoring the outcomes or effects that occur as a result of implementing changes during the troubleshooting process.

Unit 1 Key Terms

Term	Definition
ABC Prioritization	A system for sorting tasks by how important or urgent they are.
Brand Affinity	Customer loyalty, affected by how well problems are handled.
Criteria	Guidelines used to decide how urgent a request is.
Customer Support Technician	An IT professional who fixes technical problems for customers through phone, email, or chat.
Documentation	Recording details about a problem, steps taken to fix it, and what happened afterward, for later use.
Eisenhower Matrix	A system that divides tasks into four groups based on how urgent and important they are.
Escalation	Taking an urgent or important task to an expert.
Expertise	Knowing a lot about one specific topic or area.
Factual	Using truths and clear information instead of opinions or guesses.
Follow Up	Checking on a ticket to make sure the problem gets fixed.
Help Desk Technician	An IT professional who helps end-users with computer or network issues.
Implement	To put a plan or solution into action.
Interpersonal Skills	Being able to communicate well, connect with people, and work with others.
KPIs (Key Performance Indicators)	Measures of how well the help desk is doing, how fast they solve tickets, how happy customers are, and how often they solve problems on the first try.
Observation	Checking to monitor what happens after making changes.
Priority	The importance of a task determined by its impact on goals or customer satisfaction.
Proactive	Acting before problems occur.
Probable Cause	The likely reason why a problem occurred.
Queue	A list of tasks or requests waiting to be dealt with in a system.
Queue Management	Organizing and handling support requests so they get solved quickly.
Resolving	Successfully fixing or addressing the problem in a support ticket.
Resource Allocation	Putting resources in place to handle tasks in a list efficiently, making sure customer issues get fixed on time.
Resources	Tools, guides, or people that help fix problems.
Severity	How serious or urgent a reported problem is.
SLA (Service Level Agreement)	Contract between the help desk and customers that indicate what level of service the customers should expect and how quickly the help desk will respond and solve problems.

Support Ticket	A digital note used to document and track requests for help.
Support Ticket Escalation	Sending a problem to a higher level of support for extra help.
Technical Certification	Documentation given to people who prove they know certain technical skills.
Ticketing Systems	Software used to manage the process of logging, tracking, and resolving support tickets.
Time Management	Planning how to use time and resources well to handle many support tickets at once without lowering quality.
Transparency	Openly sharing information.
Troubleshooting	Finding and fixing technical issues in computers, networks, or software.
Update Ticket	Adding new information to a support request.
Urgent Requests	Tasks needing immediate attention because they are critical or time-sensitive.

Unit 1: Unplugged Activities Instructor Guide

Instructions

Below are a variety of offline activities to choose from to support learning in Unit 1. Choose activities to enhance learning in the classroom.

Activity 1: Word Search

With Words - Use this word search to reinforce the key terms in Unit 1. An answer key is provided.

With Clues - Use this word search to challenge learners to find key terms in Unit 1 using clues. An answer key is provided.

Activity 2: Crossword Puzzle

Solve the crossword puzzle by reading clues and filling in the answer with key terms from Unit 1. A solution key is provided.

Activity 3: Help Desk Scenario Role Play

The objective of this activity is to simulate real-world scenarios encountered by IT support specialists, emphasizing the role of interpersonal skills and troubleshooting techniques.

Activity 4: Task Prioritization

The objective of this activity is to simulate the process of prioritizing tasks and responding to urgent requests, emphasizing critical thinking and time management skills.

Unit 1: Unplugged Activity

Activity 1: Word Search

With Words - Use this word search to reinforce the key terms in Unit 1. An answer key is provided.

With Clues – Use this word search to challenge learners to find key terms in Unit 1 using clues. An answer key is provided.

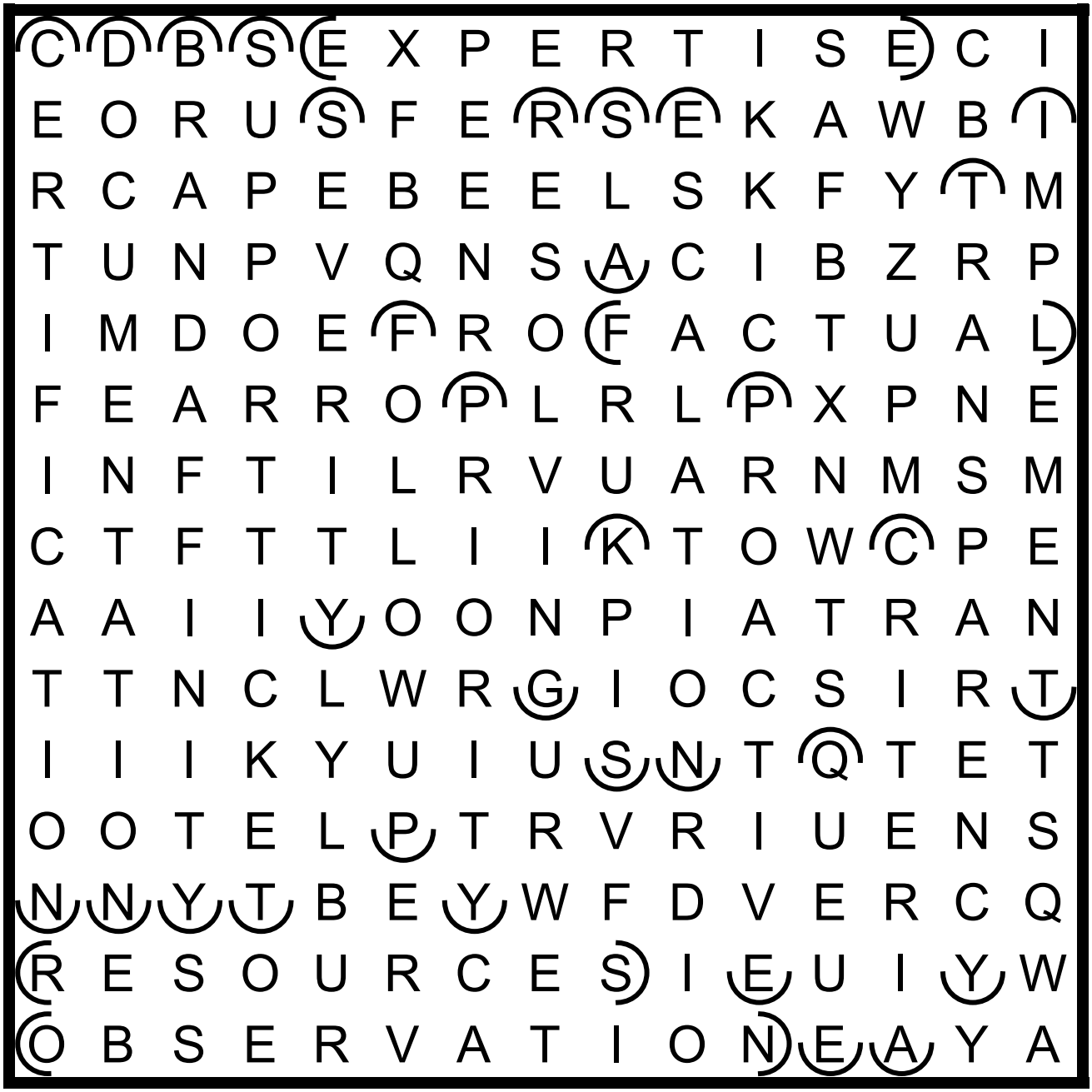
Unit 1 Word Search with Words

Complete the following word search by finding and circling all the words in the box below the puzzle. Words can be in any direction.

C D B S E X P E R T I S E C I
E O R U S F E R S E K A W B I
R C A P E B E E L S K F Y T M
T U N P V Q N S A C I B Z R P
I M D O E F R O F A C T U A L
F E A R R O P L R L P X P N E
I N F T I L R V U A R N M S M
C T F T T L I I K T O W C P E
A A I I Y O O N P I A T R A N
T T N C L W R G I O C S I R T
I I I K Y U I U S N T Q T E T
O O T E L P T R V R I U E N S
N N Y T B E Y W F D V E R C Q
R E S O U R C E S I E U I Y W
O B S E R V A T I O N E A Y A

BRAND AFFINITY
CERTIFICATION
CRITERIA
DOCUMENTATION
IMPLEMENT
ESCALATION
EXPERTISE
FACTUAL
FOLLOW UP
KPIS
PRIORITY
PROACTIVE
QUEUE
RESOLVING
OBSERVATION
RESOURCES
SEVERITY
SLA
SUPPORT TICKET
TRANSPARENCY

Unit 1 Word Search Solution Key



Unit 1 Word Search with Clues

Complete the following word search by finding and circling the words that fit the clues below. Words can be in any direction.

C D B S E X P E R T I S E C I
E O R U S F E R S E K A W B I
R C A P E B E E L S K F Y T M
T U N P V Q N S A C I B Z R P
I M D O E F R O F A C T U A L
F E A R R O P L R L P X P N E
I N F T I L R V U A R N M S M
C T F T T L I I K T O W C P E
A A I I Y O O N P I A T R A N
T T N C L W R G I O C S I R T
I I I K Y U I U S N T Q T E T
O O T E L P T R V R I U E N S
N N Y T B E Y W F D V E R C Q
R E S O U R C E S I E U I Y W
O B S E R V A T I O N E A Y A

Unit 1 Word Search Clues

ANSWER KEY	CLUE

	Customer loyalty, affected by how well problems are handled.
	Guidelines used to decide how urgent a request is.
	Recording details about a problem, steps taken to fix it, and what happened afterward, for later use.
	Taking an urgent or important task to an expert.
	Knowing a lot about one specific topic or area.
	Using truths and clear information instead of opinions or guesses.
	Checking on a ticket to make sure the problem gets fixed.
	To put a plan or solution into action.
	Measures of how well the help desk is doing, how fast they solve tickets, how happy customers are, and how often they solve problems on the first try.
	Checking to monitor what happens after making changes.
	The importance of a task determined by its impact on goals or customer satisfaction.
	Acting before problems occur.
	A list of tasks or requests waiting to be dealt with in a system.
	Successfully fixing or addressing the problem in a support ticket.
	Tools, guides, or people that help fix problems.
	How serious or urgent a reported problem is.
	Contract between the help desk and customers that indicate what level of service the customers should expect and how quickly the help desk will respond and solve problems.
	A digital note used to document and track requests for help.
	Documentation given to people who prove they know certain technical skills.
	Openly sharing information.
	Finding and fixing technical issues in computers, networks, or software.

Unit 1 Word Search with Clues Answer Key

ANSWER KEY	CLUE
BRAND AFFINITY	Customer loyalty, affected by how well problems are handled.

CRITERIA	Guidelines used to decide how urgent a request is.
DOCUMENTATION	Recording details about a problem, steps taken to fix it, and what happened afterward, for later use.
ESCALATION	Taking an urgent or important task to an expert.
EXPERTISE	Knowing a lot about one specific topic or area.
FACTUAL	Using truths and clear information instead of opinions or guesses.
FOLLOW UP	Checking on a ticket to make sure the problem gets fixed.
IMPLEMENT	To put a plan or solution into action.
KPIS	Measures of how well the help desk is doing, how fast they solve tickets, how happy customers are, and how often they solve problems on the first try.
OBSERVATION	Checking to monitor what happens after making changes.
PRIORITY	The importance of a task determined by its impact on goals or customer satisfaction.
PROACTIVE	Acting before problems occur.
QUEUE	A list of tasks or requests waiting to be dealt with in a system.
RESOLVING	Successfully fixing or addressing the problem in a support ticket.
RESOURCES	Tools, guides, or people that help fix problems.
SEVERITY	How serious or urgent a reported problem is.
SLA	Contract between the help desk and customers that indicate what level of service the customers should expect and how quickly the help desk will respond and solve problems.
SUPPORT TICKET	A digital note used to document and track requests for help.
CERTIFICATION	Documentation given to people who prove they know certain technical skills.
TRANSPARENCY	Openly sharing information.
TROUBLESHOOTING	Finding and fixing technical issues in computers, networks, or software.

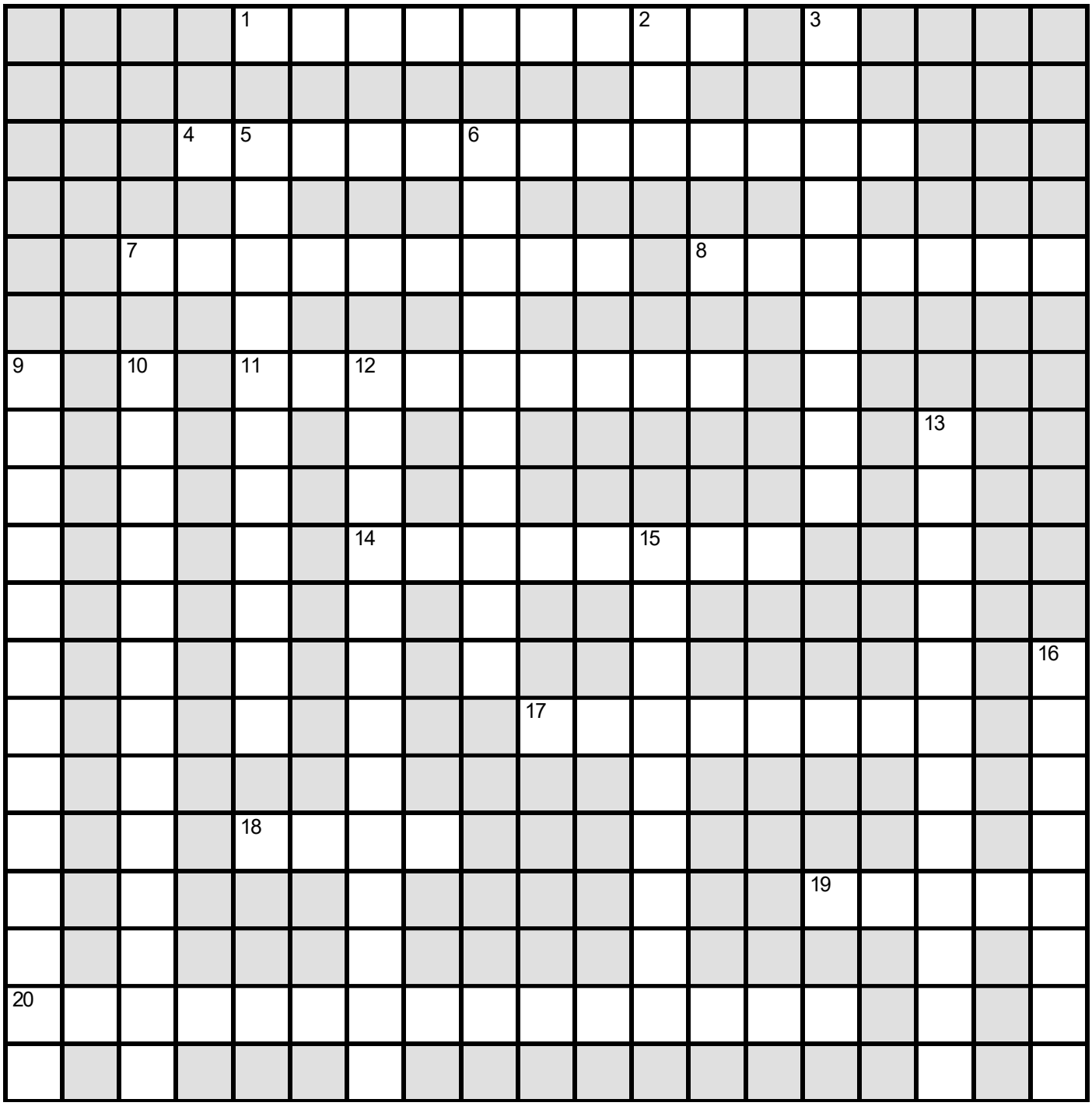
Unit 1: Unplugged Activity

Activity 2: Crossword Puzzle

Solve the crossword puzzle by reading clues and filling in the answer with key terms from Unit 1. An answer key is provided.

Unit 1 Crossword Puzzle

Use the clues to solve the crossword puzzle.



Unit 1 Crossword Clues

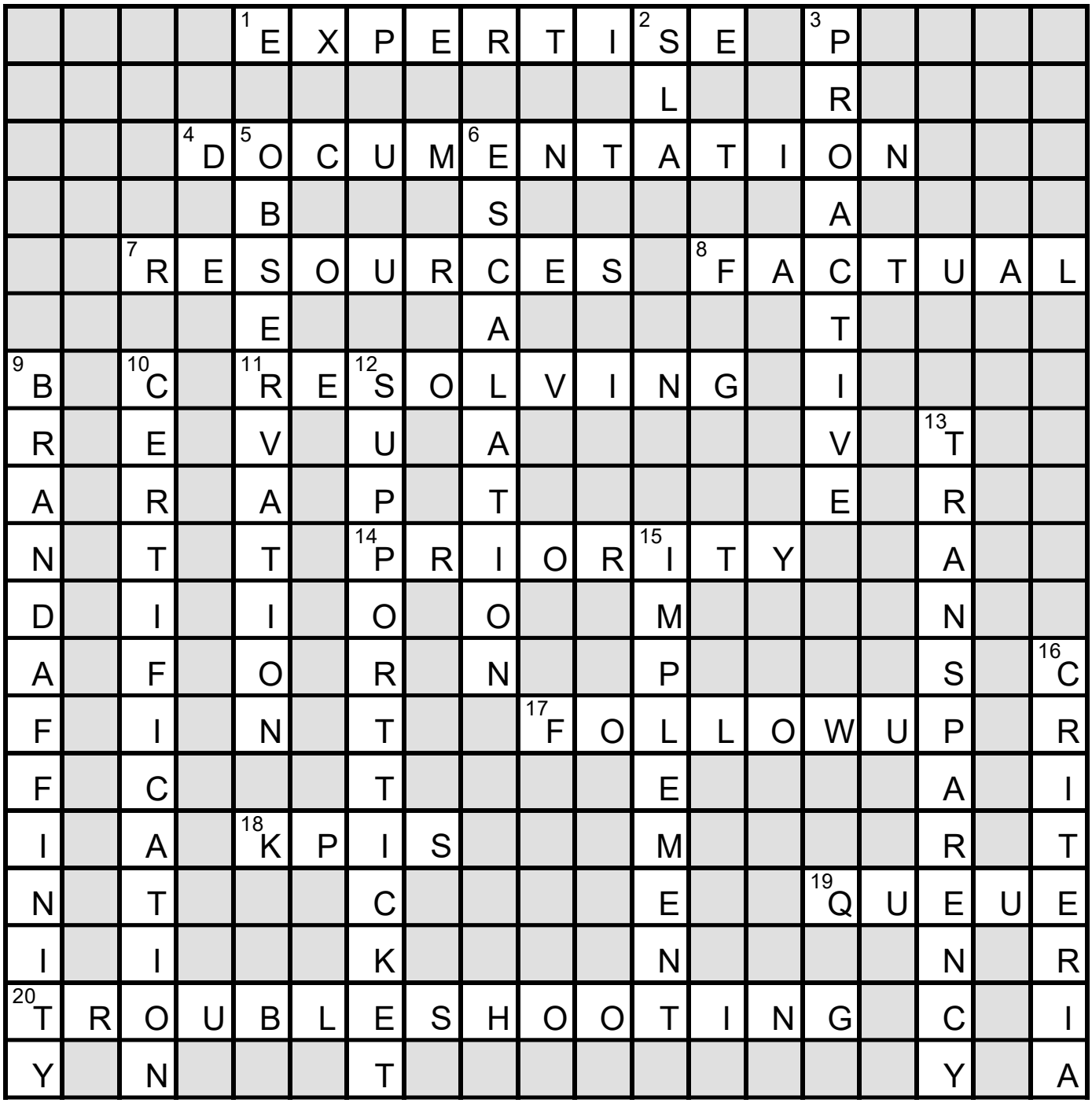
Across

1 Knowing a lot about one specific topic or area. (9)
4 Recording details about a problem, steps taken to fix it, and what happened afterward, for later use. (13)
7 Tools, guides, or people that help fix problems. (9)
8 Using truths and clear information instead of opinions or guesses. (7)
11 Successfully fixing or addressing the problem in a support ticket. (9)
14 The importance of a task determined by its impact on goals or customer satisfaction. (8)
17 Checking on a ticket to make sure the problem gets fixed. (6,2)
18 Measures of how well the help desk is doing, how fast they solve tickets, how happy customers are, and how often they solve problems on the first try. (4)
19 A list of tasks or requests waiting to be dealt with in a system. (5)
20 Finding and fixing technical issues in computers, networks, or software. (15)

Down

2 Contract between the help desk and customers that indicate what level of service the customers should expect and how quickly the help desk will respond and solve problems. (3)
3 Acting before problems occur. (9)
5 Checking to monitor what happens after making changes. (11)
6 Taking an urgent or important task to an expert. (10)
9 Customer loyalty, affected by how well problems are handled. (5,8)
10 Documentation given to people who prove they know certain technical skills. (13)
12 A digital note used to document and track requests for help. (7,6)
13 Openly sharing information. (12)
15 To put a plan or solution into action. (9)
16 Guidelines used to decide how urgent a request is. (8)

Unit 1 Crossword Puzzle Answer Key



Across: 1 EXPERTISE, **4** DOCUMENTATION, **7** RESOURCES, **8** FACTUAL, **11** RESOLVING, **14** PRIORITY, **17** FOLLOW UP, **18** KPIS, **19** QUEUE, **20** TROUBLESHOOTING.

Down: 2 SLA, **3** PROACTIVE, **5** OBSERVATION, **6** ESCALATION, **9** BRAND AFFINITY, **10** CERTIFICATION, **12** SUPPORT TICKET, **13** TRANSPARENCY, **15** IMPLEMENT, **16** CRITERIA.

Unit 1: Unplugged Activity

Activity 3: Help Desk Scenario Role Play

Objective: To simulate real-world scenarios encountered by IT support specialists, emphasizing the role of interpersonal skills and troubleshooting techniques.

Materials Needed:

- Role-play scenarios (provided)
- Name tags or role assignment cards (paper and markers)
- Timer (phone or stopwatch)

Instructions:

- Divide the participants into pairs or small groups.
- Provide each group with a role-play scenario and assign roles (provided below).
- Set a timer for each scenario (5-10 minutes per scenario).
- Participants act out the scenario, focusing on effective communication and problem-solving skills.
- Rotate roles and repeat the activity with different scenarios.
- After each scenario, facilitate a brief discussion where participants reflect on their performance and discuss strategies for improvement.

Role Play Example Scenarios:

1. Title: Network Connection Issue
   - Roles: Help Desk Technician, End User
   - Scenario: The End User reports difficulty connecting to the network. The Technician must troubleshoot the issue remotely and guide the End User through the solution.

2. Title: Software Installation Error
   - Roles: Customer Support Technician, End User
   - Scenario: The End User encounters an error while installing software. The Technician must provide step-by-step instructions to resolve the installation issue.

3. Title: Printer Not Responding
   - Roles: Help Desk Technician, End User
   - Scenario: The End User's printer is not responding. The Technician must troubleshoot the printer connection and provide assistance to get it working again.

4. Title: Email Configuration Problem
   - Roles: Customer Support Technician, End User
   - Scenario: The End User cannot configure their email account on their device. The Technician must remotely configure the email settings and ensure proper functionality.

CCST Course Key Terms

Term	Definition
ABC Prioritization	A system for sorting tasks by how important or urgent they are.
About This Mac	A tool that provides the Mac's model, software version, processor, memory, and storage.
AC Power (Alternating Current)	When the electric current periodically changes direction.
Access	The ability to enter, view, or use a resource or system.
Active Listening	A communication technique that involves paying close attention, asking questions for clarification, and rephrasing to show understanding of the message.
Activity	Indicates whether a device is actively processing data or performing a task.
Activity Monitor	A tool that displays information about what's happening on the computer, like programs running, and how much CPU and memory they're using.
Adapter	Device used to connect incompatible hardware.
Administrative Privileges	Elevated permissions allowing users to perform system-level tasks.
Affiliation	Official connection or membership with a group or organization.
AI (Artificial Intelligence)	The simulation of human intelligence processes by machines, especially computer systems, which includes learning, reasoning, and self-correction.
AirDrop	A service on Apple devices that enables the wireless transfer of files directly between devices without using mail or a mass storage device.
Alignment	Adjusting the position of paper or printer components to ensure proper operation.
Analogy	A comparison between two things, typically for the purpose of explanation or clarification.
Anomaly Detection	The identification of items, events, or observations which do not conform to an expected pattern or other items in a dataset.
Antivirus Software	A program designed to detect and remove malware from computers.
API (Application Programming Interface)	A set of rules and protocols that allows different software applications to communicate with each other.
APIPA (Automatic Private IP Addressing)	A feature in Windows operating systems that automatically assigns a self-assigned IP address when DHCP is not available.
Audio Device	Equipment used for playing or recording sound.
AUP (Acceptable Use Policy)	A policy that sets out acceptable behaviors and use of organizational resources.
Authentication	The process of verifying the identity of a user or system.
Authenticator App	Application generating one-time codes to prove users' identities are valid.

Backup	Copying files to a second location to safeguard against accidental loss or damage.
Baiting	A social engineering tactic that uses a false promise to spark greed or curiosity to gain information.
Bias	A systematic error introduced into AI models and algorithms that can lead to unfair outcomes.
Biometric Scan	Verification of identity based on unique physical characteristics, such as fingerprints or facial features.
Bluetooth	A short-range wireless technology used for exchanging data between devices over short distances.
Boot Sequence	The order in which a computer's hardware and software are loaded during the startup process.
Brand Affinity	Customer loyalty, affected by how well problems are handled.
Bricking	Rendering a device unusable, typically due to a failed software update.
Brightness	The level of light emitted from a device's screen, adjustable to help visibility.
Browser Cache	Stored data used to load pages faster when revisited.
Calibration	Adjusting scanner settings for accurate document capture.
Cartridge	The container that holds toner and is inserted into the printer.
Central	In a single location for streamlined management.
Chatbot	An AI software application used to conduct an online chat conversation via text or text-to-speech, in lieu of providing direct contact with a live human agent.
Clearing	Removing obstacles or obstructions from the printer's paper path.
Clearing Cache	Deleting stored cache to free up space or refresh the content that is displayed on websites.
Cloud Storage	Online space where data is stored in virtual servers and can be accessed from any device connected to the internet.
Collaboration	Working together toward a common goal or objective.
Command Prompt	Interface for executing orders on a Windows operating system.
Compatibility	The ability of different hardware or software components to work together without issues.
Compliance	Following laws, regulations, guidelines, and specifications.
Conduct	The ability of a material to allow the flow of electric current.
Conferencing Software	Applications or platforms used for conducting virtual meetings and discussions.
Confidentiality	Preserving restrictions on information; this information is not made available or disclosed to unauthorized individuals, entities, or processes.
Configuration	Adjusting settings on a device to work according to specific needs and requirements, helping software to function properly.
Connection	Link or physical interface between two devices or components.

Connectivity	The ability of a device to join to and communicate with a network or other devices.
Connector	Interface for joining devices together.
Console	A tool that lets you view logs of what's happening on the computer, including messages about errors and problems.
Constructive Feedback	A viewpoint that is meant to improve and empower, focusing on solutions and positive guidance.
Continuous Learning	The ongoing process of learning new skills or knowledge, particularly important in rapidly changing fields like technology.
Converter	Device or adapter that enables compatibility between different ports or interfaces.
Cookies	Small files stored on a user's computer by websites to keep track of their visits and activity.
Corrupted	Damaged or altered in a way that prevents proper functioning.
CPU Usage (Central Processing Unit)	The percentage of the CPU's capacity being used by processes running on the computer.
Credibility	The objective and subjective components that make a source believable and trustworthy.
Criteria	Guidelines used to decide how urgent a request is.
Customer Support Technician	An IT professional who fixes technical problems for customers through phone, email, or chat.
Customize	To modify something to suit a particular individual or task.
Dashboard	An overview of system status or data.
Data Analytics	The science of analyzing raw data to make conclusions about that information.
Data Breach	An incident where information is stolen or taken from a system without the knowledge or authorization of the system's owner.
Data Integrity	The accuracy and consistency of data over its life cycle.
Data Loss	The unintended loss of information stored on electronic devices, often resulting from hardware failure or corruption.
Data Recovery	Retrieving data from damaged, failed, or inaccessible storage media when it cannot be accessed normally.
Data Sanitization	The process of securely erasing or destroying data from electronic devices to prevent unauthorized access.
Data Storage	Keeping digital information for later use or retrieval.
DC Power (Direct Current)	When the current flows in one constant direction.
Default Gateway	The network device that serves as the entry and exit point for traffic between the local network and external networks.
Defective	Something that has a fault or flaw and does not work correctly.
Device Manager	A Windows tool for operating hardware and its drivers.

DHCP (Dynamic Host Configuration Protocol)	A protocol for dynamically assigning IP addresses and network configuration settings to devices.
DHCPv6 (Dynamic Host Configuration Protocol version 6)	A protocol for address autoconfiguration and network parameter assignment in IPv6 networks.
Diagnose	To identify and analyze problems or faults.
Diagnostic	Relating to the identification and analysis of problems or faults.
Digitization	The process of converting information from paper to digital format.
Discoverable	The setting that allows devices to be visible to each other via Bluetooth and Wi-Fi, enabling services like AirDrop.
Display Settings	Configurations that affect the appearance of information on the screen, including resolution and orientation.
DisplayPort	High-performance digital display interface.
DNS (Domain Name System)	A system that translates domain names to IP addresses.
Documentation	Recording details about a problem, steps taken to fix it, and what happened afterward, for later use.
Domain Name	A human-readable name that represents a device's IP address on the internet.
Domain Name Resolution	The process of translating domain names into IP addresses and vice versa.
Driver	Software that controls a device attached to a computer.
Drivers	Software that enables hardware devices to communicate with the operating system.
DVI	Digital Visual Interface.
Efficiency	The ability to accomplish a job with a minimum expenditure of time and effort.
Eisenhower Matrix	A system that divides tasks into four groups based on how urgent and important they are.
Eject	Safely disconnecting an external drive to ensure no data is being transferred, which could result in data corruption or loss.
Electrical Fault	A defect or malfunction in electrical equipment that can lead to fires.
Electrical Shock	A physiological reaction caused by the flow of electric current through the body.
Email Filters	Software that organizes email according to specified criteria and can help in blocking spam and detecting phishing emails.
Emergency Response Plan	A documented set of procedures outlining how to respond to life-threatening situations, including fires, in the workplace.
Encryption	The process of converting information or data into a code to prevent unauthorized access.
End-Device	A device connected to a network, such as a computer, smartphone, or tablet.

End-to-End Encryption	A method of secure communication that prevents third parties from accessing data while it's transferred from one end system or device to another.
Energy Saver	A feature on macOS that allows users to adjust the energy consumption of their computer.
Enrollment	The process of registering a device with an MDM system to manage its configurations and security.
Equipment Failure	The malfunction or breakdown of electronic devices, often caused by factors such as overheating, mechanical stress, or electrical damage.
Ergonomic	Relating to the design of products or environments for human use, aiming to optimize efficiency, comfort, and safety.
Escalation	Moving an issue up to higher levels of response within an organization.
ESD (Electrostatic Discharge)	The sudden flow of electricity between two electrically charged objects caused by contact, a short circuit, or a breakdown in conduction.
Ethernet	Standard for wired network connections.
Event Logs	Records of significant events or occurrences on a computer system.
Event Viewer	A Windows tool that displays logs of what's happening on the computer, including errors and warnings, which helps with fixing problems.
E-Waste	Electronic products that are no longer in use and need to be disposed of.
Expansion Card	A hardware component that adds new features or functionality to a computer by plugging into an expansion slot on the motherboard.
Expertise	Knowing a lot about one specific topic or area.
Extend	A multi-display mode that allows each monitor to give additional screen space independent of the other.
Face ID (Identification)	Facial recognition system.
Factual	Using truths and clear information instead of opinions or guesses.
Fatigue	Physical or mental exhaustion resulting from prolonged or excessive exertion or stress.
Feed Mechanism	The part of the printer that moves paper through the printing process.
Feedback	Additional noise or echo when speaker sounds are detected by the microphone and repeat over and over.
File Explorer	Operating system utility for navigating files and folders.
Fire Hazard	Any condition or situation that increases the likelihood of a fire occurring, such as electrical faults or overheating equipment.
Firewall	A network security device that monitors and controls incoming and outgoing network traffic based on predetermined security rules.
Firmware	Software embedded in hardware devices that controls their functionality.
Flag	To mark something for attention, especially if potentially problematic.

Flammable Materials	Objects that are quickly ignited and capable of burning rapidly, such as paper or cleaning supplies.
Follow Up	Checking on a ticket to make sure the problem gets fixed.
Formatting	Preparing a storage device for use by organizing its file structure and storage space.
Fortification	Strengthening or reinforcing defenses, especially in terms of security.
Forum Etiquette	The set of behaviors and rules participants are expected to follow in discussion forums to maintain productive and respectful communication.
Frayed	Worn or damaged, typically referring to cords or wires with exposed fibers.
Generative AI	A type of artificial intelligence that is capable of creating new content, ranging from text to simulations, based on the training data it has received.
Glitch	A small problem or fault that prevents something from being successful or working as well as it should.
Google Assistant	An artificial intelligence-powered virtual helper that is primarily available on mobile and smart home devices.
GPU (Graphics Processing Unit)	Hardware responsible for rendering images on a display.
Group Policy	Set of rules and configurations applied to computer systems or user accounts within a network.
Hardware	Physical components of a computer or electronic system, such as a keyboard, mouse, or graphics card.
Hardware Specifications	Information about a computer's physical parts, like the processor, memory (RAM), and disk space.
Hazardous Materials	Substances that pose a risk to health, safety, or the environment.
HDMI	High-Definition Multimedia Interface.
Help Desk Technician	An IT professional who helps end-users with computer or network issues.
High Contrast	A display setting that uses increased color contrast to make the screen clearer to read and navigate.
Hop	Each step in the journey of data from your computer to the destination.
Hostname	A unique identifier for a computer or device on a network.
Human Oversight	The requirement that humans are ultimately responsible for, and can intervene in, the operations and outcomes of AI systems.
Hybrid Cloud	A cloud computing environment that uses a mix of on-premises, private cloud and third-party, public cloud services with orchestration between the two platforms.
Hypervisor	Also known as a virtual machine monitor (VMM), it allows multiple VMs to run on a single machine.

IaaS (Infrastructure as a Service)	Online services that provide high-level APIs used to dereference various low-level details of underlying network infrastructure like physical computing resources, location, data partitioning, scaling, security, backup, etc.
iCloud	Cloud service that enables users to store and sync data across devices.
IDS (Intrusion Detection System)	A device or software application that monitors a network or systems for malicious activity or policy violations.
Impersonation	An attack that involves an adversary pretending to be another user or device to steal data, spread malware, or bypass access controls.
Implement	To put a plan or solution into action.
Incident Response	A predetermined set of instructions to detect, respond to, and limit the consequences of a cyberattack or other security breach.
Indicators	Signs or symbols that provide information about a device's status or condition.
Installation	The process of setting up software on a device to make it operational.
Insulated Tools	Equipment with non-conductive handles or coatings designed to prevent electric shock.
Integration	The act of combining or coordinating separate systems or software so they work together effectively.
Integrity	The quality of being complete, unaltered, or undamaged.
Interactive Display	A screen that allows users to interact with content using touch or stylus input.
Interface	The part of the system that allows users to interact with a machine, device, or computer.
Interface Statistics	Information about the network, including data transmission rates and error counts.
Interference	Interruptions to your microphone signal by an outside source, causing unnecessary sounds.
Intermodulation	When different signals mix together and create extra noise or distortion in your audio.
Internal Storage	Devices inside the computer that store data.
Interpersonal Skills	Being able to communicate well, connect with people, and work with others.
IP Address	A unique numerical label assigned to each device connected to a computer network.
IP Address Range	A scale of device-assigned labels connected to a computer network defined by a starting and ending address.
ipconfig	A command you can use in the Windows' Command Prompt to view information about how the computer is connected to a network, like its IP address.
IPv4 Address	A number given to each device on a network using Internet Protocol version 4.
IPv4 and IPv6	Two different ways computers identify each other on the internet.
IPv6	The most recent version of the Internet Protocol, designed to succeed IPv4.
Jargon	Specialized terms that might be unfamiliar to outsiders.
Knowledge Base	A centralized repository for information: a public library, a database of related information about a particular subject.

KPIs (Key Performance Indicators)	Measures of how well the help desk is doing, how fast they solve tickets, how happy customers are, and how often they solve problems on the first try.
Least Privilege	A security principle that restricts access to information and resources to only those entities legally permitted to access them.
MAC Address (Media Access Control)	A unique identifier for a network card used for communication on a network.
Maintenance	Regular upkeep or care to ensure equipment is in good working condition.
Malware	Malicious software designed to harm or exploit a device or network.
Marketplace	A digital store where applications are officially verified and distributed.
Membership	The state of belonging to a particular group or organization.
Memory Usage	The amount of RAM actively being used by processes running on the computer.
MFA (Multifactor Authentication)	A security method requiring users to provide multiple forms of identification.
Micro USB	Smaller USB port type for mobile devices.
Misconfigurations	Errors in the configuration settings of network devices or end-devices.
Mitigate	To reduce or alleviate the severity or risk of something, such as ESD damage to electronic devices.
Modem	Device that connects a computer to the internet or other networks.
Motherboard	The main board that connects all parts of the computer together.
Mounting	The process of making an external drive accessible to the macOS system once connected.
Multifunction	Having several capabilities integrated into one device.
Narrator	A screen reader feature that reads text on the screen aloud and describes events, such as notifications or calendar appointments.
Network Bottleneck	A point in the network where data slows down because it’s too crowded.
Network Interfaces	Physical or virtual connections that enable devices to connect to a network and communicate with other devices.
Network Optimization	The process of improving network performance and efficiency through configuration changes and troubleshooting.
Network Performance	The speed and reliability of data transmission within a network, measured by factors such as latency and throughput.
Niche Expertise	Specialized knowledge or skills in a narrow field, often within a larger domain.
Observation	Checking to monitor what happens after making changes.
Open-Ended Questions	Queries that require more detailed answers and cannot be answered with a basic yes or no.
Operating System	The software that manages a computer's hardware and software resources and provides common services for computer programs.

Operating System Version	The specific edition of computer software that runs its hardware and programs.
Orientation	The direction in which content is displayed.
Overcommitting	Allocating more resources to virtual machines than the physical machine has available.
Overheating	Excessive heat generation in electronic equipment, typically caused by inadequate ventilation or malfunctioning components.
PaaS (Platform as a Service)	A cloud computing model that provides customers a platform allowing them to use applications without building the infrastructure typically associated with developing an app.
Packet Loss	When some data sent over the network doesn't make it to its destination.
Packets	Small chunks of data sent over a network.
Password	A secret combination of characters used for user authentication.
Password Manager	A software application that helps users store and organize passwords.
Patch	A small piece of software designed to fix problems or improve security.
PCI (Peripheral Component Interconnect)	An older expansion bus standard used for connecting expansion cards to the motherboard.
PCIe (Peripheral Component Interconnect Express)	A high-speed expansion bus standard used for connecting various components inside a computer, such as graphics cards and SSDs.
Peripheral	Device connected to a computer, such as a printer, scanner, or graphics or wireless cards.
Peripherals	Devices that connect to and work with a computer to extend its capabilities.
Permissions	Settings that control the level of access granted to a user, group, or system to perform certain actions on a resource or function.
Phishing	A cybercrime that uses email, telephone, or text message, posing as a legitimate institution to lure individuals into providing sensitive data.
Phishing Resistance	Recognizing and resisting attempts to acquire sensitive information.
PII (Personally Identifiable Information)	Any data that could potentially identify a specific individual.
Ping	A network utility used to test the reachability of a device or host on a network.
Plugged In	Connected to a power source or another device.
Policy	Guidelines and rules set within an MDM to control and protect mobile devices within an organization.
Port	Connection point on a device.
Power Adapter	Device that converts power to a specific format.

Power Cable	Used to supply electricity to devices.
Power Plan	A collection of hardware and system settings that manage how your computer uses power.
Power Supply Unit	Device that converts AC power to DC power for devices.
Powered On	Device is turned on and operational.
PPE (Personal Protective Equipment)	Gear worn to minimize exposure to hazards that may cause injury or illness, such as gloves, goggles, and helmets.
Predictive AI	AI systems that analyze historical data to make predictions about future events, typically using statistical algorithms and machine learning techniques.
Pretexting	A form of social engineering in which an individual lies to learn information.
Priority	The importance of a task determined by its impact on goals or customer satisfaction.
Private IP Address	An IP address reserved for internal network communication, typically not accessible from the internet.
Proactive	Acting before problems occur.
Proactive Maintenance	The strategy of preventing failures before they occur, often by replacing or repairing components that show signs of wear or degradation.
Probable Cause	The likely reason why a problem occurred.
Process	An instance of a computer program that is being executed. It contains the program code and its current activity.
Processing	Carrying out operations or tasks on data or information.
Processor	The computer's brain that does calculations and tasks.
Processor Architecture	Design and structure of the Central Processing Unit (CPU).
Proficiency	Skill or expertise in performing tasks efficiently and effectively.
Protocol	A set of rules for the exchange of data between devices.
Public IP Address	An IP address accessible from the internet, typically assigned to internet-facing devices.
Quarantine	To isolate suspected or confirmed malware-infected files to prevent further infection of a system.
Queue	A list of tasks or requests waiting to be dealt with in a system.
Queue Management	Organizing and handling support requests so they get solved quickly.
Radiation	The emission or transmission of energy in the form of waves or particles, which can pose health risks when exposure levels are high.
RAM (Random Access Memory)	Temporary storage space for data and programs.
Ransomware	Malware that locks or encrypts data, demanding a payment to restore access to the user.
RBAC (Role-Based Access Control)	A method of regulating access to computer or network resources based on the roles of individual users within an enterprise.

Real-Time	Referring to processes that happen live or without any significant delay.
Recognition	The ability of the computer's operating system to detect and identify the webcam.
Recovery Key	A key used to regain access to an encrypted drive if the usual login credentials are lost.
Recycling	The process of converting waste materials into reusable materials to prevent loss of potentially useful resources.
Reflective Listening	A communication strategy involving two key steps: repeating what the speaker has stated to demonstrate understanding, and then elaboration to confirm the understanding is correct.
Refresh Rate	The number of times per second the image on the flat panel is redrawn.
Remote Assistance	Support provided by viewing and possibly controlling a user's computer from a remote location.
Remote Communication	Interaction between individuals who are not physically present in the same location.
Remote Desktop	Software that allows a user to connect to and use a computer in another location via the internet.
Remote Management	The ability to control and manage devices from a central location without needing physical access.
Remote Wipe	A security feature that allows a network administrator to delete data from a computing device in a different location than themselves.
Reputation System	Used by many forums to recognize and reward contributors based on the community's feedback to their posts.
Reset	To return something to its original condition or position.
Resolution	The number of pixels displayed on the screen, which determines the sharpness of the image.
Resolving	Successfully fixing or addressing the problem in a support ticket.
Resource Allocation	Putting resources in place to handle tasks in a list efficiently, making sure customer issues get fixed on time.
Resources	Tools, guides, or people that help fix problems.
Response	When a device replies to a message sent by another device.
Restore	Returning data from a backup storage location to the original or a new device.
Retrieval	The process of accessing stored data or information.
RJ-45	Type of connector used for Ethernet connections.
Role-Based Access Control	A method of regulating access to computer or network resources based on the roles of individual users within an enterprise.
Routing Path	The sequence of network devices through which data travels from its source to its destination.
Routing Table	A data index that lists the routes to network destinations.
RTT (Round-Trip Time)	The time it takes for a packet to travel from the source to the destination and back again.

SaaS (Software as a Service)	Software distribution model in which applications are hosted by a third-party provider and made available to customers over the internet.
Safe Mode	A diagnostic mode of a computer operating system; it can also refer to a mode of operation by application software.
Safety Protocol	Established procedures designed to ensure the safety and well-being of individuals in the workplace, often including guidelines for handling emergencies and preventing accidents.
SATA (Serial Advanced Technology Attachment)	A type of connection used for internal storage devices.
Scalability	The capability of a system, network, or process to handle a growing amount of work, or its potential to be enlarged to accommodate that growth.
Seamless	Smooth and continuous, without interruptions or disruptions.
Search Query	The words or phrases entered into a search engine to find specific information.
Sequential	Arranged in a particular order.
Serial Port	Connection for transmitting data one bit at a time.
Server	A computer system that provides data, services, or programs to other computers.
Severity	How serious or urgent a reported problem is.
Shared Drive	Storage space accessible by multiple users over a network.
Short Circuit	An unintended connection between two points in an electrical circuit that causes excessive current flow.
Shortcuts	Key combinations or methods that expedite tasks within software applications.
Siri	An intelligent assistant that enables users of Apple devices to speak natural language voice commands to operate the mobile device and its apps.
SLA (Service Level Agreement)	Contract between the help desk and customers that indicate what level of service the customers should expect and how quickly the help desk will respond and solve problems.
Sleep Mode	A low power state for electronic devices such as computers, televisions, and remote-controlled devices.
Social Engineering	Manipulating individuals into sharing confidential information.
Socket Statistics	Information about network connections, including open sockets, connection states, and data transfer rates.
Sockets	One endpoint in a two-way communication link between two programs running on the network.
Spam	Irrelevant or inappropriate messages sent on the internet to a large number of recipients, typically for advertising, phishing, or spreading malware.
Spoofing	A fraudulent or malicious practice in which communication is sent from an unknown source disguised as a source known to the receiver.
Spooler	Software component responsible for managing print jobs in the print queue.

SSD (Solid State Drive)	A faster and more reliable type of storage device.
SSID (Service Set Identifier)	A unique name that identifies a wireless network.
Static	Crackling or popping noises due to bad connections or electrical issues.
STP	Shielded Twisted Pair cable.
Subnet Identification	Determining the network portion of an IP address based on its subnet mask.
Subnet Mask	A 32-bit number used in IPv4 (or 128-bit for IPv6) that divides an IP address into network and host portions.
Support Ticket	A digital note used to document and track requests for help.
Support Ticket Escalation	Sending a problem to a higher level of support for extra help.
Sustainability	Practices that meet the needs of the present without compromising the ability of future generations to meet their own needs.
Synchronization	The process of ensuring that files, data, or applications are consistent across multiple devices or platforms.
Syncing	Updating files to be the same across multiple devices or storage locations.
System Information	A tool that gives detailed information about a Windows computer's hardware, software, and other parts.
System Monitoring	The use of a system that continuously examines a computer network for slow or failing components and notifies the network administrator.
System Preferences	The location where you can change settings for users, security, and network.
Tailgating	An attack method used by social engineers to gain physical access to a building or other protected areas by following someone with legitimate access.
Task Manager	A Windows tool that displays what programs are running, how much of the computer's memory and processor they're using, and lets you control running programs.
Technical Certification	Documentation given to people who prove they know certain technical skills.
Temporary	Lasting for a limited period; not permanent.
Thermal Paste	A special substance that helps keep the CPU cool.
Throughput	The rate at which data is successfully delivered over a network connection, measuring network performance.
Thunderbolt	High-speed data transfer and power delivery technology.
Ticketing Systems	Software used to manage the process of logging, tracking, and resolving support tickets.
Time Management	Planning how to use time and resources well to handle many support tickets at once without lowering quality.
Toner	The ink used in laser printers to create text and images on paper.
Transfer	The act of moving data from one device to another.

Transmission	The process of sending data or signals from one place to another.
Transparency	The practice of being open and honest about the processes, decisions, and operations that affect users.
Troubleshoot	To identify and resolve problems or issues with a device or system in a systematic manner.
Troubleshooting	Finding and fixing technical issues in computers, networks, or software.
Unauthorized Access	Any access to a computer system, network, or data without permission.
Unauthorized Connections	Networks that are not permitted by network security policies.
Update	To install newer versions of software or drivers to improve performance or fix issues.
Update Ticket	Adding new information to a support request.
Upgrade	Improving a computer part by replacing it.
Urgent Requests	Tasks needing immediate attention because they are critical or time-sensitive.
URL (Uniform Resource Locator)	The address of a web page on the internet.
USB	Universal Serial Bus.
USB Cable	Used for charging and data transfer.
USB-A (Universal Serial Bus Type A)	Standard USB port type.
USB-B (Universal Serial Bus Type B)	Square-shaped USB port type.
USB-C (Universal Serial Bus Type C)	Oval-shaped USB port type.
User Authentication	The process of verifying the identity of a user who is trying to access a system.
Utilities	Software programs designed to perform specific tasks or functions.
UTP	Unshielded Twisted Pair cable.
Verification	Checking to ensure that something is correct or accurate.
Versatile	Able to adapt or be used in various ways or for various purposes.
VGA	Video Graphics Array.
Virtual Meetings	Discussions conducted remotely via video conferencing software.
Virus	A type of malware that replicates by copying itself to another program.
Visibility Issues	Problems associated with a device not appearing or being recognizable to other devices in proximity intending to share data.
Visual Confirmation	The use of visual aids or direct observation to confirm the details or status of a situation.
VM (Virtual Machine)	A software computer that, like a physical computer, runs an operating system and applications.

VNC (Virtual Network Computing)	A cross-platform screen sharing system that was created to remotely control another computer.
Voice Control	Allows users to control their devices using voice commands instead of traditional manual inputs.
Vulnerability	A weakness in software that can be used by a hacker to take advantage of a computer system.
Webinar	A seminar conducted over the internet that allows for participation and interaction from attendees remotely.
Workstation	The area or environment where an individual performs their work, including equipment such as computers, desks, chairs, and lighting.
WPA (Wi-Fi Protected Access)	A security standard that protects wireless networks.
WPA2 (Wi-Fi Protected Access 2)	A second-generation security standard that protects wireless networks.