

Practical assignment 3.2

Localizing and remedying disruptions/malfunctions

Activities

Localizing malfunctions detected
Discovering the cause of the malfunctions or other problems
Remedying malfunctions or other problems
Making use of various problem-solving methods, tools, and information from documented malfunction solutions
Reporting and documenting

Qualification dossier	ICT management 2007 - 2008
Position	ICT Manager
Core task 3	Managing (parts of) information systems
Work process 3.2	Localizing and remedying disruptions/malfunctions



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Praktijkwijzer is produced by ECABO on behalf of Stichting Praktijkleren

QD ICT manager 2007 - 2008
Position ICT Manager
Core task 3 Managing (parts of) information systems
Work process 3.2 **Localizing and remedying disruptions/
malfunctions**

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Introduction

In practical assignment 3.2 you are going to learn how to localize and remedy malfunctions or other problems in independently managed information systems.

In this practical assignment *Localizing and remedying disruptions/malfunctions* you will find the following components:

- an overview of the qualification dossier (QD);
- assignments;
- support in the assignments:
 - *questions;*
 - *the step-by-step plan that you can use in preparing and carrying out the assignments;*
 - *tips carrying out the assignments.*

Overview of the qualification dossier

ICT management

Core task Work process		ICT Manager	Network Manager
1 Developing (parts of) information systems			
1.1	Determining the information needs	x	x
1.2	Producing a design for (part of) an information system	x	x
1.3	Drawing up a plan of action	x	x
1.4	Creating a test environment	x	x
2 Implementing (parts of) information systems			
2.1	Drawing up an implementation plan	x	x
2.2	Carrying out an implementation plan	x	x
2.3	Providing support for acceptance tests	x	x
2.4	Evaluating an implementation	x	x
3 Managing (parts of) information systems			
3.1	Preventing disruptions / malfunctions	x	x
3.2	Localizing and remedying disruptions / malfunctions	x	x
3.3	Dealing with and rounding off incidents reported	x	
3.4	Drawing up and monitoring procedures	x	x
4 Setting up and organizing a service desk			
4.1	Making a service desk operational	x	
4.2	Managing a service desk	x	
4.3	Drawing up users' instructions	x	

Activities

- ▶ Localizing malfunctions detected
- ▶ Discovering the cause of the malfunctions or other problems
- ▶ Remedying malfunctions or other problems
- ▶ Making use of various problem-solving methods, tools, and information from documented malfunction solutions
- ▶ Reporting and documenting

Assignment 1:**Localizing and remedying disruptions/malfunctions**

In this assignment you will independently localize and remedy malfunctions or other problems.

Using a logbook or the like, check whether the malfunction has occurred previously and how it was dealt with then.

Ask clear, straightforward questions in order to gain as much information as possible that could help in localizing and remedying malfunctions or other problems.

Use metering instruments or decide which metering instrument is necessary to localize malfunctions or other problems.

Determine how the malfunctions or other problems can be remedied, and carry this out.

Report the malfunction and the solution to your superior, and document everything in the documentation system.

Support in the assignments



Questions

You can use these questions in preparing the assignments. The subjects will come up again in the review discussions with your practical tutor.

1. You might be confronted with all sorts of matters that make it difficult to carry out your assignment well. These could be what the work actually involves (for example dealing with confidential information), contacts with others (colleagues, clients) and the circumstances under which you have to work (for example working against the clock). What plays a role in your work situation, and how do you deal with it?
2. What metering instruments are available to you, and how should you use them?
3. What is the policy with reference to the purchase of metering instruments?
4. What is the position with respect to Service Level Agreements with third parties and internal parties?
5. What methods were used previously?
6. Where can you find information about past malfunctions or other problems and solutions?



Step-by-step plan

You can refer to this step-by step plan when preparing and carrying out the tasks required for this practical assignment.

- Step 1 Compare the malfunction report with other reports in the logbooks and documentation.
- Step 2 Pose clear questions to those reporting the malfunction.
- Step 3 Determine, on the basis of an initial analysis, what metering instruments you will need in order to find the problem.
- Step 4 If necessary, make a proposal for the purchase, development or implementation of metering equipment.
- Step 5 Carry out the metering.
- Step 6 Remedy the malfunction or make a proposal as to how this can be done.
- Step 7 Document all relevant information in the appropriate documentation system.



Tips

- Most operating systems have some form of log files in which you can often find relevant information.
- Malfunctions can also be caused by external factors, such as the relocation of office furniture, construction work, and the like.
- The general condition of the physical network can also be the cause of malfunctions or other problems.
- Altered settings of the firewall, anti-virus or anti-spam, for example, can be viewed as a malfunction by the person reporting the incident.
- Untested updates or upgrades can also cause malfunctions.