
Help Desk

The ability to provide technical assistance to the users of computer hardware and software is essential to the success of any organization and its continued operation. This event provides recognition for FBLA members who demonstrate an understanding of and ability to provide technical assistance to end users.

Competencies

This event is composed of two (2) parts: a written objective test and a performance component. Only the written objective test will be administered at the RLC.

Career Cluster(s):

Business, Management, and Administration; Information Technology

Business Education Curriculum Standard(s):

Communication, Information Technology

Objective Test

The written objective test may include questions on introduction to help desk concepts, help desk operations, people component: help desk roles and responsibilities (customer service, difficult customers, stress, listening, and communication skills), process component: help desk process and procedures (training, user needs analysis and assessment), information component: help desk performance measures (troubleshooting, solving and preventing problems, types of software--call management, resolution, reporting tools, common problems), help desk setting, and customer support as a profession.

Performance

The performance will consist of an interactive role play scenario based on customer service in the technical field. Within the presentation, participants should demonstrate the ability to make a businesslike presentation, demonstrate good verbal communication skills, provide ways for client to solve their problem, translate case into effective, efficient, and spontaneous action, and resolve conflict resolution.

Region Eligibility

Each chapter may enter three participants who are members of active local chapters and are on record in the Pennsylvania state and the FBLA-PBL national offices as having paid dues by January 31. If the region conference is scheduled before January 31, then dues must be paid prior to that conference date as established by the region and posted on the PA FBLA web site.

Participants are permitted to compete in this event one year only. Under no circumstances may a student repeat in this event.

It is the responsibility of the

local chapter adviser

- to pay membership dues for all competitors by the published region deadline and to register students through the PA FBLA online registration system by the published deadline.

region adviser

- to verify that membership dues of participants at the region conference comply with the deadlines listed above.

State Eligibility

The minimum number of entries each region may enter is the first-, second and third place who are members of active local chapters and are on record in the Pennsylvania state and the FBLA-PBL national offices as having paid dues by January 31 or prior to the region conference by the date posted on the PA FBLA web site.

If any of the eligible winners cannot attend the SLC, it is the responsibility of the:

local chapter adviser

- to contact the region adviser about the student who will not be attending.

region adviser

- to contact the adviser of the next eligible competitor about participating at the State Leadership Conference.
- to notify the PA FBLA Executive Director/State Chairman of the change before the deadline date published at www.pafbلا.org/importantdates.php, which is posted on the PA FBLA web site.

Region Procedure

The following procedures must be used:

1. A one-hour written objective test will be administered based on the previously listed competencies. All participants in this event must report at the event time listed in the program. **If a participant arrives after the objective test has begun, he or she will be admitted to the testing area and will be permitted to take the test in the remaining amount of time for the event. The participant will not receive any additional instructions from the event administrators.**
2. **The participant must comply with the PA FBLA Dress Code which can be found at www.pafbلا.org/dresscode.php. If the participant does not comply, the participant will not be admitted to the testing area until he or she is in compliance.**
3. There will be no case study at the region level.
4. No other materials or equipment may be used.
5. At the Region Leadership Conference, the participant may use his or her own cordless calculator unless one is provided by the region. At the RLC, no scientific calculators, graphing calculators, PDAs (Palm Pilots, etc.), phones, or other memory storage devices are allowed to be used in this event.

State Procedure

The following procedures must be used:

1. At the State Leadership Conference, the adviser must confirm the students' participation in the event. Participants who are not confirmed will be disqualified.

Objective Test

1. A one-hour written objective test will be administered based on the previously listed competencies. All participants in this event must report at the event time listed in the program. **If a participant arrives after the objective test has begun, he or she will be admitted to the testing area and will be permitted to take the test in the remaining amount of time for the event. The participant will not receive any additional instructions from the event administrators.**
2. **The participant must comply with the PA FBLA Dress Code which can be found at www.pafbلا.org/dresscode.php. If the participant does not comply, he or she will not be admitted to the testing area until the participant is in compliance.**
3. The ten (10) individuals with the highest score will be scheduled for a performance. The ten (10) highest scoring individuals will be posted after the Opening General Session. The order of performance will be drawn at random by a state committee member.
4. No other materials or equipment may be used.

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5. At the State Leadership Conference, the participant will be provided a calculator to use in this competitive event. Participants may not use their own calculators. At the SLC, no scientific calculators, graphing calculators, PDAs (Palm Pilots, etc.), phones, or other memory storage devices are allowed to be used in this event.

Performance

1. The event requires three rooms – a holding/sequestering room, a preparation room, and a performance room.
2. The adviser must report to event confirmation to verify the competitor's participation in this event. Participants not confirmed will be disqualified from the event.
3. All final participants in this event must report at the event time listed in the program to be sequestered. **Because students in this event are sequestered, a participant arriving late may enter the holding room as long as the first performance has not begun. If the first performance has begun, the participant will not be permitted to enter the holding room and the participant will be disqualified. The participant will not receive any instructions if the participant arrives after instructions have been given by the event administrator. This disqualification is necessary due to a potential unfair advantage which might occur from learning the event topic.**
4. **The participant must comply with the PA FBLA Dress Code which can be found at www.pafbla.org/dresscode. If the participant does not comply, he or she will not be admitted to the holding room until the participant is in compliance with the dress code.**
5. Two (2) 4"x6" index cards will be given to each participant and may be used during the preparation and performance of the scenario. Information may be written on both sides of the index card. Participants must furnish their own pens and pencils. No other equipment or materials are permitted in this event. Note cards will be collected following the scenario.
6. The participant has five (5) minutes to interact with a panel of judges and demonstrate how he/she would solve the problem.
7. Ten (10) minutes before the performance, each participant will receive the scenario.
8. The judges will play the role of the second party in the presentation and will refer to the case for specifics. This is a role play event.
9. No reference materials, visual aids, or electronic devices may be brought to or used during the preparation or performance.
10. The participant must comply with the PA FBLA Dress Code which can be found at www.pafbla.org/dresscode. If the participant does not comply, he or she will not be admitted to the holding room until the participant is in compliance with the dress code.
11. A timekeeper will stand at four (4) minutes and again at five (5) minutes. When each participant is finished, the time used will be recorded. A five (5) point deduction will be made for presentations over five (5) minutes. Participants should be prepared to respond to questions from the judges.

Region Judging

All objective tests will be graded through the online test service. If there is a tie between competitors, the last ten (10) test questions will be compared and the individual/team with the highest number of correct answers will be ranked higher. The process will continue in groups of ten (10) questions until the tie is broken. If, after reviewing the entire test, the tie cannot be broken, the individual/team submitting the test in the least amount of time will be ranked higher.

Tiebreaker implementation examples can be found in this handbook or at www.pafbla.org/tiebreakers.php.

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The performance portion of this event will be evaluated by a panel of judges and will be used to determine the final ranking. All decisions of the judges are final. In the event there is a tie performance score, the objective test score of the tied teams will be used to break the tie. In the case of a tie, the following objective test tiebreakers will be used to determine the final rankings:

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Region Awards

Each region may decide the number and type of awards to be presented at the RLC.

State Awards

The state chapter will present a maximum of ten (10) awards at the State Leadership Conference.

National Conference Eligibility

The first- and second-place award winning participants at the State Leadership Conference are eligible to attend the National Leadership Conference. Advisers and participants should refer to the latest edition of the National Chapter Management Handbook for official National Leadership Conference event guidelines.

In the event that the first- or second-place team cannot attend, it is the responsibility of the:

local chapter adviser

- to contact the PA FBLA Executive Director/State Chairman about the team that will not be attending.

PA FBLA Executive Director/State Chairman

- to contact the next eligible award winning team about participating at the National Leadership Conference.



HELP DESK

Performance Rating Sheet

Final Round

Evaluation Item	Not Demonstrated	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Points Earned
Problem Identification					
Described the situation(s)	0	1-3	4-7	8-10	
Problem/incident properly documented	0	1-3	4-7	8-10	
Issues a solution or recommendation(s); resolved problem	0	1-5	6-10	11-15	
Technology					
Basic hardware/software knowledge, used correct terminology	0	1-2	3-4	5	
Demonstrated ability to effectively answer client's technical questions	0	1-3	4-7	8-10	
Meets the needs of the client/customer	0	1-3	4-7	8-10	
Demonstrated troubleshooting skills and effective investigative methods	0	1-3	4-7	8-10	
Delivery					
Thoughts and statements are well-organized and clearly stated; appropriate business language used	0	1-2	3-4	5	
Participant(s) demonstrate self-confidence, poise, and good voice projection	0	1-2	3-4	5	
Demonstrated politeness and professionalism in answering questions	0	1-3	4-7	8-10	
Demonstrated conflict resolution skills	0	1-2	3-4	5	
Bring to closure	0	1-2	3-4	5	
Subtotal					/100 max.
Dress Code Penalty Deduct five (5) points when dress code is not followed.					
Penalty Deduct five (5) points for failure to follow guidelines.					
Total Points					/100 max.
Objective Test Score (To be used in the event of a tie.)					

Name(s): _____

School: _____ Region: _____

Judge's Signature: _____ Date: _____

Judge's Comments:

VERIFICATION & INITIALS
(scores checked for accuracy)

Chief Administrator _____

Official Checker _____