**ICT-PRACTICAL ASSIGNMENT FOR DIPLOMA STUDENTS**

**TITLE: MALICK’S COMPANY NEEDS HELP WITH SOFTWARE INSTALLATION AND TROUBLESHOOTING**

**SHORT DESCRIPTION OF THE ASSIGNMENT**

Imagine that you have been selected as a group of Software engineers and you are requested to install appropriate software for various purposes and to do some troubleshooting for **MALICK’S company.**  Take this challenge to show your competences in software installation, troubleshooting and customer care. Also, be an entrepreneur in the sense that you give an advice to the company manager concerning the quality of the software products he needs to install.

Each software engineer should demonstrate individually the installation on the spot, after having made a needs analysis in the company.

In subgroup wise you make an estimation of the costs of the software package needed and other materials. Include also the daily expenses for each participant in this task, such as transport and meals, costs for training of end user (client) and set the net price to be paid for installing the software.

**KNOWLEDGE GAINED**

At end of this assignment the students will have achieved the following:

* Understanding the requirements to install the appropriate software for various purposes and choosing the relevant troubleshooting techniques.
* Understanding effective negotiation procedures between software engineer and customer.
* Understanding how to develop a good level of hospitality and customer care.

**SKILLS GAINED**

At end of this assignment the students will be able to:

* Prepare good questions in order to hear what the needs of the customer are before starting your software installation.
* Make a cost calculation of the needed software products and the other costs and present them in a proper way to the customer.
* Prepare the installation of Windows 10, an anti-virus programme and a specific program for the company.
* Know how to meet the customer’s requirements.
* Illustrate step by step the procedures of software installation.
* Show a good level of hospitality and customer care.
* Cooperate as a group, make a good division in tasks.

**ATTITUDE OBTAINED**

At end of this assignment students will have achieved the following attitude:

* To show a sincere concern for the customer’s need to have new software installed.
* To manage the time to accomplish the task.
* To make sure the task is conducted in a client friendly and secure manner.
* To apply some aspects of customer care.
* To establish high level of good customer relationship.

**TIME REQUIRED**

Students need 4 hrs. /week during one semester (15 weeks)

**CURRICULUM COVERED:**

This practical assignment should be performed by **twenty** ICT students of NTA level 6 in the module known as PC MAINTENANCE AND REPAIR.

**PRACTICAL DEVELOPMENT OF THE MODULE**

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| **TIME REQUIRED** | **RELATED TASK** | **RESOURECE USED** |
| First week (4 hrs.) | As a group of engineers, you start preparing an action plan how to fulfill this task on time and you show how you are going to work as a team to accomplish the entire installation task. Set a time in your plan to meet the company manager to learn about his needs, to discuss the required software quality and the training of his staff to use the software in a good way. | Internet (for searching the best software product)Library text bookThe company manager will be the facilitator ICT. |
| Second and third week(8 hrs.) | Facilitator should use the **mind mapping** approach to allow students to show their prior knowledge about installation processes and installation requirements. It will be a very active approach when the facilitator encourages the students **to make their own guidelines for the steps** to follow during the installation process. They can use these guidelines as a toolkit to perform the task in the workplace. | Presentation with real computer devices.  |
| Forth and fifth week (8 hrs.) | These weeks students should organize themselves in groups of 5 and practice the whole installation task. During these activities buzzing between one group and the other is allowed. | Computer lab |
| Sixth and seventh week (8 hrs.) | The group leader or any other member of any group has a chance to report some errors that occurred during their group task. The facilitator can allow **someone from any group to answer the question or he/she can show how to solve the problem practically.** | Computer lab |
| 8th to 13th week (32 hrs.) | Students should arrive at Malik’s company to **perform the practical assignment individually.** After the installation all computers will be checked by users to see if they meet the customer’s requirements. Users can be members of the company, other students or the project supervisor. They all are asked to give their comments on the installed software and ask for guarantee.  | Computer desktops |
| 14th week (4hrs) | Facilitator should **assess** students by testing the PC’s: do they meet customer’s requirements or not? |  |
| 15th week (4hrs) | After the assessment in the workplace, it will be nice to plan an **evaluation session** about what the students learned from team work and which competences are achieved or not. Evaluate how they performed in each step of the assignment, how the cooperation went between students, if anyone did not contribute well and if so, the facilitator should give him or her some extra guidance or an extra assignment. |  |