UNet Help Desk online training outline, Summer 2005

1) Background technical information
   i) Computer Basics
      (a) Hardware
      (b) Software
      (c) Networking and the Internet
      (d) IP Addresses at Brandeis
   ii) Command Prompt Primer
      (a) Starting up a command prompt
      (b) Orienting yourself
         1. DOS style
         2. Mac OSX style (UNIX)
         3. UNet style (UNIX)
         4. Debian style (UNIX)
      (c) Getting around
         1. Change Directory
         2. Change Drive
         3. List Current Directory
      (d) Getting around faster using pathnames
         1. Relative paths
         2. Absolute paths
         3. Filenames with spaces in them
         4. Wildcards
      (e) Moving things around
      (f) More advanced things to do
      (g) Nifty things to try
   iii) Working with Windows
      (a) The Magic of the Reboot
      (b) Features you DO NOT want
         1. Hibernation
         2. System Restore
      (c) My Documents? My Desktop? My Mom?
      (d) XP Thinks It’s Smarter Than You
      (e) All My Settings
         1. Change TCP/IP configuration
2. Change the screen resolution
3. Get a list of all hardware devices
   (f) The Horror of Explorer
   (g) Controlling Your Startup
   (h) There is more than one way to do it
   (i) Extend Yourself (Extensions)
   (j) Disk Checkup
   (k) Get the Ibuprofen (monitor refresh rate)

iv) Working with Mac OSX
   (a) Sit down and use it
   (b) Learn the file hierarchy
   (c) Know how to uninstall and install things
   (d) Know where to go and how to get there
   (e) Learn the keyboard shortcuts

v) Oracle Calendar [used by UNet to schedule support calls]
   (a) Preparing to use Calendar
   (b) What is Calendar used for?
   (c) Logging in for the first time
   (d) The toolbar
   (e) Creating entries in your own Calendar
   (f) Editing an entry
   (g) Viewing another person’s agenda
   (h) Suggesting a date and time
   (i) Replying to an invitation
   (j) The in-tray
   (k) Agenda entry colors
   (l) Modifying your agenda display
   (m) Access rights
   (n) Creating and managing groups
   (o) Opening a group agenda
   (p) Resources
   (q) Tasks, events, and notes
   (r) Keeping a local copy of your Calendar
   (s) Viewing your Calendar via the Web

vi) Brandeis Network Information
   (a) Regional network switches diagram
   (b) Physical topology
   (c) Software
   (d) IP addressing
   (e) Routing
   (f) Broadcasts
   (g) Hardware addresses
   (h) Faceplates, jacks and ports
   (i) Troubleshooting
   (j) Recognizing the scope of the problem
   (k) Netsaint network monitor
(l) Testing for DNS failures
(m) A moving experience (computer moves from building to building)
(n) When all else fails

vii) Computer Basics quiz
viii) Hardware quiz
ix) Networking quiz

2) UNet Toolkit
   i) UNet Toolkit basics
      (a) Figuring out what’s wrong
         1. Can’t connect to the network
         2. The computer is slow
         3. Popups
         4. The computer won’t start
         5. Programs crash
      (b) Patches: a user’s best friend
         1. Windows update
         2. Automatic Windows updates
         3. Windows service packs
         4. Mac OSX software update
      (c) Software you should know about
         1. Ad-Aware and Spybot
         2. Symantec Antivirus 9
         3. Mozilla, Netscape and Mozilla Firefox
         4. BadCopy Pro
      (d) How UNet communicates (UNet listserv)
      (e) Web pages to know about (Brandeis-specific)
         1. Password reset
         2. Incidents list
         3. Shutoffs list
         4. Netsaint
      (f) Seven ways to rescue user data
         1. SFTP to UNet Home directories
         2. Burning to CD
         3. USB flash drives
         4. FireWire Target Disk Mode (Mac only)
         5. Safe Mode with Networking (Windows only)
         6. Epidemix (Windows only) [this is a live Linux distribution on CD]
         7. The Hardware Repair Shop
   
ii) Hardware Troubleshooting Guide
      (a) Common hardware problems
         1. No power
         2. No video
         3. Component damage (keyboard, mouse, CD, floppy, and spills)
         4. No network connection
         5. Corrupt OS (other than virus/spyware)
6. Bios commands you need to know
   (b) Diagnostic testing
      1. Apple
      2. Dell
   (c) Dell error beeps
   (d) Dell boot error messages

iii) Viruses and Spyware
   (a) What are viruses and spyware?
   (b) What viruses and spyware can do
   (c) Protecting yourself
   (d) What to do if you’ve already got a problem
      1. Spyware
      2. Viruses
   (e) Reinstalling Windows

iv) UNet Most Wanted List [list of common companies, programs, and processes associated with spyware and adware]

v) Clusters and Classrooms FAQ
   (a) What is Clusters and Classrooms group responsible for?
   (b) Logging into a cluster machine
   (c) Printing
   (d) Classroom Resource Finder
   (e) Imaging and Deep Freeze
   (f) Clusters and Classrooms staff

vi) New computer registration page for Help Desk staff

vii) Toolkit quiz

viii) Viruses and spyware quiz

3) Instructional Technology Resource Center
   i) WebCT support
      (a) WebCT designer access
      (b) WebCT technical troubleshooting
      (c) WebCT login help
      (d) WebCT course request process

ii) Mailing lists support
      (a) About Sympa mailing lists
      (b) How does a mailing list work?
      (c) Benefits of mailing lists
      (d) About class mailing lists
      (e) Requests for mailing lists
      (f) Listmaster access for ITRC staff
      (g) Instructions for logging into Sympa mailing lists as a listmaster
      (h) Instructions for checking and creating pending lists

4) Wireless
   i) Wireless setup instructions
      (a) Purchasing a wireless card
      (b) Set up notes
      (c) Connecting to a wireless access point
ii) Wireless policies and access point locations
iii) Wireless quiz

5) SAGE [Student Administration Gateway, Brandeis’s branding of Peoplesoft SA module]
   i) SAGE troubleshooting guide
      (a) Initial steps
      (b) Common problems
      (c) Less common problems
      (d) Very rare problems
   ii) Recording a SAGE call in HEAT [our third party call tracking system]
   iii) SAGE quiz

6) VOIP
   i) Phone troubleshooting guide
      (a) No dial tone
      (b) Can’t call out
      (c) Can’t be called
   ii) First-time phone setup Instructions (TAPS)
   iii) Connecting your Cisco IP phone
      (a) Ports and jacks
      (b) Troubleshooting
         1. Phone doesn’t power up
         2. No dial tone
         3. Can’t call out
         4. Can’t be called
         5. Static
   iv) Using the student 7921 Cisco IP phone
      (a) Hold
      (b) Call waiting
      (c) Redial
      (d) Soft keys
   v) Dialing instructions
   vi) Using voicemail
      (a) Basics
      (b) Prompts and commands
      (c) First time set-up instructions
      (d) Shortcuts
      (e) Change your greetings, recorded name, password
      (f) Listening to saved messages
      (g) Sending messages
      (h) Creating private distribution lists
      (i) Tips
   vii) Phone FAQ
   viii) Phone quiz

7) HEAT [Brandeis ITS’s third party call tracking system]
   i) HEAT categories
      (a) Abuse
(b) UNet
(c) E-mail
(d) Hardware
(e) Software
(f) OS
(g) Network
(h) Peoplesoft
(i) Academic tech
(j) Clusters and classrooms
(k) Information

ii) How to use HEAT at the Help Desk
   (a) Where to find HEAT on the computer
   (b) Tour of HEAT
   (c) Logging calls in the Help Desk using the HEAT categories
   (d) Using search features in HEAT

iii) HEAT/Help Desk workflow FAQ

iv) iHeat [HEAT on the Web]

v) HEAT quiz

vi) HEAT gauntlet

8) Policies and Procedures

   i) ITS policies
      (a) Computing policy
      (b) Copyright
      (c) File sharing and bandwidth
      (d) Video and DVD policies
      (e) Harassment policy

   ii) UNet Help Desk policies
      (a) Three strikes and you’re out
      (b) Training period
      (c) Property left at the Help Desk
      (d) File sharing
      (e) Software piracy
      (f) User data
      (g) Customer service
      (h) Scope of support
      (i) Confidentiality agreement

   iii) UNet Help Desk procedures
      (a) Beginning your shift
      (b) Cisco Agent Desktop (Call Queuing Software) Tips and Pitfalls
      (c) Rovings [in-dorm support calls]
      (d) Time sheets

   iv) Hardware Repair Shop policies and procedures
      (a) Virus policy
      (b) Data backup and reload
      (c) UNet students should not open up computer cases
      (d) Printers
(e) Warranty facilitation
  v) UNet inclement weather plan
  vi) Policy/Procedures quiz
  vii) Inclement weather plan quiz
9) ITS Who's Who
10) Computer terms glossary
UNet Help Desk live training outline, August 2005

Day 1

9:30 -10:00  Introduction
Welcome and name game (Toss the Ball)
Assign mentor-mentee buddies (find the other half of your jigsaw puzzle)
Give out employment paperwork

10:30-11:00 Customer service
Watch movie from deadtroll.com, “Welcome to the Internet Helpdesk”
Create “anti-customer-service” list
Make list of customer service norms

11:00-12:00 Customer service roleplays

12:00-1:00 Lunch

1:00-2:00 Windows (where viruses go, startup, etc.) – led by Ian Roy

2:00-3:30 Guest speaker: Rich Graves, UNIX systems administrator
The current state of the Brandeis network, security systems, etc.

3:30-4:00 Ice cream social

4:00-4:30 First day closing
Flash drives distributed with "return me" paperwork
Ian Roy 1/2 hour on Welcome to Flash Drive and tour of UNet bag

Day 2

9:30-10:00 Teambuilding exercises
Group Resume exercise (4 groups of 4)
Collect employment paperwork

10:00-12:00 Obstacle course, paired newbies and oldbies

12:00-1:00 Lunch

1:00-2:00 UNet policy and procedure
Sign confidentiality agreement

2:00-3:00 Opening Sunday
Marching orders
Give out polo shirts
UNet group photo

3:00-3:30 Milk and cookies