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| Service Desk Report Template |
| {Your Name here} {Your Student ID here}  Provide ICT advice to clients - Help Desk (ICT30120)  May 1, 2022 |

# Executive Summary

*The Summary or Executive Summary is a short abstract (usually 100-200 pages) which give a short summary of the main sections of the report. This is not an introduction and needs to be concise.*

*Example of a summary:*

*This report is an overview of a peer reviewed journal "The effect of online privacy policy on consumer privacy concern and trust" by Kuang Wen Wu, Shaio Yan Huang, David C. Yen, and Irina Popova. The report summarises and analyses these resources.*

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# Introduction

Explain the purpose of the paper. In most cases, the Introduction summarizes the theoretical importance and previous research in the area and includes a clear statement of the research hypotheses or aims of the paper.

The Introduction begins a new page.

# Body of Report

Describe the study in enough detail to permit another investigator to replicate it. The Method section is often divided into three subsections: Subjects, Apparatus or Research Instruments/Tools (if necessary), and Procedures.

The Method section continues on the same page after the end of the Introduction.

# Conclusions / Recommendations

Summarize the data and the statistical treatment of them. Graphs and tables should be included if they make the results more intelligible.

The Results section continues on the same page after the end of the Method section.

# Recommendations-Technical support

Suggestions for staff training and technical support should be made in this section.

# References

These include URL” s of pages you have referred to , etc. (e.g Microsoft)

The entries have these elements: author(s); year of publication; title; and source (publisher for books, and title of journal for reports or articles). Book titles are underlined; titles of articles are in quotation marks; journal titles are italicized. The journal title is followed by the volume number, then the number within the volume (or the month or season, depending upon the journal's style) in parentheses, and then the page numbers.

## Citing Internet Sources

There differing styles and no standard for citing Internet sources. Check with your instructor about whether your institution has a preferred style. In the absence of one, use the following style, which is adapted from the periodical reference mentioned earlier:

[Author Last Name, First Name]. [Year]. [Web Page Title]. [Website title or owner]. [Website URL] (accessed [Date accessed]).