**Task C**

**Part One**

Mary is happy with the solution you provided. She wants to know what technical support her team will have in using the online Outlook. It is also important that she knows the date, time and level of support being offered to her staff.

As the IT support person in this roster, you need to communicate with Mary and provide advice about the support that will be available for the improved Outlook.

As you are responsible for setting the meeting up, it is also your responsibility to organise the agenda. The agenda of the meeting is to set up the procedure for technical support that includes the time, location and degree of assistance to ensure successful implementation of the upgraded software. This also includes the type of training to be offered to this small group of workers. Items to be discussed in the meeting include:

* Asking for the approval to upgrade the system to Outlook 365 - costs, time and training for the organisation
* Needs of technical support from the HR team manager
* Ways of providing technical support, i.e. individual, on the floor, classroom or video sessions etc
* Establish the level of support that will be given to team
* Time and availability for the assistance/training
* Identify the documentation that will be given to the client.

Before the meeting, you need to prepare a meeting agenda using the Community Assist IT’s meeting agenda template provided. Send this agenda to your supervisor.

In the scenario, imagine the meeting has been held and each of the items of information you require has been provided. Complete the Community Assist IT Meeting minutes template detailing what was agreed upon. Send this record to your supervisor.

**Part Two**

Mary in the HR team has asked you to send the manuals or any documents that could help her team members schedule meetings and manage contacts in the new Outlook 365.

You decide to set up a list of instructions providing steps to achieve each task. When you have finished these instruction sheets email them to your supervisor.

Note: The reference link below may assist you.

<https://support.office.com/en-us/article/manage-your-calendar-and-contacts-in-outlook-631a182a-21e0-4e41-8fa2-0d83e55da02d>