Instructions:

Please read each of the two scenarios below and describe how you would respond to each. You can include the steps you would take, how you would approach the situation, and how you would interact with the people involved.

Please limit your response to 300 words per scenario.

Scenario 1:

Windows 10 is reaching the end of its support period, and Wellways is rolling out Windows 11 across the organisation. For 20 team members, the upgrade hasn't automatically applied. You've attempted to contact them several times via email and Teams, but haven't received any responses.

What would you do next?

Scenario 2:

A staff member would like to port their existing mobile number from one carrier to another (for example, from Optus to Telstra) but wishes to keep the same number and avoid any disruption to their service.

How would you approach this request, and what considerations would you keep in mind throughout the process?