

## SYLLABUS

**DIVISION:** Business and Engineering Technology

**REVISED:** Spring 2014

**CURRICULA IN WHICH COURSE IS TAUGHT:**

IST Information Systems Technology

**COURSE NUMBER AND TITLE:**

**ITE 182 – User Support/Help Desk Principles**

**CREDIT HOURS: 3 HOURS**

**CONTACT HOURS: 3. LEC: 3, LAB: 0**

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**I. CATALOG DESCRIPTION:** Introduces a variety of tools and techniques that are used to provide user support in help desk operations. This course includes help desk concepts, customer service skills, troubleshooting problems, writing for end users, help desk operations, and software, needs analysis, facilities management and other topics related to end user support.

**II. RELATIONSHIP OF THE COURSE TO CURRICULA OBJECTIVES:** ITE 182 will address the following IST program outcomes:

- Apply methodologies to stay current in IT offerings, trends, and certifications.
- Apply current IT industry standards, protocols, and techniques.

**III. REQUIRED BACKGROUND:** Prerequisite: ITE 115 Introduction to Computer Applications and Concepts.

**IV. COURSE CONTENT:**

- Describe help desk operations
- Develop Customer Service Skills
- Develop Customer-Based Communication
- Troubleshooting
- Perform User needs assessment
- Design Customer Training
- Evaluate Support Tools

**V. THE FOLLOWING GENERAL EDUCATION OBJECTIVES WILL BE ADDRESSED IN THIS COURSE.**

  X   Communication  
  X   Cultural and Social Understanding  
      Personal Development  
      Scientific Reasoning.

      Critical Thinking  
  X   Information Literacy  
      Quantitative Reasoning

<b>VI. LEARNER OUTCOMES</b>	<b>VII. EVALUATION</b>
<b>Introduction to Computer User Support</b> <ul style="list-style-type: none"> <li>History</li> <li>End Users</li> <li>Career paths for User Support workers</li> </ul>	Lab exercises Quiz
<b>Customer Service Skills</b> <ul style="list-style-type: none"> <li>Communication</li> <li>Strategies for User Interaction and problem resolution</li> </ul>	Lab exercises Quiz
<b>Documentation for End Users</b> <ul style="list-style-type: none"> <li>Types</li> <li>Planning</li> <li>Technical Writing</li> </ul>	Lab exercises Quiz
<b>Troubleshoot Computer Problems</b> <ul style="list-style-type: none"> <li>Troubleshooting</li> <li>Common Problems</li> </ul>	Lab exercises Quiz
<b>Help Desk</b> <ul style="list-style-type: none"> <li>Management of the 'desk'</li> <li>Best Practices</li> <li>Management of the team</li> <li>Introducing software tools</li> </ul>	Lab exercises Quiz Use Help Desk software.
<b>End-User Needs</b> <ul style="list-style-type: none"> <li>Assess Needs</li> <li>Install Systems</li> </ul>	Quiz Project – Large deployment, use scheduling software.
<b>Training Users and the Tools to Support Them</b> <ul style="list-style-type: none"> <li>Plan, Prepare and Deploy Training</li> <li>Review Utility Software and Information Resources</li> </ul>	Quiz Lab exercises

Revised Jul 17, 2014