

PELLISSIPPI STATE TECHNICAL COMMUNITY COLLEGE
MASTER SYLLABUS

**INFORMATION SUPPORT SERVICES
CSIT 2100**

Class Hours: 3.0

Credit Hours: 4.0

Laboratory Hours: 3.0

Revised: Fall 06

NOTE: This course is not designed for transfer credit.

Catalog Course Description:

This course provides the skills appropriate for end-user support. The focus of the course is on helpdesk interactions, the use of a customer management database, product evaluation, end-user training and creating documentation.

Entry Level Standards:

The entering student should be able to keyboard at least 28 words per minute.

Prerequisites:

CSIT 1110, MKT 2420 or permission of the instructor.

Textbook(s) and Other Course Materials:

A Guide to Computer User Support for Help Desk & Support Specialists 2nd Ed. (or newer). By Fred Beisse, Course Technology - Thomson Learning Publishing. ISBN 0-619-03363-0

Recommended References:

On-line tutorials, resources, support and problem resolution sites, materials and guides directed by the instructor as a discovery process for this course. Students are encouraged to also find and share reference materials, check-lists, guides, books and other printed matter that will support the client support and help-desk learning skills process.

I. Week/Unit/Topic Basis:

Week	Topic
1	End User Computing and Applications
2	User Support and Support Services
3	Customer Service Skills
4	Troubleshooting Computer Problems
5	Resolution of Computer Problems
6	Help Desk Operations
7	User Support Management

8	Product Evaluation and Specification, MIDTERM TEST
9	User Needs Analysis and Assessment
10	Installing End-User Products
11-12	Training End-Users
12-13	Developing End-User materials
14	Facilities Management
15	Effective use of Information Resources, FINAL TEST

II. Course Objectives*:

- A. Develop a working understanding of terminology, devices, software, operating systems and utilities associated with the Personal Computer. I, II, III, IV, VIII, IX, X, XI
- B. Develop proficiency in diagnosing problems, troubleshooting software and operating system problems, identifying solutions and implementation of appropriate steps to resolve each in a timely manner. I, II, III, IV, V, VIII, IX, X, XI, XII.
- C. Exhibit knowledge and proficiency in the use of resources applied to real world client-based PC problems. I, II, III, V, VIII, IX, X, XI, XII
- D. Exhibit appropriate client interaction methods. I, II, III, X, XII
- E. Exhibit proficiency in documenting problems, scheduling, responding, developing and delivering appropriate materials or training media. I, II, III, VIII, X, XII
- F. Exhibit a working understanding of the evaluation, specification-writing, ordering, purchasing, installation, setup, modification and support of operating system components, devices, software and utilities. I, II, III, IV, V, VIII, IX, X, XI, XII
- G. Exhibit good working habits, ethics, timeliness, responsiveness, customer interaction, worker-relationships, cooperation, teamwork, contribution and client support. I, III, VIII, X, XI, XII
- H. Develop proficiency in the use of standards, strategies, policies, contracts, specifications and other products to do effective needs analysis and project outcomes. I, II, III, IX, X, XI, XII
- I. Develop proficiency in facilities management techniques, planning, coordination and documentation. I, II, III, IV, V, VIII, IX, X, XI, XII

*Roman numerals after course objectives reference goals of the CSIT program.

III. Instructional Processes*:

Students will:

1. Use commands and utilities available within the PC operating environment. *Technical Literacy Outcome, Transitional Strategy, Active Learning Strategy*
2. Diagnose, troubleshoot and resolve PC problems. *Technological Literacy Outcome, Transitional Strategy, Active Learning Strategy*

3. Provide client support for product specifications, ordering, installation, configuration, modification, upgrade and training for PC-related components, products and software. *Technological Literacy Outcome, Transitional Strategy, Active Learning Strategy*
4. Participate in individual and team-based support processes. *Communication Outcome, Transitional Strategy, Active Learning Strategy*
5. Prepare documents, media and resources in support of client needs. *Communication Outcome, Transitional Strategy, Active Learning Strategy*
6. Practice elements of the work ethic and professionalism associated with help-desk and client support. *Communication Outcome*

*Strategies and outcomes listed after instructional processes reference TBR's goals for strengthening general education knowledge and skills, connecting coursework to experiences beyond the classroom, and encouraging students to take active and responsible roles in the educational process.

IV. Expectations for Student Performance*:

Upon successful completion of this course, the student should be able to:

1. Identify and use appropriate terminology associated with the field. A, B, C, F, H
2. Use hardware associated with a modern PC environment. A, B, C, F, I
3. Use software associated with a modern PC environment. A, B, C, E, F, H, I
4. Use tools, utilities and other products associated with the field. A, B, C, E, F, G, H, I
5. Identify problems and find resources to solve the problems. A, B, C, D, E, H
6. Use good practices and proper procedures associated with evaluation, specification and ordering of new equipment and software. B, C, E, F, G, H, I
7. Use good practices and proper procedures associated with installation, setup, modification and use of products associated with the PC environment. A, B, C, D, E, F, G, H, I
8. Use good practices and proper procedures associated with troubleshooting and problem solving. D, H, I
9. Use time, scheduling, knowledge, training, skills and resources effectively. B, C, D, E, F, G, H, I
10. Use good communication, interaction and documentation processes. A, B, D, G, H, I

*Letters after performance expectations reference the course objectives listed above.

V. Evaluation:

A. Testing Procedures:

There will be at least 4 quizzes, at least 3 research and/or development reports (at least 1 of which involves field work), at least 10 lab projects, a midterm and a final.

B. Laboratory Expectations:

Students will participate in 3 hours per week PC lab work / projects.

C. Field Work:

Students will perform between 5 and 15 hours of documented helpdesk and support activities as a required part of their labs for this course in at least one project/report. Times and dates will be developed by agreement between the student, the instructor and the on-campus or off campus agency. Students will be required to document all field work

D. Other Evaluation Methods:

N/A

E. Grading Scale:

93-100% A
88-92% B+
82-87% B
77-81% C+
70-76% C
60-69% D
Below 60% F

VI. Policies:

A. Attendance Policy:

Pellissippi State Technical Community College expects students to attend all scheduled instructional activities. As a minimum, students in all courses must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course. [NOTE: No differentiation is noted for excused/unexcused absences. These will be treated as an absence.] (Pellissippi State Catalog)

B. Academic Dishonesty:

Plagiarism, cheating, and other forms of academic dishonesty are prohibited. Students guilty of academic misconduct, either directly or indirectly through participation or assistance, are immediately responsible to the instructor of the class. In addition to other possible disciplinary sanctions which may be imposed through the regular Pellissippi State procedures as a result of academic misconduct, the instructor has the authority to assign an F or a zero for the exercise or examination or to assign an F in the course. (Pellissippi State Catalog)

C. Accommodations for disabilities:

If you need accommodations because of a disability, if you have emergency medical information to share, or if you need special arrangements in case the building must be evacuated, please inform the instructor immediately. Please see the instructor privately after class or in his/her office. Students must present a current accommodation plan from a staff member in Services for Students with Disabilities (SSWD) in order to receive accommodations in this course. Services for Students with Disabilities may be contacted by going to Goins 127 or 131 or by phone: 694-6751(Voice/TTY) or 539-7153.

D. Other Policies:

Computer Usage Guidelines:

College-owned or –operated computing resources are provided for use by students of Pellissippi State. All students are responsible for the usage of Pellissippi State's computing resources in an effective, efficient, ethical and lawful manner. (Pellissippi State Catalog)

