



Broward Community College

Course Outline

STATUS: _____

COMMON COURSE NUMBER: CTS 2155C

COURSE TITLE: Help Desk

CREDIT HOURS: 4

CONTACT HOURS BREAKDOWN:

Lecture/Discussion	<u>56</u>
Lab	<u>8</u>
Other	<u> </u>
Contact Hours/Week	<u>4</u>

CATALOG COURSE DESCRIPTION:

This course is designed to teach students the skills they need to effectively provide technical support to computer users. The course explores topics such as customer service, help desk operations, help desk management, needs assessment, training, and facilities management. Students will learn troubleshooting techniques, installation procedures, end user documentation skills, and product evaluation strategies.

Prerequisite: CDA1403C and CDA1302C and CEN1509C (each with a grade of C or higher)

Corequisite:

UNIT TITLES:

1. Introduction to End User Support
2. Customer Service
3. Troubleshooting
4. Common End User Support Problems
5. Help Desk Operation
6. End User Support Management
7. Product Evaluation
8. End User Needs Assessment
9. Installing End User Computer Systems
10. End User Training
11. Documentation for End Users
12. Computer Facilities Management

I. Course Overview:

Upon successful completion of this course, the students should be able to provide comprehensive technical support to computer end users.

II. Units:

Unit 1 Introduction to End User Support

General Outcome:

- 1.0 The student should understand the importance of computer user support to an organization.

Specific Learning Outcomes:

Upon successful completion of the unit, the students should be able to:

- 1.1 Explain the increased need for user support employees
- 1.2 Describe how organizations organize the user support function
- 1.3 Describe informal peer support
- 1.4 Define user support services
- 1.5 Understand position descriptions for user support staff members

General Outcome:

- 2.0 The student should understand the importance of customer service and be able to demonstrate customer service skills.

Specific Learning Outcomes:

Upon successful completion of the unit, the students should be able to:

- 2.1 Understand the relationship between communications skills and customer service
- 2.2 Listen carefully
- 2.3 Build understanding
- 2.4 Speak effectively
- 2.5 Develop a call management strategy
- 2.6 Develop strategies for difficult calls
- 2.7 Describe comprehensive customer service

Unit 3 **Troubleshooting**

General Outcome:

3.0 The student should be able to resolve computer system problems.

Specific Learning Outcomes:

Upon successful completion of the unit, the students should be able to:

3.1 Answer, "What is troubleshooting?"

3.2 List the tools troubleshooters use

3.3 Develop a personal problem-solving philosophy

Unit 4 Common End User Support Problems

General Outcome:

4.0 The student should understand common support issues.

Specific Learning Outcomes:

Upon successful completion of the unit, the students should be able to:

4.1 Describe common end-user problems

4.2 Apply the problem-solving process to typical end-user problems

Unit 5 **Help Desk Operation**

General Outcome:

5.0 The student should be able to operate a help desk.

Specific Learning Outcomes:

Upon successful completion of the unit, the students should be able to:

- 5.1 Answer, "What is a help desk?"
- 5.2 Define the incident management process
- 5.3 Explain help desk technology and tools
- 5.4 Describe trends in help desk operations

Unit 6 End User Support Management

General Outcome:

6.0 The student should be able to manage user support operations.

Specific Learning Outcomes:

Upon successful completion of the unit, the students should be able to:

6.1 Explain managerial concerns: mission, performance, staffing and training

6.2 Manage a user support project

6.3 Understand user support certification

6.4 Describe user support as a profession

General Outcome:

7.0 The student should be able to effectively evaluate computer products.

Specific Learning Outcomes:

Upon successful completion of the unit, the students should be able to:

7.1 Describe how product standards emerged

7.2 Employ methods for evaluating and selecting computer products

7.3 List computer product standards

Unit 8 End User Needs Assessment

General Outcome:

8.0 The student should be able to perform an end user needs assessment.

Specific Learning Outcomes:

Upon successful completion of the unit, the students should be able to:

8.1 Provide an overview of user needs analysis and assessment

8.2 List user needs analysis steps and tasks

8.3 Employ needs analysis and assessment tools

General Outcome:

9.0 The student should install end user computer systems.

Specific Learning Outcomes:

Upon successful completion of the unit, the students should be able to:

9.1 Provide an overview of system installation

9.2 Perform site preparation

9.3 Maintain site management notebook

9.4 Use hardware installation tools

9.5 Describe common hardware installation steps

9.6 Describe common operating system and network installation steps

9.7 Describe common steps to install application software

9.8 Perform wrap-up tasks

Unit 10 End User Training

General Outcome:

10.0 The student should be able to provide end user training.

Specific Learning Outcomes:

Upon successful completion of the unit, the students should be able to:

10.1 Define "what is training?"

10.2 Describe the training process

10.3 Plan training

10.4 Prepare training

10.5 Present training

10.6 Describe progress toward quality user training

Unit 11 Documentation for End Users

General Outcome:

- 11.0 The student should understand the importance of end user documentation and be able to develop documentation.

Specific Learning Outcomes:

Upon successful completion of the unit, the students should be able to:

- 11.1 Describe the types of user documentation
- 11.2 Explain how technical writing differs from other writing
- 11.3 Plan documentation
- 11.4 Describe technical writing process
- 11.5 Employ technical writing strategies
- 11.6 List common problems in technical writing
- 11.7 Use technical writing tools
- 11.8 Describe documentation evaluation criteria

Unit 12 Computer Facilities Management

General Outcome:

12.0 The student should be able to manage a computer facility.

Specific Learning Outcomes:

Upon successful completion of the unit, the students should be able to:

12.1 Provide an introduction to computer facilities management

12.2 Describe common facilities management problems

12.3 Describe facilities management tools and procedures