

Common Course Outline
CINS 253
Help Desk Management
3 Semester Hours

The Community College of Baltimore County

Description

This course is designed, as the capstone course for the Information Technology Support Program, to prepare students for employment in the computer technology field for jobs in Computer Support, Computer Training, Computer Software Support, or Help Desk Support. Students will develop a balance of technical user support skills, problem solving skills, communication skills, and teamwork skills.

Prerequisites: Registration into this capstone course requires consent of the program coordinator.

Overall Course Objectives

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

1. Define Help Desk Management and Help Desk Management tools.
2. Demonstrate customer service skills in role-play.
3. Determine needed resources for end users.
4. Analyze end user problems.
5. Summarize the types of services Support Centers provide.
6. Evaluate and recommend computer products using industry standards, benchmarks, and RFP's.
7. Define how companies develop and implement computer product standards.
8. Recommend computer products based on User Needs Analysis and Assessment Tools.
9. Outline the installation steps for installing end user computer systems.
10. Assess end user training needs, prepare end user training, and evaluate end user training.
11. Compose technical writing samples and end user documentation.
12. Develop computer maintenance solutions for end users

Major Topics

1. Evaluating hardware and software.
2. Performing needs assessment.
3. Providing purchase assistance
4. Providing installation assistance
5. Providing training of systems and software and evaluation of same.
6. Assessing end user skill level.
7. Providing end user documentation.
8. Providing help desk assistance and troubleshooting.
9. Providing hardware maintenance and repair.
10. Providing computer facilities management for handling
 - Power failures,
 - Network troubles,
 - Ergonomic problems,
 - Crime and misuse, and

- User errors

Course Requirements

Grading/exams: Grading procedures will be determined by the individual faculty member but will include the following:

- Individual case projects based on major course topics.
- Team projects based on major course topics.
- Team member evaluations and peer feedback.
- Customer service role-plays.
- Concept assessment: A minimum of two written exams.

Other Course Requirements

This course is required for the CIS Information Technology Support Certificate and for the Information Technology Support Degree program.