

# Common Course Outline

## CSIT 230

### Help Desk Management

3 Semester Hours

## The Community College of Baltimore County

### Description

**CSIT 230 - 3 Credits - Help Desk Management** prepares students for employment in the Information Technology (IT) field for jobs in IT Support, IT Training, Software Support, or Help Desk Support. In this capstone course, students will develop a balance of technical skills, user support skills, problem solving skills, communication skills, and teamwork skills.

**3 credits: 3 contact hours per week**

**Prerequisites: Registration into this capstone course requires consent of the Program Director.**

### Overall Course Objectives

Upon completion of this course the student will 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 Request for Proposals (RFP);
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; and
13. outline the stages of the incident management process.

## **Major Topics**

- I. Evaluating hardware and software
- II. Performing needs assessment
- III. Providing purchase assistance
- IV. Providing installation assistance
- V. Providing training of systems and software and evaluation of same
- VI. Assessing end user skill level
- VII. Providing end user documentation
- VIII. Providing help desk assistance and troubleshooting
- IX. Providing hardware maintenance and repair
- X. Providing computer facilities management for handling
  - a. Power failures
  - b. Network troubles
  - c. Ergonomic problems
  - d. Crime and misuse
- XI. User support management
- XII. Incident management process
- XIII. Help Desk Management software
- XIV. Online Help Desk Management resources
- XV. User support utility tool kit

## **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
- Practicum where students function as a Lab Aide or Teacher's Aide. Student may also be assigned a research topic or special IT project in lieu of the practicum.
- A minimum of two exams
- A comprehensive final exam

## **Other Course Requirements**

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

In order to register for this course a grade of C or better in prerequisite courses or the permission of the instructor is required.