PREPARED BY: Stacia Dutton

STATE UNIVERSITY OF NEW YORK
COLLEGE OF TECHNOLOGY
CANTON, NEW YORK

COMPUTER USER SUPPORT CONCEPTS AND SKILLS
COURSE OUTLINE

Prepared By: Stacia Dutton

CANINO SCHOOL OF ENGINEERING TECHNOLOGY
Computer Information Systems
MARCH 2015
A. **TITLE:** Computer User Support Concepts and Skills

B. **COURSE NUMBER:** CITA 202

C. **CREDIT HOURS:** 3

D. **WRITING INTENSIVE COURSE:** YES

E. **COURSE LENGTH:** 15 weeks

F. **SEMESTER(S) OFFERED:** Fall/Spring

G. **COURSE DESCRIPTION:**
People interested in becoming a computer support specialist or systems administrator must have strong problem-solving, analytical, and communication skills because troubleshooting and helping others are vital parts of the job. This course prepares the support specialist to maintain customer satisfaction by focusing on the needs of the customer, establishing credibility and trust, and by handling the most difficult customer scenarios. Emphasis is given to problem solving and troubleshooting, team dynamics, and interpersonal communication skills. It also provides a broad overview of the back-office operations of a help desk, and exposes the student to common industry tools and technologies used in providing exceptional customer support.

H. **PRE-REQUISITES/CO-COURSES:**
    One computer related course or permission of instructor.

I. **GOALS (STUDENT LEARNING OUTCOMES):**
   By the end of this course, the student will be able to:

<table>
<thead>
<tr>
<th>Course Objective</th>
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<tbody>
<tr>
<td>a. Explain Customer Satisfaction</td>
<td>1. Communication</td>
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<td>2. Crit. Thinking</td>
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<td>b. Identify the components of a successful help desk</td>
<td>2. Crit. Thinking</td>
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<td>3. Prof. Competence</td>
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<td>c. Discuss the measures of success</td>
<td>1. Communication</td>
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<td>2. Crit. Thinking</td>
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<td>d. Practice with Difficult Customer-Service Situations</td>
<td>3. Prof. Competence</td>
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<tr>
<td>e. Identify the tools and technologies for the Support</td>
<td>2. Crit. Thinking</td>
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<td>Center</td>
<td>3. Prof. Competence</td>
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<tr>
<td>f. Describe Disaster Recovery Procedures</td>
<td>1. Communication</td>
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<td>3. Prof. Competence</td>
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<td>g. Describe the Five-Step Problem-Solving Process</td>
<td>1. Communication</td>
</tr>
<tr>
<td></td>
<td>2. Crit. Thinking</td>
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K. **TEXTS:**

L. **REFERENCES:** None

M. **EQUIPMENT:** Technology Enhanced Classroom
N. **GRADING METHOD:** A – F

O. **MEASUREMENT CRITERIA/METHODS:**
   - Research Paper
   - Quizzes
   - Exams
   - Presentations
   - Small Group Activities

P. **DETAILED COURSE OUTLINE:**
   I. Introduction to the Help Desk
      A. The Help Desk setting
      B. User Characteristics
      C. Common Help Desk Requests
      D. Helpdesk Roles and Responsibilities
      E. Components of a Successful Help Desk
         a. People
         b. Processes
         c. Technology
         d. Information
      F. Measuring Performance
      G. Achieving High Customer Satisfaction
      H. Working as a team
      I. Being a team player
   II. Help Desk Tools and Technologies
      A. Primary Help Desk Technology
         a. Telephone
         b. Email
         c. The Internet
   III. Receiving the Request
      A. Help Desk Processes and Procedures
      B. Support Challenges
      C. Developing strong listening and communication skills
      D. Handling difficult customer situations
   IV. Processing and Resolving the Request
      A. Solving and Preventing Problems
   V. Performance Management
      A. Training Strategies
      B. Performance Metrics
      C. Customer Satisfaction
      D. Quality Versus Cost
   VI. Knowledge Management
      A. Benefits of Knowledge Management
      B. Barriers to Effective Knowledge Management
   VII. Asset and Change Management
      A. Tracking Assets
      B. Asset Management and the Help Desk
   IX. Security Issues
      A. Threats to security
      B. Security Measures
   X. Help Desk Survival
      A. Stress in the Workplace
      B. The Challenge of Change
      C. Creating a Positive Work Environment
      D. Managing your time
Q. **LABORATORY OUTLINE:**
Not Applicable