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

MASTER SYLLABUS

CITA 202 – COMPUTER USER SUPPORT CONCEPTS AND SKILLS

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CANINO School of Engineering
Decision Systems
Spring 2019

A. __TITLE__: Computer User Support Concepts and Sills

B. __COURSE NUMBER:__ CITA202

C. __CREDIT HOURS:__ **(Hours of Lecture, Laboratory, Recitation, Tutorial, Activity)**

　　　# Credit Hours: 3
　　　# Lecture Hours: 3 per week
　　　# Lab Hours:　　　per week
　　　**　Other:　　　per week**

　　　Course Length: 15 Weeks

D. __WRITING INTENSIVE COURSE__: Yes

E. __GER CATEGORY:__ None

F. __SEMESTER(S) OFFERED:__ 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-REQUISITES__:

　　　One computer related course or permission of instructor.

I. __STUDENT LEARNING OUTCOMES__:

Course Student Learning Outcome [SLO]	_PSLO_	_GER_	_ISLO_
a. Explain Customer Satisfaction	1. Communicate effectively both verbally and in writing		1. Communication 2. Crit. Thinking
b. Identify the components of a successful help desk	1. Communicate effectively both verbally and in writing 2. Identify issues and collaborate on solutions concerning IT in an effective and professional manner		1. Communication 2. Crit. Thinking
c. Discuss the measures of success	1. Communicate effectively both		2. Crit. Thinking 3. Foundational Skills

	verbally and in writing 2. Describe the societal impact of IT, including professional, ethical and social responsibilities		
d. Practice with Difficult Customer-Service Situations	1. Communicate effectively both verbally and in writing 2. Apply problem solving and troubleshooting skills		3. Foundational Skills
e. Identify the tools and technologies for the Support Center	1. Demonstrates the skills to design and evaluate a computer based solution in software and hardware 2. Describe the societal impact of IT, including professional, ethical and social responsibilities		2. Crit. Thinking 3. Foundational Skills
f. Describe Disaster Recovery Procedures	1. Communicate effectively both verbally and in writing 2. Describe the societal impact of IT, including professional, ethical and social responsibilities		1. Communication 3. Foundational Skills
g. Describe the Five-Step Problem-Solving Process	1. Communicate effectively both verbally and in writing 2. Apply problem solving and troubleshooting skills		1. Communication 2. Crit. Thinking

J. **APPLIED LEARNING COMPONENT:**   Yes___X___   No_____

     ● **Classroom/Lab**

K. **TEXTS:**

Beisse, Fred (2014). *Computer User Support for Help Desk and Support Specialists* Cengage Learning

L.   REFERENCES: None

M.   EQUIPMENT: Technology Enhanced classroom

N.   GRADING METHOD: A-F

O.   SUGGESTED MEASUREMENT CRITERIA/METHODS:

- Class Assignments
- Quizzes
- Individual/Team Projects
- Hour Exams

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.   **<u>LABORATORY OUTLINE</u>:**