CITA 202 – COMPUTER USER SUPPORT CONCEPTS AND SKILLS

Created by: Stacia Dutton
Updated by: Stacia Dutton
A. **TITLE:** Computer User Support Concepts and Skills

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:**

<table>
<thead>
<tr>
<th>Course Student Learning Outcome [SLO]</th>
<th>PSLO</th>
<th>GER</th>
<th>ISLO</th>
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<tbody>
<tr>
<td>b. Identify the components of a successful help desk</td>
<td>1. Communicate effectively both verbally and in writing 2. Identify issues and collaborate on solutions concerning IT in an effective and professional manner</td>
<td></td>
<td>1. Communication 2. Crit. Thinking</td>
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<td>c. Discuss the measures of success</td>
<td>1. Communicate effectively both</td>
<td></td>
<td>2. Crit. Thinking 3. Foundational Skills</td>
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<tr>
<td>d. Practice with Difficult Customer-Service Situations</td>
<td>1. Communicate effectively both verbally and in writing 2. Apply problem solving and troubleshooting skills</td>
<td>3. Foundational Skills</td>
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<td>e. Identify the tools and technologies for the Support Center</td>
<td>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</td>
<td>2. Crit. Thinking 3. Foundational Skills</td>
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<tr>
<td>f. Describe Disaster Recovery Procedures</td>
<td>1. Communicate effectively both verbally and in writing 2. Describe the societal impact of IT, including professional, ethical and social responsibilities</td>
<td>1. Communication 3. Foundational Skills</td>
<td></td>
</tr>
</tbody>
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J. **APPLIED LEARNING COMPONENT:** Yes ___ X ___ No _______

- Classroom/Lab

K. **TEXTS:**

**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. **LABORATORY OUTLINE:**