SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

Sault College

COURSE OUTLINE

COURSE TITLE: INTRODUCTION TO SYSTEM SUPPORT

CODE NO. : CSA201   **SEMESTER:** Three

PROGRAM: Computer Systems Support

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DATE: Sept 2005   **PREVIOUS OUTLINE DATED:** Sept 2004

APPROVED:

_____ _____

    DEAN   **DATE**

TOTAL CREDITS: 5

PREREQUISITE(S): CSO100

HOURS/WEEK: 4

INTRO TO COMPUTER SYSTEMS SUPPORT   **CSA201**
       COURSE NAME   **COURSE CODE**

I . COURSE DESCRIPTION :

This course is to provide students with an introductory exposure to some of the skills necessary to be effective in a computer systems support role within any organization.

Students will be provided with an overview of software applications in a variety of areas. They will research, analyze, learn, use, understand, install and compare a variety of these software applications. They will also gain an appreciation for the varied perspectives of the end users and their organizational support needs.

II . LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE :

A . LEARNING OUTCOMES :

1 . Install, test, learn and work with a variety of common office suite products as well as specialized products.

2 . Recognize and deal with the needs and perspectives of various people within the organization.

3 . Research the leading edge technologies to better prepare for the support requirements of the future.

4 . Effectively research and provide supporting documentation toward proper implementation of various hardware and software platforms.

5 . Simulate realistic support roles in areas such as help desk technician and/or external software consultant and/or system support technician.

6. Document in a structured fashion and make effective verbal, written and team oriented presentations and recommendations.

II.   **LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE (Continued):**

    B.   **Learning Outcomes and Elements of Performance:**

1 .   Install, test, learn and work with a variety of common office suite products as well as specialized products.

    Potential elements of the performance:

- Read and document the installation requirements for the various software packages prior to implementation.
- Review various trade literature and product reports on the specific packages.
- Discuss the advantages and disadvantages of competitive products.
- Produce a product evaluation grid.
- Perform installations and document findings.
- Log the entire process of implementation and testing as it is occurring.
- Learn and work with the various software packages.
- Share findings with other students.
- Seek out Web Sites, either Company product "Home Page" or secondary product sites.
- Subscribe to ListServs focused on these products.
- Use Newsgroups and other pointcasting information.
- Create a question and answer database for supporting the products, log problems and solutions.

    This will constitute approximately 65 % of the course grade and tale approximately 8 weeks.

2.   Recognize and deal with the needs and perspectives of various people within the organization.

    Potential elements of the performance:

- Describe various roles within organizations.
- Recognize conflicting objectives.
- Appreciate the end user environment and perspectives.
- Work within the constraints and circumstances of the organizational setting.

    This will constitute approximately 5% of the course grade and take approximately 1 week.

II.   **LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE (Continued):**

    B.   **Learning Outcomes and Elements of Performance:**

3.   Research the leading edge technologies to better prepare for the support requirements of the future.

    Potential elements of the performance:

- Research (via the Internet, news groups, trade journals, beta test products, product reviews) what the newest products and predictions are.
- Present this information formally and informally

    This course will constitute approximately 10% of the course grade and take approximately 2 weeks.

4.   Effectively research and provide supporting documentation toward proper implementation of various hardware and software platforms.

    Potential elements of the performance:

- Develop a structured pattern for researching new products.
- Perform Internet and other media searches on the particular product as well as comparable ones.
- Seek out the advice of those who have more experience in this area such as support services list groups.
- Provide concise and non-biased documentation that recognizes the strenghts, weaknesses, opportunities and threats of a given option.
  (Perform the SWAT analysis).

    This will constitute 5% of the course grade and take approximately 1 week.

5.   Simulate realistic support roles in areas such as help desk technician and/or external software consultant and/or system support technician.

    Potential elements of the performance:

- Work within a team environment to solve a variety of realistic problem situations within an organization.

    This will constitute 10 % of the course grade and take approximately 2 weeks.

II. **LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE (Continued):**

B **Learning Outcomes and Elements of Performance:**

6. Document in a structured fashion and make effective verbal, written and team oriented presentations and recommendations.

Potential elements of the performance:

- Log all activities taken toward the research project.
- Evaluate software.
- Discuss with other team members and prepare a group based presentation.
- Work with presentation software such as PowerPoint.
- Research the Internet, publications and product reviews.
- Document research findings.
- Make a collaborative presentation.

This will constitute approximately 5% of the course grade and take approximately 1 week.

III. **TOPICS TO BE COVERED**

Note: **These topics sometimes overlap several areas of skill development and are not necessarily intended to be explored in isolated learning units or in the order below.**

TOPICS

1	**Install and implement software**	**8 Weeks**
2	**End User needs and Perspective**	**1 Week**
3	**Leading Edge Technologies**	**2 Weeks**
4	**Research Products**	**1 Week**
5	**Simulate Support Roles**	**2 Weeks**
6	**Team Presentation**	**1 Week**

IV   .REQUIRED STUDENT RESOURCES

" A GUIDE TO COMPUTER USER SUPPORT for Help Desk & Support Specialists" by FRED BEISSE, 3ʳᵈ Edition
ISBN 0-619-21510-0

Additional reference material will be given to the student or placed in the library for student use.

Handouts and materials as it relates to individual topics.

Use of research modes such as Internet, Library, Database searches and articles.

V.   EVALUATION METHODS :

Tests and Quizzes   40%
Assignments and Lab Work   60%

The tentative breakdown is as follows:

2 Formal Theory Tests   20% each
6 Assignments   5% each
3 Assignments   10% each

Some minor modifications to the above percentages may be necessary.

The professor reserves the right to adjust the mark up or down 5% based on attendance, participation, leadership, creativity and whether there is an improving trend. Students must have passing grades in the tests and assignments portion to pass the entire course.

Students must complete and pass both the test and assignment portion of the course in order to pass the entire course.

All Assignments must be completed satisfactorily to complete the course. Late hand in penalties will be 5% per day. Assignments will not be accepted past one week late unless there are extenuating and legitimate circumstances.

The professor reserves the right to adjust the number of tests, practical tests and quizzes based on unforeseen circumstances. The students will be given sufficient notice to any changes and the reasons thereof.

A student who is absent for 3 or more times without any valid reason or effort to resolve the problem will result in action taken.

Note: If action is to be taken, it will range from marks being deducted to a maximum of removal from the course.

VI   Evaluation Methods (Continued)

Grade	Definition	Grade Point Equivalent
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00

CR (Credit)	Credit for diploma requirements has been awarded.
S	Satisfactory achievement in field /clinical placement or non-graded subject area.
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.
NR	Grade not reported to Registrar's office.
W	Student has withdrawn from the course without academic penalty.

VII   SPECIAL NOTES:

Special Needs:
If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Special Needs office. Visit Room E1101 or call Extension 493 so that support services can be arranged for you.

Retention of Course Outlines:
It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Plagiarism:
Students should refer to the definition of "academic dishonesty" in *Student Rights and Responsibilities*. Students who engage in "academic dishonesty" will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course Outline Amendments:
The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

Students must complete and pass both the test and assignment portion of the course in order to pass the entire course.

VIII   PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

IX   DIRECT CREDIT TRANSFERS:

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.