SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

Sault College

COURSE OUTLINE

COURSE TITLE: Service and Support

CODE NO. : CSA204   **SEMESTER:** ANY

PROGRAM: Computer Network Technician

AUTHOR: Dan Kachur

DATE: Sep 2008   **PREVIOUS OUTLINE DATED:** None

APPROVED:

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                    CHAIR   **DATE**

TOTAL CREDITS: 4

PREREQUISITE(S): NONE

HOURS/WEEK: 64 Hours Total – 4 hours per week

Service and Support   **CSA204**

I.   COURSE DESCRIPTION:

This course prepares students to provide computer system support for clients in a professional manner. Specifically, students will explore effective approaches to problem solving and troubleshooting, researching and evaluating new technology, producing effective drawings and documentation. The emphasis is on the support of end-user computer systems rather than servers and will include user needs analysis, automating installation procedures, backup and recovery of current operating systems and applications.

II.   LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1.   Plan and Implement a Support System
     Potential Elements of the Performance:

     - Evaluate existing Help Desk software solutions to determine strengths and weaknesses
     - Research enterprises that have existing Help Desk systems in place and learn their roles and functionality
     - Plan and implement your own Help Desk solution using a Web Server-based platform
     - Use drawing utilities, such as Microsoft Visio, to document required resources
     - Utilize effective project management and scheduling principles
     - Employ appropriate software and license management practices and maintain effective records of resources
     - Prepare an 'Acceptable Computer Usage' policy
     - Prepare an 'Information Session' document with respect to the usage and availability of your Help Desk system

2.   Problem Solve and Troubleshoot
     Potential Elements of the Performance:

     - Document problematic issues
     - Using your Help Desk system, identify problematic patterns, then implement solutions to reduce and / or eliminate these common problems
     - Utilize web-based and other resources such as FAQ files, newsgroups, vendor-based resources, resource kits, help files, etc. to facilitate solutions to problems

3. Work with Customers in a Professional Manner
    Potential Elements of the Performance:

    - Provide customer service in a professional, effective manner employing appropriate behaviours and ethics
    - Role-Play challenging situations dealing with disgruntled customers and learn how to deal with these events in a positive manner
    - Take a genuine interest in your customers concerns and listen to their needs
    - Focus on providing immediate customer follow-up
    - Place yourself in the role of a customer
    - Implement methods to stop griping before it starts
    - Develop a training plan for customers
    - Train computer users
    - Attempt to measure the success / failure of your customer support via various feedback mechanisms

4. Automate System Installs and Recovery Procedures
    Potential Elements of the Performance:

    - Identify problematic areas of repetitiveness and build solutions to automate recovery / restoration
    - Perform unattended installations of operating systems
    - Investigate disk imaging techniques and best practices for deploying software and operating systems
    - Create a disaster recovery plan for an organization

5. Research and Evaluate New Technologies
    Potential Elements of the Performance

    - Recommend viable upgrade paths for computer systems, LANs, and WANs
    - Research articles that focus on the future of an automated computer support system

III.   **TOPICS:**

<u>**SPECIFIC TOPICS**</u>   <u>**APPROXIMATE TIME**</u>

1. **Plan and Implement a Support System**   **6 WEEKS**

2. **Problem Solve and Troubleshoot**   **2 WEEKS**

3. **Work with Customers in a Professional Manner**   **4 WEEKS**

4. **Automate System Installs and Recovery Procedures** **3 WEEKS**

5. **Research and Evaluate New Technologies**   **1 WEEK**

IV.   **REQUIRED RESOURCES/TEXTS/MATERIALS:**

TEXT BOOK:

- "Computer User Support for Help Desk & Support Specialists", Third Edition   ISBN: 13 978-0-619-21510-1

   This book includes a 120-Day trial of **Microsoft Project Professional** 2003

<u>**ADDITIONAL RESOURCE MATERIALS**</u>

- Additional reference material will either be given to the students or placed on LMS for the student's use.
- Handouts, guidance, and material as it relates to the individual topics.
- Use of research modes such as: Internet, Library Data Base Searches, and articles.

V.   EVALUATION PROCESS/GRADING SYSTEM:

Tests / Quizzes	40%
Lab Activities	40%
Participation and Attendance	10%
Final Project	10%

Some minor modifications to the above percentages may be necessary. The professor reserves the right to adjust the mark based upon leadership, creativity and whether there is an improving trend. Students must have passing grades in the tests/quizzes and assignments portion to pass the entire course.

*   Students must complete and pass the tests 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.

The following semester grades will be assigned to students:

Grade	Definition	*Grade Point Equivalent*
A+	90 - 100%	4.00
A	80 – 89.9%	
B	70 – 79.9%	3.00
C	60 – 69.9%	2.00
D	50 – 59.9%	1.00
F (Fail)	below 50%	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.

VI.   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 2703 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.

Communication:
The College considers *WebCT/LMS* as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the *Learning Management System* communication tool.

The professor reserves the right to use other tools and / or techniques that may be more applicable. These other tools and / or techniques for effective communication will be discussed, identified and presented throughout the delivery of the course content.

Plagiarism:
Students should refer to the definition of "academic dishonesty" in *Student Code of Conduct.* 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.

The topics will not necessarily be covered in the order shown in this course outline.

Substitute course information is available in the Registrar's office

VII.   PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.