# SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

## SAULT STE. MARIE, ONTARIO



**SAULT COLLEGE**

# COURSE OUTLINE

**COURSE TITLE:**    Service and Support

**CODE NO. :**    **CSA204**                        **SEMESTER:**    **III.**

**PROGRAM:**    **Computer Network Technician**

**AUTHOR:**    **Marcel VanLandeghem**

**DATE: Sept 2010**                **PREVIOUS OUTLINE DATED:**    Sept 2009

**APPROVED:**                        "B. Punch"

_____    _____
                                    **CHAIR**                            **DATE**

**TOTAL CREDITS:**    4

**PREREQUISITE(S):**    None

**HOURS/WEEK:**    4

## 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:

|  | | APPROXIMATE TIME |
|---|---|---|
| 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:  13 978-0-619-21668-9

## V.      EVALUATION PROCESS/GRADING SYSTEM:

The mark for this course will be arrived at as follows:

| | |
|---|---|
| Test /Quiz | 40% |
| Lab Activities | 40% |
| Final Projects | 20 % |
| Total | 100% |

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.

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.

- Successful completion of this course is greatly improved with a disciplined approach and consistent attendance to both the lab and lecture / theory classes.
- Students must complete and pass both the test and assignment portion of the course in order to pass the entire courses.
- 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.  It is not acceptable to miss classes and / or labs without a reasonable explanation.
- There will also be a lab exercise each and every week that will be due during that lab period.  In the event that it cannot be completed during lab time, you will be allowed to complete it as a homework exercise and demonstrate it the following lab with no penalty.

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## ATTENDANCE:

Absenteeism will affect a student's ability to succeed in this course. Absences due to medical or other unavoidable circumstances should be discussed with the professor. Students are required to be in class on time and attendance will be taken within the first five minutes of class. A missed class will result in a penalty in your marks unless you have discussed your absence with the professor as described above. The penalty depends on course hours and will be applied as follows:

| Course Hours | Deduction |
|---|---|
| 5 hrs/week (75 hrs) | 1% per hour |
| 4 hrs/week (60 hrs) | 1.5% per hour |
| 3 hrs/week (45 hrs) | 2% per hour |
| 2 hrs/week (30 hrs) | 3% per hour |

The following semester grades will be assigned to students:

| 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. |

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## VI.    SPECIAL NOTES:

Attendance:
Sault College is committed to student success.  There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.  *It is the departmental policy that once the classroom door has been closed, the learning process has begun.  Late arrivers will not be granted admission to the room.*

## VII.    COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located on the portal form part of this course outline.