

**SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY**

**SAULT STE. MARIE, ONTARIO**



**COURSE OUTLINE**

**COURSE TITLE:** Service and Support

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

**PROGRAM:** Computer Network Technician

**AUTHOR:** M. VanLandeghem

**DATE:** Sept. 2011 **PREVIOUS OUTLINE DATED:** Sept.2010

**APPROVED:** "Penny Perrier" June/11

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	<b>CHAIR</b>	<b>DATE</b>
<b>TOTAL CREDITS:</b>	4	
<b>PREREQUISITE(S):</b>		
<b>HOURS/WEEK:</b>	4	

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*School of Business*

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**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. The course also includes procedures to develop user needs analysis. In addition the “soft skills” required in any working environment relating to service and support will be covered.

**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**

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

**1. An Introduction to Computer User Support System**Potential Elements of the Performance:

- Understand the historical changes that leads to user support
- Classification of users
- Plan and implement your own Help Desk solution using a Web Server-based platform
- Review Resources such as Microsoft Visio/Project for end users
- Utilize effective project management and scheduling principles
- Problems users experience
- Assessing the need for user support
- Understand incident management strategies
- Understand the different types of User support Services
- Alternative career paths for support workers

## 2. **User Support Agent Skills Required**

### Potential Elements of the Performance:

- Define Troubleshooting
- Review skills support agents should have to solve problems
- Listening skills
- Document problematic issues
- Dealing with difficult clients
- 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
- Understand the “soft skills” required in most organizations

## 3. **Developing Skills to Troubleshoot Problems**

### Potential Elements of the Performance:

- Problem Solving Skills
- Critical thinking and decision making skills
- Tools trouble shooters use
- Personal characteristics
- 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
- Develop an approach to problem solving
- Common support Problems

#### 4. **Help Desk Operation**

##### Potential Elements of the Performance:

- What is a help desk
- Understand the incident management process
- Trends in Help Desk Management
- User Support Management..Staffing/Training
- End User Needs Analysis Steps and Tasks
- Review Help Desk Management Software

#### 5. **Installation, Training and Communication**

##### Potential Elements of the Performance

- Site Preparation
- Installation steps and documentation
- Wrap-up
- The Training Process
- The Technical Writing Process
- A User Support Utility Tool Kit
- Research and presentation new technologies

### III. **TOPICS**

1. **Introduction to Computer User Support**
2. **User Support Agent Skills Required**
3. **Developing Skills to Troubleshoot Problems**
4. **Helpdesk Operation**
5. **Installation Training and Communication**

**IV. REQUIRED RESOURCES/TEXTS/MATERIALS:****Textbook: 2 ....Books Required**

- 1 “A Guide to Computer User Support for Help Desk & Support Specialists”, Fourth Edition ISBN-13: 978-0-495-80649-3**
- 2 The Trade Technicians Soft Skills Manual  
ISBN-10: 1111313814 ISBN-13: 9781111313814**

Instructor handouts and materials also supplied

**Option 1:** Purchase a subscription to a digital copy (eBook).

The student can purchase a web version or a downloadable version. The most common subscription timeframe is 180 days but this varies depending on the text, publisher and/or web site. After the subscription timeframe has expired, the student no longer can access the text unless they extend/renew the subscription. If the bookstore offers an e-version of the text, the subscription timeframe is unlimited, but the subscription cost may be greater.

The advantages of the eBook version over the hardcopy version are twofold: savings of approximately 40% – 60%, and, no physical text to carry.

**eBook Links:1)**

**A Guide To Computer User Support for Help Desk**  
[http://www.nelsonbrain.com/shop/ISBN/9780495806493?  
cid=APL1](http://www.nelsonbrain.com/shop/ISBN/9780495806493?cid=APL1)

**Trade Technicians Soft Skills Manual**  
[http://www.nelsonbrain.com/shop/ISBN/9781111313814?  
cid=APL1](http://www.nelsonbrain.com/shop/ISBN/9781111313814?cid=APL1)

**2) see student portal for availability of e-book version from bookstore (bookstore offers an “unlimited” timeframe on subscriptions)**

**Option 2: Purchase a hardcopy.**

The student may choose to purchase a hardcopy of the text from the above sites or from the bookstore.

**V. EVALUATION PROCESS/GRADING SYSTEM:**

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

Test /Quiz	50%
Lab Activities	30%
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.

**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:

<b>Course Hours</b>	<b>Deduction</b>
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:**

<b>Grade</b>	<b><u>Definition</u></b>	<i>Grade Point Equivalent</i>
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.	

**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.

**VII. COURSE OUTLINE ADDENDUM:**

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