# SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY
## SAULT STE. MARIE, ON



# COURSE OUTLINE

**Course Title:   Applications Support**

**Code No.:   CSA2030            Semester: Four**

**Program:    Computer Systems Support**

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**Date:    JAN 2003    Previous Outline Date: JAN 2002**

**Approved:** _____   _____

                         **Dean**                             **Date**

**Total Credits:  5            Prerequisite:  CSA 2010**

**HOURS/WEEK    4**

## Applications Support                              CSA2030
## COURSE NAME                                       COURSE CODE

## I .      COURSE DESCRIPTION :

**This course will teach the student a combination of hardware, software and communication skills in order to supply technical support to workers in computer related environments.**

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

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

## 1 .      Communicating Effectively with Customers and Peers

*Potential elements of the performance:*

- Effective Telephone Skills/Etiquette
- Making and Receiving Calls
- Understanding Time Management Skills
- Effective Writing Skills to Communicate Quickly and Efficiently
- Working in a group environment with detailed minutes
- Customer Support Guidelines
- This will constitute approximately  20 % of the course grade.

## 2.      Understand and Use "HELP DESK " technologies

*Potential elements of the performance:*

- *Define Help Desk*
- *Overview of Help Desk Technologies*
- *Background*
- *Research, Install and report on help desk software*
- *Participate in a help desk environment to perfect customer support skills*
- *Research and Develop Hardware and Software problem tracking system*

This will constitute approximately 20% of the course grade.

**3.      Advanced Hardware Applications**


*Potential elements of the performance:*

- Install system backup and restore procedures
- Learn to install and use hardware diagnostic tools, McAffee, Norton
- Investigate and Use other diagnostic utilities
- Using Lap Link to transfer files
- Install Peer to Peer System to share database and printers
- Research the Internet to establish sites to locate drivers for all components
- Install and use compression utilities

    This will constitute 30 % of the course grade.

**4       Advanced Software Applications**


*Potential elements of the performance:*

- Create Basic Web Application
- Understand and Use FTP technologies
- Develop Web Applications Using Word2000
- Develop Web Applications Using PowerPoint 2000
- Develop Merge Process Using Advanced Word/Database Technologies
- Generate Templates and Labels
- Create Database from Excel files
- Setup a simple Database on the Web
- Perform Trouble Shooting Calls in a helpdesk environment
- Research, report  and present findings on a new software technologies


    This will constitute 30% of the course grade.

## III.   TOPICS TO BE COVERED

**TOPICS**
1. **Communicating Effectively with Customers and Peers**
2. **Understand and Use "HELP DESK " technologies**
3. **Advanced Hardware Applications**
4. **Advanced Hardware Applications**

## IV.   REQUIRED STUDENT RESOURCES/TEXTS/MATERIALS

**Continued use of previous course book**
     **"Introduction to Systems Support"  by Fred Beisse**
**Instructor Handouts, Internet Research**

## V   EVALUATION PROCESS/GRADING SYSTEM :

| | |
|---|---|
| Tests and Quizzes | 30% |
| Assignments and Lab Work | 70% |

The tentative breakdown is as follows:

| | |
|---|---|
| 2 Formal Theory Tests | 15% each |
| 8 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 2 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, additional assigned work,  to a maximum of removal from the course.

GRADING DETAILS

1.    TESTS

Written tests will be conducted as deemed necessary;
generally at the end of each block of work. They will be announced
about 1 week in advance. Quizzes may be conducted without advanced
warning.

2.    ASSIGNMENTS

Assignments not completed by the assigned due-date will be penalized
by 5% per day late. All assignments must be completed satisfactorily to
complete the course.

3.    GRADING SCHEME

A+    90 - 100%    Outstanding achievement
A    80 -  89%    Excellent achievement
B    70 -  79%    Average achievement
C    60 -  69%    Satisfactory achievement
U    Incomplete:  Course work not complete at Mid-term
                    Only Used at Mid -term
R    Repeat
X    A temporary grade that is limited to instances where special
        circumstances have prevented the student from completing objectives by
        the end of the semester. An X grade must be authorized. It
        will revert to an R if not upgraded in an agreed-upon time, less than 120
        days.

4    UPGRADING OF INCOMPLETE

When a student's course work is incomplete or final grade is below 60%,
there is the possibility of upgrading to a pass when the student's performance
warrants it. Attendance and assignment completion will have a bearing on
whether upgrading will be allowed.  A failing grade on all tests will remove
the option of any upgrading and an R grade will result. Where a students overall
performance has been consistently unsatisfactory , an R grade
may be assigned without the option of make-up work.

The method of upgrading is at the discretion of the teacher and may consist
of one or more of the following options: assigned make-up work, re-doing
assignments, re-writing of tests, or writing a comprehensive supplemental
examination.

**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 instructor and/or the Special Needs office.  Visit Room E1204 or call Extension 493, 717, or 491 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.

**VII.    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.**

**VIII.   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.**