

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



COURSE OUTLINE

Course Title: INTRODUCTION TO SYSTEM SUPPORT

Code No.: CSA2010 Semester: THREE

Program: COMPUTER SYSTEMS SUPPORT

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Date: Sept 2002 Previous Outline Date: Sept 2001

Approved: _____
Dean Date

Total Credits: 6 Prerequisite: CS0100 & CS0101

Hours/Week: 4

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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 ListServes focused on these products.
- Create a question and answer database for supporting the products, log problems and solutions.

This will constitute approximately 65 % of the course grade and take approximately 9 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.

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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 strengths, 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.

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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	9 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

VI. REQUIRED STUDENT RESOURCES**“ A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK and SUPPORT SPECIALISTS” 2nd EDITION by FRED BEISSE**

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.

IV. EVALUATION METHODS :

Tests and Quizzes	40%
Assignments and Lab Work	60%

The tentative breakdown is as follows:

4 Formal Theory Tests	10% 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.

V Evaluation Methods (Continued)

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.

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.	

COURSE NAME**COURSE CODE****V Evaluation Methods (Continued)****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 student's 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

1. All students should be aware of the Special Needs Office in the College. If you have any special needs such as being visually impaired, hearing disabled, physically disabled, learning disabilities you are encouraged to discuss required accommodations with the professor or contact the Special Needs office so that support services can be arranged for you.
2. Your professor reserves the right to modify the course as he/she deems necessary to meet needs of students.
3. It is the responsibility of the student to retain all course outlines for possible future use in gaining advanced standing at other post-secondary institutions.
4. Plagiarism
Students should refer to the definition of "academic dishonesty" in the "Statement of 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, as

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may be decided by the professor.

5. Substitute course information is available at the Registrar's office.
6. Students must achieve a passing grade in both the assignment and

the test portions of the course

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

VII. PRIOR LEARNING ASSESSMENT

Students who wish to apply for advanced credit should consult the professor.