

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



COURSE OUTLINE

Course Title: Applications Support

Code No.: CSA203 Semester: Four

Program: Computer Systems Support

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Date: JAN 2001 Previous Outline Date: Sept 2000

Approved: \_\_\_\_\_  
Dean Date

Total Credits: Prerequisite:

HOURS/WEEK 4

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**Applications Support**  
**COURSE NAME**

**CSA203**  
**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, McAfee, 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**

**Instructor Handouts**  
**Internet Research**

**V EVALUATION PROCESS/GRADING SYSTEM :**

**Marks Breakdown:**

Communicating with Customers	1 Assign	8%
	1 Test	12%
Help Desk	1 Assign	8%
	1 Test	12%
Software Applications	4 Assign @ 5%	20%
	1 Presentation	10%
Hardware Applications	4 Assign @ 5%	20%
	1 Presentation	10%
	<b>Total</b>	<b>100%</b>

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The following semester grades will be assigned to students .

<b><u>Grade</u></b>	<b><u>Definition</u></b>	<b><u>Grade Point Equivalent</u></b>
A+	90 - 100%	4.00
A	80 - 89%	3.75
B	70 - 79%	3.00
C	60 - 69%	2.00
R (Repeat)	59% or below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field placement or non-graded subject areas.	
U	Unsatisfactory achievement in field placement or non-graded subject areas.	
X	A temporary grade. This is used in limited situations with extenuating circumstances giving a student additional time to complete the requirements for a course (see <i>Policies &amp; Procedures Manual – Deferred Grades and Make-up</i> ).	
NR	Grade not reported to Registrar's office. This is used to facilitate transcript preparation when, for extenuating circumstances, it has not been possible for the faculty member to report grades.	

**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.