

Common Course Outline

CSIT 230

Help Desk Management

3 Semester Hours

The Community College of Baltimore County

Description

CSIT 230 - 3 Credits - Help Desk Management prepares students for employment in the Information Technology (IT) field for jobs in IT Support, IT Training, Software Support, or Help Desk Support. In this capstone course, students will develop a balance of technical skills, user support skills, problem solving skills, communication skills, and teamwork skills.

3 credits: 3 contact hours per week

Prerequisites: Registration into this capstone course requires consent of the Program Director.

Overall Course Objectives

Upon completion of this course the student will be able to:

1. define Help Desk Management and Help Desk Management tools;
2. demonstrate customer service skills in role-play;
3. determine needed resources for end users;
4. analyze end user problems;
5. summarize the types of services Support Centers provide;
6. evaluate and recommend computer products using industry standards, benchmarks, and Request for Proposals (RFP);
7. define how companies develop and implement computer product standards;
8. recommend computer products based on user needs analysis and assessment tools;
9. outline the installation steps for installing end user computer systems;
10. assess end user training needs, prepare end user training, and evaluate end user training;
11. compose technical writing samples and end user documentation;
12. develop computer maintenance solutions for end users; and
13. outline the stages of the incident management process.

Major Topics

- I. Evaluating hardware and software
- II. Performing needs assessment
- III. Providing purchase assistance
- IV. Providing installation assistance
- V. Providing training of systems and software and evaluation of same
- VI. Assessing end user skill level
- VII. Providing end user documentation
- VIII. Providing help desk assistance and troubleshooting
- IX. Providing hardware maintenance and repair
- X. Providing computer facilities management for handling
 - a. Power failures
 - b. Network troubles
 - c. Ergonomic problems
 - d. Crime and misuse
- XI. User support management
- XII. Incident management process
- XIII. Help Desk Management software
- XIV. Online Help Desk Management resources
- XV. User support utility tool kit

Course Requirements

Grading/exams: Grading procedures will be determined by the individual faculty member but will include the following:

- Individual case projects based on major course topics
- Practicum where students function as a Lab Aide or Teacher's Aide. Student may also be assigned a research topic or special IT project in lieu of the practicum.
- A minimum of two exams
- A comprehensive final exam

Other Course Requirements

This course is required for the Information Technology Support Certificate and for the Information Technology Support Degree program.

In order to register for this course a grade of C or better in prerequisite courses or the permission of the instructor is required.