COLLEGEWIDE COURSE OUTLINE OF RECORD

ITSP 225, HELP DESK SOFTWARE AND TECHNOLOGY SUPPORT

COURSE TITLE: Help Desk Software and Technology Support
COURSE NUMBER: ITSP 225
PREREQUISITES: ITSP 165 Frontline IT Customer Service.
COREQUISITES: ITSP 165 Frontline IT Customer Service.
SCHOOL: Computing and Informatics
PROGRAM: Information Technology Support
CREDIT HOURS: 3
CONTACT HOURS: Lecture: 3
DATE OF LAST REVISION: Spring, 2014
EFFECTIVE DATE OF THIS REVISION: Fall, 2014

CATALOG DESCRIPTION: Course covers a broad range of topics and explores various tools user support specialists need when working in the technology support industry. The student will learn troubleshooting and problem solving in working with end users including using common helpdesk software, knowledge bases, and ticket management systems. Additionally, the use of analysis of software/hardware solutions to resolve typical information technology based troubleshooting are practical elements of the course.

MAJOR COURSE LEARNING OBJECTIVES: Upon successful completion of this course the student will be expected to:

1.   Demonstrate proficient help desk skills needed for end user support of various technology devices.
2.   Evaluate, explore, and understand the purpose, features, and functionality of help desk ticketing systems.
3.   Demonstrate professionalism in working with end users.
4.   Demonstrate project management skills appropriate for Information Technology related projects.
5.   Demonstrate proper written and oral documentation and communication skills required of a help desk technician.
6.   Demonstrate proper troubleshooting techniques using problem-solving and critical-thinking skills.
7.   Perform various methods of user needs analysis and assessment.
8.   Demonstrate methods for evaluating and selecting appropriate technology based on user needs.

COURSE CONTENT: Topical areas of study include –

Customer service skills	End-user needs assessment
Help Desk Agents	Training computer users
Skills for troubleshooting technology issues	Documentation
Common technology support problems	Communication strategies
Help desk operations	Help desk software
Product evaluation strategies	Ticketing systems
Support standards	

HOW TO ACCESS THE IVY TECH COMMUNITY COLLEGE LIBRARY:

The Ivy Tech Library is available to students on- and off-campus, offering full text journals and books and other resources essential for course assignments. Go to http://www.ivytech.edu/library/ and choose the link for your campus.

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