

Hagerstown Community College
OFFICIAL MASTER SYLLABUS DOCUMENT

COURSE: IST 204 Help Desk Technology & Services – 3 credits

INSTRUCTOR:

SEMESTER/YEAR: Spring 2018

COURSE DESCRIPTION: This capstone course prepares the student to help and support non-technical people with computer-related problems in the workplace. Students will learn the fundamentals of help desk organization; the role of technology and computer support personnel in a business organization; software technologies to track and monitor the help desk infrastructure; integration of telephony and web-based support into the help desk environment; effective use of basic tools and technologies required for end-user support; positive, effective methods for meeting customer expectations and needs. In addition to first-tier end-user support, students will also develop skills in product evaluation strategies, user needs assessment, and training through individual and team projects. Laboratory fee required. Recommended Prerequisites: IST 102. Semester Offered: Spring. 3 Credits

TEXTBOOK: A Guide to Computer User Support for Help Desk & Support Specialists, Fred Beisse, 6th edition, Course Technology.

Software: Microsoft Office, Vizio; Project Manager

STUDENT LEARNING OUTCOMES:

- Demonstrate competence in working with a call center system and professional help desk software
- Assist and support others in applying appropriate technology in a business environment in a variety of methods: one-on-one consultation, formalized training, written documentation
- Implement effective strategies to evaluate computer products and define standards for an organization
- Analyze and assess user needs for computer systems, software and network products
- Implement good facilities management procedures, including: security, media backups, preventative maintenance, ergonomics, recycling
- Utilize user support information resources

TOTAL HOURS OF COURSEWORK: To earn one academic credit at HCC, students are required to complete a minimum of 37.5 clock hours (45 fifty-minute “academic” hours) of coursework per semester. Those hours of coursework may be completed through a combination of hours within the classroom and hours outside the classroom. Certain courses may require more than the 37.5 minimum hours of coursework per credit

Total Hours of Coursework for IST 204 is 128 hours for 3 credits.

Assignment/assessment	Clock Hours
Reading, blogging assignments; case studies	40 hours
Ch 11 Training Module: planning, preparing, evaluating, presenting	20 hours
Presenting on campus	1 hour
Job shadowing: 16 hours on site = locating and negotiating the site, writing the report	20 hours
Ch 5 Help Desk software training	15 hours
Ch 7 Team project	12 hours
Ch 9 Disaster plan	10 hours
Chats (3)	4 hours
Team Project: On-line Communications	6 hours

Services for Students with Disabilities: Students may receive reasonable accommodations if they have a diagnosed disability and present appropriate documentation. Students seeking accommodations are required to contact the Disability Support Services (DSS) office as early as possible. Students may contact a DSS staff member for an appointment at dss@hagerstowncc.edu or at 240-500-2530