# Hagerstown Community College Master Syllabus
# Course #: 204 Help Desk Technology & Services

## Course Information
Course #: **IST 204 Help Desk Technology & Services**
3 Credits
Semester Year Spring 2019

## Instructor Information
Instructor: Karen Weil-Yates
Phone: 240-500-2446
Email: kdweil-yates@hagerstowncc.edu
Office: ATC 204
Office hours: M 4pm – 5:30pm; T/Th 11am – 1:00pm

## 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 150. Semester Offered: Spring. 3 Credits

## Textbook and Course Materials
A Guide to Computer User Support for Help Desk & Support Specialists, Fred Beisse, 6th edition, Course Technology.

## 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

## Definition of Credit Hour:  Classroom Courses

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 in the classroom and hours outside the classroom. Certain courses may require more than the 37.5 minimum hours of coursework per credit. For most classes, students should expect to complete at least 2 hours of coursework outside of class for each hour of in-class coursework.

**Online**

| Classwork type | Student Work Out of Classroom<br>**112.5 hours required** |
|---|---|
| Online Chats (Instructor-led) | 7 hours |
| Reading, blogging, case studies | 50 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 | 10 hours |
| Ch 7 Team project | 10 hours |
| Ch 9 Disaster plan | 10 hours |
|  |  |
| **Total** | **128 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.