

KAPI'OLANI COMMUNITY COLLEGE
University of Hawai'i
Syllabus (8/21/2011)

ITS 224 Help Desk Support Practices

Instructor: Dale Nakasone, 781.3253, dalenaka@hawaii.edu

Office: Mamane 103 (Computer Lab)

Office Hours: Mondays - 8:15 AM to 9:15 AM or by appointment.

COURSE INFORMATION:

ITS 224 Help Desk Support Practices (3 Credits) 3 hours lecture per week
Mid-Term Exam - Wednesday, October 28, 2011 (9:15 - 10:30)
Final Exam - Wednesday, December 7, 2011 (9:15 - 10:30)
Help Desk Tests - Due by midnight December 15, 2011

Prerequisite(s): ITS 144 or consent of the instructor or BE department chair

ITS 224 Help Desk Support Practices introduces the Information Technology student to the key concepts and skills of Help Desk operation. Students will study what a Help Desk is, characteristics of its users, common problems, and tools. Students will learn about how a Help Desk fits into an organization's structure and mission. Students will learn about the protocol and processing of incidents, the different support levels and methods. Students will learn about knowledge, asset and security management and how important these are to an organization's integrity. Students will have opportunities to both study and practice Help Desk operations in a controlled setting.

COURSE OBJECTIVES/COMPETENCIES

Upon successful completion of ITS 224, the student should be able to:

- Manage a task
- Craft a response to a reported incident
- Educate and train others
- Provide efficient and effective customer service
- Solve problems and troubleshoot by analyzing situations
- Manage a project
- Document problems and solutions
- Install and maintain hardware and software

GENERAL EDUCATION AND RELATIONSHIP TO OTHER COURSES:

ITS 224 is a required course in the Information Technology curriculum. This course provides students with an introduction to the burgeoning Information Technology support field of help desk support. The help desk support technician needs to not only have a strong general knowledge of common business applications and procedures and networking, s/he must also have good communication and organizational skills to resolve technical problems in a fast, courteous manner. This course helps bring together many of skills and topics studied throughout the Information Technology program and demonstrates their usefulness in the Information Technology support industry.

ITS 144 (formerly ITS 220E) is a needed prerequisite as it lays the hardware foundation help desk technicians must have to be able to resolve many of the incidents they will have. A clear understanding of hardware, its processes and limitations will help technicians speak knowledgeably to their clients.

This course supports the following college competency areas:

- Employ skills and understanding in language and mathematics essential to fulfill program requirements. Understand attitudes and values of various cultures and examine their
- potential for improving the quality of life and meaningfulness in work.
- Recognize effects of technology and science on the natural and human environments.
- Understand contemporary issues and problems and respond to the impact of current conditions.
- Demonstrate proficiency in conceptual, analytical, and critical modes of thinking.
- Develop insights into human experience and apply them to personal, occupational, and social relationships.
- Recognize relevance of career choices to life-long learning.
- Demonstrate competence in a selected program of study.

ITS 224 satisfies the following Information Technology program competencies:

- Explain the basic functions of a computer and its components.
- Implement the hardware, software and application components of a business information system.
- Use World Wide Web clients to effectively access information on the World Wide Web.
- Set up, install, configure, and troubleshoot a stand alone personal computer.
- Value quality work, have self-discipline, and be a responsible member of the profession.

TEXTS:

Introduction to Help Desk Concepts and Skills, Susan M. Sanderson. McGraw-Hill Technology Education, NY, NY, 2004.

METHOD OF INSTRUCTION:

Lecture

Group Discussions

Simulations

Internet enhancement

Reports and Projects

Supervised experience

Grading Scale: 900 - 1000 points = A, 800-899 = B, 700-799 = C, 600-699 = D, less than 600 = F

Projects, Assignments, Quizzes & Exams: Grading

Assignments (550 Total Points)	
Practicum Assignments (10 x 20)	200
Final Project	100
In-Class Assignments (15 x 10)	150
Assignments (5x 20)	100
Participation (150 Total Points)	
Daily Discussion/Attendance - Group Projects (5 Points a Class)	150
Exams/Quizzes (300 Total Points)	
Mid-Term	100
Final Exam	100
Quizzes (1 X 100) Questions from HDI and MCDST Exams	100
Total Points	1000