

CIST 2130 - Desktop Support Concepts (version 201216)
 Standard Institutionally Developed College: N/A

EDGE Compatible: No

Pre-requisites: None**Co-requisites: None****Course Description**

This course is designed to give an overview to Desktop Support Management.

Course Length

	Minutes	Contact Hour	Semester Credit
Lecture:	750	15	
Lab 2:	3000	60	
Lab 3:	0	0	
Practicum/Internship:	0	0	
Clinical:	0	0	
Total:	3750	75	3

Semester Credit Hours: 3**Competencies**

Order	Description	Lecture	Lab2	Lab3	Practicum/Internship	Clinical	Total Minutes	Semester Credit Hrs
1	Computer Support Specialists Soft Skills	150	500	0	0	0	650	
2	Computer Support Service Management	100	600	0	0	0	700	
3	Computer Support Operations	350	1500	0	0	0	1850	
4	Computer Support Job Setting	150	400	0	0	0	550	
	Totals for Course CIST 2130 - Desktop Support Concepts (version 201216):	750	3000	0	0	0	3750	3

Learning Outcomes**Computer Support Specialists Soft Skills**

Order	Description	Learning Domain	Level of Learning
1	Characterize traits that are important in achieving high customer satisfaction.	Cognitive	Evaluation
2	Demonstrate strong listening skills.	Psychomotor	Guided Response
3	Demonstrate appropriate call handling skills.	Psychomotor	Guided Response
4	Apply appropriate technical writing skills.	Psychomotor	Guided Response
5	Demonstrate an understanding of handling difficult customer situations.	Affective	Valuing
6	Describe characteristics of a successful team.	Cognitive	Comprehension

Computer Support Service Management

Order	Description	Learning Domain	Level of Learning
1	Describe strategies and standards for leading IT service management frameworks including ITIL.	Cognitive	Comprehension
2	Classify common service metrics and performance indicators.	Cognitive	Application
3	Utilize and contrast support center knowledge management systems commonly used in the support center environment.	Cognitive	Application
4	Demonstrate an understanding of and apply security management in a computer support setting.	Psychomotor	Guided Response

Computer Support Operations

Order	Description	Learning Domain	Level of Learning
1	Describe processes and procedures for increasing productivity, drive consistent service delivery, and customer satisfaction.	Cognitive	Comprehension
2	Create and maintain processes and procedures for increasing productivity, drive consistent service delivery, and customer satisfaction.	Psychomotor	Guided Response
3	Utilize common tools and utilities used in support center environment.	Psychomotor	Guided Response
4	Describe and diagnose common user problems.	Cognitive	Application
5	Demonstrate ability to configure and troubleshoot applications and devices.	Psychomotor	Guided Response
6	Demonstrate an understanding of resolving issues related to usability of applications, web browser such as Internet Explorer, email such as Outlook.	Psychomotor	Guided Response

7	Perform product evaluation, needs assessment, and performance measures.	Psychomotor	Guided Response
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Computer Support Job Setting

Order	Description	Learning Domain	Level of Learning
1	Analyze a computer support job setting and adapt the setting to improve the ergonomic correctness of the environment.	Cognitive	Evaluation
2	Describe principle computer support job categories.	Cognitive	Comprehension
3	Explain the role of certifications in the computer support profession.	Cognitive	Knowledge
4	Demonstrate skills necessary to be a successful computer support specialists.	Affective	Valuing

References

Order	Reference Type	Description
1	Book with Author(s) Listed	Beisse, F.. (2009). A guide to computer user support for help desk and support specialists. (5th). Cambridge, MA: Course Technology.
2	Book with Author(s) Listed	Knapp, D.. (2010). A guide to service desk concepts. (3rd). Cambridge, MA: Course Technology.
3	Book with Author(s) Listed	Sanderson, S.. (2004). Introduction to help desk concepts and skills. (1st). New York, NY: McGraw Hill.