



Western Technical College

10154137 IT Systems Support

Course Outcome Summary

Course Information

Description	In this course communication, research, and problem-solving strategies are developed. ITIL framework is introduced and various methods of support are explored. Students utilize support software for tracking, logging, and escalating of calls. Customer service techniques along with critical thinking skills are applied to resolve incidents. Students will apply knowledge gained in a student-run help desk environment.
Career Cluster	Information Technology
Instructional Level	Associate Degree Courses
Total Credits	3
Total Hours	72

Pre/Corequisites

Prerequisite 10154103 Introduction to Information Technology

Textbooks

No textbook required.

Success Abilities

1. Cultivate Passion: Enhance Personal Connections
2. Cultivate Passion: Expand a Growth-Mindset
3. Live Responsibly: Develop Resilience
4. Live Responsibly: Embrace Sustainability
5. Live Responsibly: Foster Accountability

6. Refine Professionalism: Act Ethically
7. Refine Professionalism: Improve Critical Thinking
8. Refine Professionalism: Participate Collaboratively
9. Refine Professionalism: Practice Effective Communication

Experiential Learning

1. Community Based Learning Project: a key learning outcome of this course is to connect academic learning and civic development while simultaneously addressing a community partner's needs, interests, or problems.
2. Learning Community: these courses are designed to enhance your learning experience in which a cohort of peers complete two or more courses that are linked through projects, themes, or program emphasis.

Program Outcomes

1. Manage information technology hardware
2. Manage software
3. Support computer networks
4. Provide end user support
5. Solve information technology problems

Course Competencies

1. Explore the help desk industry.

Assessment Strategies

- 1.1. Reflection
- 1.2. Research Paper
- 1.3. Interview

Criteria

You will know you are successful when

- 1.1. you provide an overview of the helpdesk industry along with the major changes that have taken place since help desks were implemented.
- 1.2. you classify end users by their environment, skill level, location, and applications used.
- 1.3. you identify what qualities are essential for a support analyst.
- 1.4. you explore common problems an end user may encounter.
- 1.5. you research various types of support centers.

Learning Objectives

- 1.a. Explain the major historic changes in computer use.
- 1.b. Characterize essential qualities of the support analyst.
- 1.c. Describe services offered in support industry.
- 1.d. Analyze various support industries.
- 1.e. Investigate job roles of the support analyst.
- 1.f. Examine trends in the help desk industry.

2. Employ servant leadership to foster the skills needed to work in the support industry.

Assessment Strategies

- 2.1. Participation in classroom activities
- 2.2. Participation in classroom discussions
- 2.3. Role-playing

- 2.4. Research
- 2.5. Solving problems using proper telephone etiquette
- 2.6. on-the-job Performance in the Western Student Run Help Desk

Criteria

You will know you are successful when:

- 2.1. you describe the importance of communication skills.
- 2.2. you practice active listening skills.
- 2.3. you explain how to solve a problem to the end user.
- 2.4. you practice handling difficult customer calls.
- 2.5. you know the key elements of customer service skills.

Learning Objectives

- 2.a. Describe the importance of communication in customer service relationships.
- 2.b. Practice active listening skills.
- 2.c. Acquire effective verbal skills.
- 2.d. Demonstrate proper telephone etiquette.
- 2.e. Explore strategies for handling difficult customer calls.
- 2.f. Apply ethics into customer service.

3. Examine help desk technology.

Assessment Strategies

- 3.1. Participating in classroom activities
- 3.2. by demonstrating relevant diagnostic tools
- 3.3. through research
- 3.4. on-the-job performance in the Western Student Run Help Desk

Criteria

You will know you are successful when:

- 3.1. you successfully describe various computer systems used in business today.
- 3.2. you research diagnostic tools used in solving end-user problems.
- 3.3. you have completed a minimum of two help desk tickets at a satisfactory level.

Learning Objectives

- 3.a. Describe various types of computer systems used in businesses today.
- 3.b. Explore diagnostic tools to detect and repair hardware, software, and network problems.
- 3.c. Use call tracking software.

4. Explore various types of problem management tools.

Assessment Strategies

- 4.1. through classroom demonstration
- 4.2. by participating in classroom discussion
- 4.3. by participating in hands-on labs
- 4.4. through research
- 4.5. on-the-job performance in the Western Student Run Help Desk

Criteria

You will know you are successful when

- 4.1. you explain various types of problem-management tools such as self-help technology, desk-side support, remote support, online chat, and instant messaging.
- 4.2. you demonstrate a useful help desk tool in class.
- 4.3. you utilize at least three problem management tools while working in the student run help desk to resolve an incident.
- 4.4. you recommend at least one resource that can be invaluable to the help desk professional.

Learning Objectives

- 4.a. Compare various types of self-help technology.
- 4.b. Explore remote support.
- 4.c. Contrast online tools such as chat, instant messaging, and video conferencing.
- 4.d. Obtain problem resolutions from a knowledge base.

4.e. Investigate resources that are available to the help desk professional.

5. Utilize classroom telephone system.

Assessment Strategies

- 5.1. by participating in hands-on labs
- 5.2. on-the-job performance in the Western Student Run Help Desk

Criteria

You will know you are successful when

- 5.1. you use the classroom telephone system to place and answer calls.
- 5.2. you install and use a telephone headset.
- 5.3. you login to the telephone system.
- 5.4. you transfer calls.
- 5.5. you place people on hold.

Learning Objectives

- 5.a. Call other extensions
- 5.b. Install and use the a telephone headset
- 5.c. Login to telephone system
- 5.d. Transfer calls
- 5.e. Record messages for voice mail
- 5.f. Place people on hold

6. Troubleshoot technical problems.

Assessment Strategies

- 6.1. by participating in classroom activities
- 6.2. through contact with mentor
- 6.3. through research
- 6.4. by participating in classroom discussions
- 6.5. on-the-job performance in the Western Student Run Help Desk

Criteria

You will know you are successful when

- 6.1. you examine problem-solving skills, critical-thinking skills and decision-making skills.
- 6.2. you successfully describe the creative problem solving process (CPS).
- 6.3. you identify your own problem-solving philosophy.
- 6.4. you successfully solve end-user problems.

Learning Objectives

- 6.a. Describe problem-solving skills.
- 6.b. Employ critical-thinking skills.
- 6.c. Utilize decision-making skills.
- 6.d. Use the Creative Problem Solving (CPS) process.
- 6.e. Explore various techniques used in problem solving.
- 6.f. Solve common end-user problems.

7. Write documentation for the support industry.

Assessment Strategies

- 7.1. through written assignment
- 7.2. by logging support calls into the call tracking software
- 7.3. by participating in classroom discussions
- 7.4. by participating in classroom activities

Criteria

You will know you are successful when

- 7.1. you successfully document support calls using call tracking software.
- 7.2. you skillfully document step-by-step procedures.
- 7.3. you analyze industry documentation written by support professionals.

Learning Objectives

- 7.a. Explain the importance of logging calls.
- 7.b. Break down the essentials of concisely documenting complex calls.
- 7.c. Explore various types of documentation that support professionals may develop in their roles as a help desk analyst.
- 7.d. Log support calls and requests using call tracking software.
- 7.e. Document procedures for the support industry.

8. Explore techniques used in change and stress management.

Assessment Strategies

- 8.1. through research
- 8.2. through class project
- 8.3. through contact with mentor
- 8.4. by participating in classroom discussions
- 8.5. by participating in classroom activities

Criteria

You will know you are successful when

- 8.1. you describe the responsibilities associated with change management in a help desk environment.
- 8.2. you explore how current computer professionals deal with change.
- 8.3. you research what techniques are often used in change management.
- 8.4. you identify ways of dealing with stress.
- 8.5. you describe the signs of burnout.
- 8.6. you explore techniques used to deal with stress and burnout.

Learning Objectives

- 8.a. Report various change management processes that exist in industry.
- 8.b. Investigate stress management, specifically in the help desk industry.
- 8.c. Explore burnout.

9. Conduct field experience in the Western Student Run Help Desk.

Assessment Strategies

- 9.1. through onsite business tours
- 9.2. through written journal
- 9.3. through contact with mentor
- 9.4. through classroom project

Criteria

You will know you are successful when

- 9.1. you observe support services of local businesses.
- 9.2. you differentiate support services of local businesses.
- 9.3. you analyze documentation used in the support industry.
- 9.4. you successfully resolved a minimum of one help desk incident.

Learning Objectives

- 9.a. Practice support services of Western's Student Run Help Desk
- 9.b. Differentiate support services offered at Western's Student Run Help Desk
- 9.c. Utilize documentation in support industry