



Western Technical College

10154165 Help Desk Management

Course Outcome Summary

Course Information

Description	Students will analyze help desk management tools and evaluate techniques necessary to select help desk technologies. Students will also be exposed to how performance measures are used to evaluate the help desk operation. The help desk working environment, including the science of ergonomics, will be analyzed and discussed as it impacts an operational environment.
Career Cluster	Information Technology
Instructional Level	Associate Degree Courses
Total Credits	3
Total Hours	72

Pre/Corequisites

Prerequisite 10154137 IT Systems Support

Textbooks

No textbook required.

Success Abilities

1. Cultivate Passion: Enhance Personal Connections
2. Live Responsibly: Develop Resilience
3. Live Responsibly: Embrace Sustainability
4. Refine Professionalism: Improve Critical Thinking
5. Refine Professionalism: Participate Collaboratively

6. 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. Determine characteristics, skills and responsibilities involved with managing a support center.

Assessment Strategies

- 1.1. by participating in classroom discussions
- 1.2. by participating in learning activities
- 1.3. by researching topics
- 1.4. by successfully analyzing a support center at a local business

Criteria

You will know you are successful when

- 1.1. you setup a mission statement for a support center.
- 1.2. you identify the functions of a successful support manager.
- 1.3. you describe the key skills needed to be an effective manager.
- 1.4. you explain the ethical principles that guide professional support workers.
- 1.5. you chart the support organization structure.
- 1.6. you define the relationship of the support manager with other people within the organization.

Learning Objectives

- 1.a. Explain the mission of a support group along with the parts of a mission statement
- 1.b. Identify the general functions of a help desk manager
- 1.c. Describe the skills needed to supervise
- 1.d. Explore ethical principles that guide the professional behavior of support workers
- 1.e. Examine the support organization structure
- 1.f. Explain the general relationship of the help desk manager with other people within the organization

2. Apply call management models.

Assessment Strategies

- 2.1. by participating in classroom discussions
- 2.2. by participating in learning activities
- 2.3. by researching topics
- 2.4. by successfully analyzing a support center at a local business

Criteria

You will know you are successful when

- 2.1. you diagram and explain both the frontline/backline and touch and hold call management models.
- 2.2. you can apply the correct call management model for a given organization scenario.

Learning Objectives

- 2.a. Compare and contrast the frontline/backline and the touch and hold call management models
- 2.b. Integrate a call management model for a given organization scenario

3. Develop training for new support staff.

Assessment Strategies

- 3.1. by participating in classroom discussion
- 3.2. by participating in learning activities
- 3.3. by researching topics
- 3.4. by successfully writing a help desk orientation plan

Criteria

You will know you are successful when

- 3.1. you write a help desk orientation plan which includes policies and procedures, operations, job assignments, department/company mission, a tour of the workplace, telephone etiquette, and an introduction of staff.
- 3.2. you conduct the orientation in accordance with the defined plan.
- 3.3. you identify the gap between current performance and required performance.
- 3.4. you identify the gap between current knowledge/skills and required knowledge/skills.
- 3.5. you design a training program for support staff for a given scenario.
- 3.6. you complete the training plan for at least one individual.

Learning Objectives

- 3.a. Write a help desk orientation plan
- 3.b. Design a training program for support staff

4. Apply service level agreements.

Assessment Strategies

- 4.1. by participating in classroom discussion
- 4.2. by participating in learning activities
- 4.3. by researching topics
- 4.4. by successfully evaluating and enhancing a service level agreement for a business scenario

Criteria

You will know you are successful when

- 4.1. you successfully develop a service level agreement.
- 4.2. you evaluate existing service level agreements for essential components along with recommending enhancements to the agreements.
- 4.3. you enforce components in a service level agreement to business scenarios.

Learning Objectives

- 4.a. Explain the basic action workflow as it pertains to call management
- 4.b. Examine escalation types, the escalation handling model and escalation workflow
- 4.c. Analyze existing service level agreements
- 4.d. Develop a service level agreement
- 4.e. Manage a service level agreement

5. Perform telephone administration.

Assessment Strategies

- 5.1. by participating in classroom discussion
- 5.2. by participating in learning activities
- 5.3. by researching topics
- 5.4. by successfully performing telephone administration on the system installed in B209

Criteria

You will know you are successful when

- 5.1. you recommend a telephone system for a local business or given scenario; identifying specific features

- along with justification for the system.
- 5.2. you perform telephone administration by setting up call routing groups, an ACD tree and a VRU menu for various business scenarios.
- 5.3. you obtain reports from the telephone system.

Learning Objectives

- 5.a. Select telephone system for support center
- 5.b. Setup call routing groups
- 5.c. Create an ACD tree
- 5.d. Implement a Voice Response Unit (VRU) menu
- 5.e. Obtain reports from telephone system

6. Model supervisory responsibilities as a servant leader.

Assessment Strategies

- 6.1. by participating in classroom discussion
- 6.2. by participating in learning activities
- 6.3. by researching topics
- 6.4. by conducting performance appraisals, interviews and counseling sessions

Criteria

You will know you are successful when

- 6.1. you describe guidelines for giving directions to employees.
- 6.2. you describe leadership styles that a supervisor might adopt.
- 6.3. you explain the steps involved with staffing a support position.
- 6.4. you identify ask a series of questions to obtain information to compare the applicant's personal qualifications with the job requirements.
- 6.5. you make observations to assess the candidates' abilities, personality, appearance, speech, and attitudes toward work.
- 6.6. you conduct an interview of potential employees.
- 6.7. you plan the appraisal in advance, communicates the purpose of the appraisal, conducts the performance appraisal, and communicates specific steps for improvement and development.
- 6.8. you apply motivational techniques according to the established criteria for application of the technique.
- 6.9. you identify techniques to change people's attitudes.
- 6.10. you identify common types of problem behavior.
- 6.11. you differentiate between positive and negative discipline.
- 6.12. you conduct a performance evaluation.

Learning Objectives

- 6.a. Describe leadership styles that a supervisor might adopt
- 6.b. Examine guidelines for giving directions to employees
- 6.c. Describe the steps involved with staffing a support position
- 6.d. Conduct an interview of potential employees
- 6.e. Conduct performance appraisals
- 6.f. Apply motivational techniques that help manage moral in the work place
- 6.g. Demonstrate effective ways of dealing with employee problems

7. Measure support center performance.

Assessment Strategies

- 7.1. by participating in classroom discussion
- 7.2. by participating in learning activities
- 7.3. by researching topics
- 7.4. by successfully analyzing a support center at a local business

Criteria

You will know you are successful when

- 7.1. you create a metrics inventory to measure both customer satisfaction and the support center.
- 7.2. you use the metrics inventory to analyze a support center performance according to the given criteria.
- 7.3. you run reports from the call tracking software.
- 7.4. you identify areas of strengths and weaknesses.
- 7.5. you utilize Crystal Report Writer to modify existing reports from the call tracking software.

Learning Objectives

- 7.a. Define metrics inventory for customer satisfaction and support center
- 7.b. Analyze support center performance using metrics inventory
- 7.c. Run reports from call tracking software
- 7.d. Utilize Crystal Report Writer to modify existing reports from call tracking software

8. Implement support tools.

Assessment Strategies

- 8.1. by participating in classroom discussion
- 8.2. by participating in learning activities
- 8.3. by researching tools used at local businesses
- 8.4. by recommending new support tools available to the support profession

Criteria

You will know you are successful when

- 8.1. you research other technical tools that are available that would aid the support staff.
- 8.2. you evaluate and recommend a call-tracking package according to given criteria.
- 8.3. you evaluate various knowledge base systems and determine when a support center might want to implement this tool.
- 8.4. you explain the steps in setting up a problem reproduction environment and how the problem reproduction environment relates to the call resolution process.

Learning Objectives

- 8.a. Research tools that will aid the support staff
- 8.b. Evaluate call-tracking software packages
- 8.c. Examine fax-on-demand systems
- 8.d. Evaluate knowledge base systems
- 8.e. Explain the steps involved with creating a problem reproduction environment

9. Create a support center budget.

Assessment Strategies

- 9.1. by participating in classroom discussions
- 9.2. by participating in learning activities
- 9.3. by successfully analyzing budget used by support centers

Criteria

You will know you are successful when

- 9.1. you understand corporate goals and how the support goals support the organization.
- 9.2. you justify and present a support center budget.
- 9.3. you build a support center budget.

Learning Objectives

- 9.a. Justifying a support center budget
- 9.b. Building a support center budget

10. Design a help desk facility.

Assessment Strategies

- 10.1. by participating in classroom discussions
- 10.2. by participating in learning activities
- 10.3. by researching topics
- 10.4. by obtaining information from a guest speaker
- 10.5. by successfully analyzing a support center at a local business

Criteria

You will know you are successful when

- 10.1. you explain the major types of computer facilities.
- 10.2. you examine various ways of organizing space within a support center and can recommend the most efficient setup for given scenarios.
- 10.3. you list and explain major health issues related to various ergonomic conditions of a workplace.

- 10.4. you evaluate ergonomics of a workstation and give recommendations for any needed corrections.
- 10.5. you will research OSHA requirements for ergonomic design in the workplace.

Learning Objectives

- 10.a. Explain the major types of computer facilities
- 10.b. Examine various ways of space organization in a support center
- 10.c. Evaluate workstation ergonomics

11. Recommend a disaster recovery plan.

Assessment Strategies

- 11.1. by participating in classroom discussions
- 11.2. by participating in learning activities
- 11.3. by successfully analyzing disaster recovery plans used at local businesses
- 11.4. by creating a contingency plan according to set criteria

Criteria

You will know you are successful when

- 11.1. you explain possible disasters in a support center.
- 11.2. you assess impact of potential disasters.
- 11.3. you create a contingency plan for disasters.

Learning Objectives

- 11.a. Inventory possible disasters
- 11.b. Assess impact of disasters
- 11.c. Create contingency plans for disasters