

Technical College of the Lowcountry
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CPT 267
TECHNICAL SUPPORT CONCEPTS

COURSE DESCRIPTION

This course is a study of technical support/help desk concepts and techniques for supporting computers and computer services.

3 Credits (3 lect/pres, 0 lab, 0 other)

COURSE FOCUS

This course is designed to provide the student with basic knowledge of technical support/help desk concepts.

TEXT AND REFERENCES

A Guide to Service Desk Concepts, Knapp, 4th Edition, Course Technology, Cengage Learning. ISBN: 978-1285-0634-54.

Course Goals

The following list of course goals will be addressed in the course. These goals are directly related to the performance objectives.

1. Understand the evolution of technical support and the role of the service desk
2. Describe the components of a successful service desk
3. Identify why customer service is the bottom line for service desks
4. Identify different types of customer service and support organizations
5. Identify the roles and operation of internal and external service desks
6. Understand the benefits and challenges of centralized and decentralized service desks
7. Understand the benefits and challenges of managing a service desk as a cost center or a profit center
8. Describe the role of outsourcing in the support industry
9. Recognize how the service desk model is evolving
10. List the principal service desk job categories
11. Identify the skills required to be a successful front-line service provider
12. Identify the characteristics of a successful team
13. Describe supporting roles within the service desk
14. Become familiar leading quality IT management frameworks and standards
15. Identify the most common processes used in service desks
16. Identify processes that support the service desk and enable quality improvement
17. Understand the relationship between processes and technology
18. Describe how technology benefits the service desk
19. List the steps involved in selecting service desk technology

20. Define how information is a resource
21. List the most common data categories captured by the service desk
22. Identify the most common team and individual performance metrics
23. Describe how individuals contribute to team goals
24. Recognize factors that influence the service desk's location and layout
25. Describe the role of ergonomics in workspaces
26. List work habits to stay organized and achieve personal success
27. Identify service desk industry trends and directions
28. Describe the role of certification in the service desk
29. List ways to maintain technical skills while learning service desk management skills
30. Describe how to prepare for a future as a service desk professional

STUDENT CONTRIBUTION

Each student will spend 2.5 hours per week in class and another 2-3 hours preparing for class and completing assignments to turn in weekly.

Each week students will turn in assignments and complete tests as specified on Blackboard. Students will also complete a final exam/project to demonstrate their knowledge of the material.

COURSE EVALUATION

Final grades for this course are calculated as follows:

Tests: 40%

Assignments: 40%

Final Exam: 20%

COURSE SCHEDULE

The schedule for this course is provided on Blackboard.

ADA STATEMENT

The Technical College of the Lowcountry provides access, equal opportunity and reasonable accommodation in its services, programs, activities, education and employment for individuals with disabilities. To request disability accommodation, contact the counselor for students with disabilities at (843) 525-8228 during the first ten business days of the academic term.

ACADEMIC MISCONDUCT

There is no tolerance at TCL for academic dishonesty and misconduct. The College expects all students to conduct themselves with dignity and to maintain high standards of responsible citizenship.

It is the student's responsibility to address any questions regarding what might constitute academic misconduct to the course instructor for further clarification.

The College adheres to the Student Code for the South Carolina Technical College System. Copies of the Student Code and Grievance Procedure are provided in the *TCL Student Handbook*, the Division Office, and the Learning Resources Center.

ATTENDANCE

The College's statement of policy indicates that students must attend ninety percent of total class hours or they will be in violation of the attendance policy.

- Students not physically attending class during the first ten calendar days from the start of the semester must be dropped from the class for NOT ATTENDING.
- Students taking an online/internet class must sign in **and** communicate with the instructor within the first ten calendar days from the start of the semester to indicate attendance in the class. Students not attending class during the first ten calendar days from the start of the semester must be dropped from the class for NOT ATTENDING.
- Reinstatement requires the signature of the division dean.

In the event it becomes necessary for a student to withdraw from the course **OR if a student stops attending class, it is the student's responsibility to initiate and complete the necessary paperwork.** Withdrawing from class may have consequences associated with financial aid and time to completion.

When a student exceeds the allowed absences, the student is in violation of the attendance policy. The instructor **MUST** withdraw the student with a grade of "W", "WP", or "WF" depending on the date the student exceeded the allowed absences and the student's progress up to the last date of attendance

or

Under extenuating circumstances and at the discretion of the faculty member teaching the class, allow the student to continue in the class and make-up the work. This exception must be documented at the time the allowed absences are exceeded.

Absences are counted from the first day of class. There are no "excused" absences. All absences are counted, regardless of the reason for the absence.

- A student must take the final exam or be excused from the final exam in order to earn a non-withdrawal grade.

A copy of TCL's **STATEMENT OF POLICY NUMBER: 3-1-307 CLASS ATTENDANCE (WITHDRAWAL)** is on file in the Division Office and in the Learning Resources Center.

HAZARDOUS WEATHER

In case weather conditions are so severe that operation of the College may clearly pose a hardship on students and staff traveling to the College, notification of closing will be made through the following radio and television stations: WYKZ 98.7, WGCO 98.3, WGZO 103.1, WFXH 106.1, WWVW 106.9, WLOW 107.9, WGZR 104.9, WFXH 1130 AM, WLVH 101.1, WSOK 1230 AM, WAEV 97.3, WTOC TV, WTGS TV, WJWJ TV, and WSAV TV. Students, faculty and staff are highly encouraged to opt in to the Emergency Text Message Alert System. www.tcl.edu/textalert.asp

EMERGENCY TEXT MESSAGE ALERT

Students, faculty and staff are highly encouraged to opt in to the Emergency Text Message Alert System. Participants receive immediate notification of emergency events and weather cancelations via text messaging on their cell phones. Participants can also opt in to receive non-emergency news and announcements. Go to www.tcl.edu. On the homepage, click on “emergency Text Alert at TCL” and fill out the form or go to www.tcl.edu/textalert.asp