CS 84.13 Course Outline as of Fall 2014

CATALOG INFORMATION

Dept and Nbr: CS 84.13   Title: IT SUPPORT
Full Title: IT Support
Last Reviewed: 9/14/2020

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total		
Maximum	3.00	Lecture Scheduled	3.00	17.5	Lecture Scheduled		52.50
Minimum	3.00	Lab Scheduled	1.00	6	Lab Scheduled		17.50
		Contact DHR	0		Contact DHR		0
		Contact Total	4.00		Contact Total		70.00
		Non-contact DHR	0		Non-contact DHR		0

Total Out of Class Hours: 105.00   Total Student Learning Hours: 175.00

Title 5 Category: AA Degree Applicable
Grading: Grade or P/NP
Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP
Also Listed As:
Formerly: CIS 66.54

Catalog Description:
This course introduces students to the knowledge necessary to support information technology (IT) solutions and users of such systems. Topics include introduction to IT support, resolving service calls, installing and configuring computer hardware, software applications, networks, security, client-server and mobile computing, web applications, multimedia resources, communications systems, and the planning and management of the technology lifecycle.

Prerequisites/Corequisites:

Recommended Preparation:

Limits on Enrollment:

Schedule of Classes Information:
Description: This course introduces students to the knowledge necessary to support information technology (IT) solutions and users of such systems. Topics include introduction to IT support, resolving service calls, installing and configuring computer hardware, software applications, networks, security, client-server and mobile computing, web applications, multimedia resources,

communications systems, and the planning and management of the technology lifecycle. (Grade or P/NP)
Prerequisites/Corequisites:
Recommended:
Limits on Enrollment:
Transfer Credit: CSU;
Repeatability: Two Repeats if Grade was D, F, NC, or NP

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

			Effective:	Inactive:
AS Degree:	**Area**		Effective:	Inactive:
CSU GE:	**Transfer Area**		Effective:	Inactive:
IGETC:	**Transfer Area**		Effective:	Inactive:
CSU Transfer:	Transferable	Effective: Fall 2007	Inactive:	
UC Transfer:		Effective:	Inactive:	

CID:

Certificate/Major Applicable:
Certificate Applicable Course

Approval and Dates

Version:	04	Course Created/Approved:	3/19/2007
Version Created:	10/7/2013	Course Last Modified:	6/5/2021
Submitter:	Scott Rosen	Course last full review:	9/14/2020
Version Status:	Approved (Changed Course)	Prereq Created/Approved:	9/14/2020
Version Status Date:	1/27/2014	Semester Last Taught:	Spring 2021
Version Term Effective:	Fall 2014	Term Inactive:	Fall 2021

COURSE CONTENT

Student Learning Outcomes:
At the conclusion of this course, the student should be able to:
1. Troubleshoot, solve, and document common end user and network security problems.
2. Install, configure, and troubleshoot a variety of software and hardware computer systems.

Objectives:
Upon completion of this course, students will be able to:
1. Compare and contrast differences among the various types of software support environments.
2. Interpret the desktop support technician's role in an organization's tier structure.
3. Troubleshoot and formulate solutions for common end user problems.
4. Compose documentation of problems and solutions of software and hardware for computer systems.
5. Configure and troubleshoot network and cloud based services.
6. Install and configure computer common hardware and software applications.
7. Troubleshoot and develop solutions for network security problems.

8. Demonstrate IT professionalism and excellent customer service skills.

Topics and Scope:

1. Introduction to desktop application support
   a. Historical overview
   b. Technician's role in an organization
2. Approaches and processes for resolving a service call
   a. Types of common end user requests
   b. Customer service
   c. Troubleshooting and the identification of solution
3. Installing and configuring software applications
   a. Common software installation problems
   b. Troubleshooting software applications
4. Installing and configuring computer hardware and mobile devices
   a. Common installation problems
   b. Troubleshooting hardware
5. Supporting software
   a. Cloud services
   b. Web browsers
   c. Apps and Mobile Devices
   d. Desktop software applications
6. Networks and Security
   a. Protecting the organization
   b. Network security and security permissions
   c. Computer virus and malware support
7. Project planning and management
   a. Fundamentals of project management
   b. Implementation of an IT System
   c. Soft Skills in IT
   d. Ethics in IT

Assignment:

Assignments will include:
1. Weekly reading assignments of 5-20 pages
2. Weekly written assignments approximately five pages in length
3. Lab related skill demonstrations (support, setup and troubleshoot software applications)
4. Oral presentations
5. 3-5 objective exams
6. Case study analysis
7. Role-play and simulation activities

Methods of Evaluation/Basis of Grade:

Writing: Assessment tools that demonstrate writing skills
and/or require students to select, organize and explain ideas
in writing.

| Written assignments and analysis of case studies | Writing 15 - 25% |

Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Oral presentations regarding troubleshooting

Problem solving 10 - 20%

Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Lab-related activities

Skill Demonstrations 25 - 40%

Exams: All forms of formal testing, other than skill performance exams.

3-5 objective exams

Exams 30 - 40%

Other: Includes any assessment tools that do not logically fit into the above categories.

Role play and stimulation activities

Other Category 5 - 10%

Representative Textbooks and Materials:
A Guide to Computer User Support for Help Desk and Support Specialists (5th). Beisse, Fred. Cengage Learning: 2012

OTHER REQUIRED ELEMENTS

STUDENT PREPARATION

Matric Assessment Required:	X	Exempt From Assessment
Prerequisites-generate description:	NP	No Prerequisite
Advisories-generate description:	NA	No Advisory
Prereq-provisional:	N	NO
Prereq/coreq-registration check:	N	No Prerequisite Rules Exist
Requires instructor signature:	N	Instructor's Signature Not Required

BASIC INFORMATION, HOURS/UNITS & REPEATABILITY

Method of instruction:	02	Lecture
	04	Laboratory
	72	Internet-Based, Delayed Interaction
	71	Internet-Based, Simultaneous Interaction
Area department:	CS	Computer Studies
Division:	72	Arts & Humanities
Special topic course:	N	Not a Special Topic Course
Program status:	1	Certificate Applicable Course
Repeatability:	00	Two Repeats if Grade was D, F, NC, or NP
Repeat group id:		

SCHEDULING

Audit allowed:	Y	Auditable
Open entry/exit:	N	Not Open Entry/Open Exit
Credit by exam:	N	Credit by examination not allowed
Budget code: Program:	0000	Unrestricted
Budget code: Activity:	0701	Computer & Information Science

OTHER CODES

Discipline:	Computer Information Systems	
Basic skills:	N	Not a Basic Skills Course
Level below transfer:	Y	Not Applicable
CVU/CVC status:	Y	Distance Ed, Not CVU/CVC Developed
Distance Ed Approved:	Y	Exclusively online or other technology based instruction
Emergency Distance Ed Approved:	N	None
Credit for Prior Learning:	N	Agency Exam
	N	CBE
	N	Industry Credentials
	N	Portfolio
Non-credit category:	Y	Not Applicable, Credit Course
Classification:	Y	Career-Technical Education
SAM classification:	C	Clearly Occupational
TOP code:	0708.20	Computer Support
Work-based learning:	N	Does Not Include Work-Based Learning
DSPS course:	N	Not a DSPS Course
In-service:	N	Not an in-Service Course