CS 84.13 Course Outline as of Fall 2021

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:

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

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:
At the conclusion of this course, the student should 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:

I. Introduction to Desktop Application Support
   A. Historical overview
   B. Technician's role in an organization
II. 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
III. Installing and Configuring Software Applications
A. Common software installation problems
B. Troubleshooting software applications
IV. Installing and Configuring Computer Hardware and Mobile Devices
A. Common installation problems
B. Troubleshooting hardware
V. Supporting Software
A. Cloud services
B. Web browsers
C. Apps and Mobile Devices
D. Desktop software applications
VI. Networks and Security
A. Protecting the organization
B. Network security and security permissions
C. Computer virus and malware support
VII. Project Planning and Management
A. Fundamentals of project management
B. Implementation of an IT System
C. Soft Skills in IT
D. Ethics in IT

All topics are covered in the lecture and lab portions of the course.

Assignment:

Assignments will include:
1. Weekly reading assignments of 5-20 pages
2. Weekly written assignments approximately five pages in length
3. Oral presentations regarding troubleshooting
4. Objective exams (3-5)
5. Case study analysis
6. Role-play and simulation activities
7. Lab related activities include skill demonstrations (install, configure, and troubleshoot computer hardware, mobile devices and various software applications)

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	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.

Objective exams	Exams 30 - 40%

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

Role-play and simulation activities	Other Category 5 - 10%

Representative Textbooks and Materials:
A Guide to Computer User Support for Help Desk and Support Specialists. 6th ed. Beisse, Fred. Cengage Learning. 2015 (classic)