El Camino College
COURSE OUTLINE OF RECORD – Approved

I. **GENERAL COURSE INFORMATION**
   Subject and Number: **Computer Information Systems 11**
   Descriptive Title: **Help Desk Operations**
   Course Disciplines: **Computer Information Systems**
   Division: **Business**

   Catalog Description:
   This course focuses on current, recognized, best practices in the field of help desk and end-user support targeting the field of Information Technology. Topics include end-user support roles within an organization, strategies in dealing with end-users, technical support documentation, and problem identification/resolution. Course emphasis is placed on using software tools to understand and implement service desk processes such as user support process flow, incident management, needs analysis, troubleshooting, and support documentation.

   Note: Letter grade or pass/no pass option.

   Conditions of Enrollment:
   Prerequisite: Computer Information Systems 13 with a minimum grade of C or equivalent experience

Course Length:	**X Full Term**	**Other (Specify number of weeks):**
Hours Lecture:	**2.00 hours per week**	**TBA**
Hours Laboratory:	**3.00 hours per week**	**TBA**
Course Units:	**3.00**	

Grading Method:	**Both**
Credit Status:	**Associate Degree Credit**

Transfer CSU:	**X Effective Date: 2/19/2008**
Transfer UC:	**No**

   General Education:
       El Camino College:

       CSU GE:

       IGETC:

II. **OUTCOMES AND OBJECTIVES**
A. **COURSE STUDENT LEARNING OUTCOMES (The course student learning outcomes are listed below, along with a representative assessment method for each. Student learning outcomes are not subject to review, revision or approval by the College Curriculum Committee)**

1. Dealing with Customers
   Identify the communication strategies to build rapport and trust with customers and the proven techniques to handle irate, difficult and demanding customers.
2. Help Desk Operations
   Identify the major steps in the Incident Management process.
3. Technical Writing
   Develop and create examples of end-user support documentation using enhancements including diagrams, images, and screen captures in order to produce user guides and FAQs.
4. Managing Knowledge Resources
   Demonstrate the use of software tools used to manage knowledge resources relating to end-user technical support.
5. Management
   Understand and evaluate the needs of the users in an organization, the cost and benefit of fulfilling the needs, and the staffing and training of the help desk to properly support the organization.
6. Professional Protocol
   Understand the mission of the help desk in an organization, and the professional responsibilities and skills required of a help desk technician.

The above SLOs were the most recent available SLOs at the time of course review. For the most current SLO statements, visit the El Camino College SLO webpage at http://www.elcamino.edu/academics/slo/.

B. **Course Student Learning Objectives (The major learning objective for students enrolled in this course are listed below, along with a representative assessment method for each)**

1. Analyze the role of Help Desk technician in the field of Information Technology.
   Other (specify)
   Objective exams, written assignments
2. Evaluate the common methods and services that organizations use to manage the end-user support function.
   Other (specify)
   Objective exams, written assignments
3. Outline and describe the strategies for handing end-user communications.
   Other (specify)
   Objective exams, lab assignments, written assignments
4. Evaluate best practices in troubleshooting technical problems, using problem solving processes, and the thinking skills required for successful incident resolution.
   Other (specify)
   Lab assignments
5. Design and implement a common example of user-support documentation.
   Other (specify)
   Lab assignments, Written assignments
6. Analyze and demonstrate the use of hardware and software tools used to manage incidents.
   Other (specify)
   Lab assignments, Written assignments

7. Design and evaluate the contents of a training program for support staff.
   Other (specify)
   Objective exams, written assignments
8. Evaluate the basic strategies used to perform user needs analysis and assessment.
   Other (specify)
   Objective exams, Written assignments
9. Understand and demonstrate the professional protocols that guide the behavior of help desk.
   Other (specify)
   Case studies, Role playing, Objective exams

III. **OUTLINE OF SUBJECT MATTER (Topics are detailed enough to enable a qualified instructor to determine the major areas that should be covered as well as ensure consistency from instructor to instructor and semester to semester.)**

Lecture or Lab	Approximate Hours	Topic Number	Major Topic

Lecture	6	I	Communication skills for user support
			    A. Listen carefully
			    B. Build understanding
			    C. Strategies for difficult calls

Lecture	6	II	Troubleshooting computer problems
			    A. Problem solving skills
			    B. Critical thinking skills
			    C. Information resources
			    D. Diagnostic and repair tools

Lecture	6	III	Help desk operations
			    A. Incident management process
			    B. Technology and tools
			    C. Industry best practices

Lecture	6	IV	User support management
			    A. Mission and performance
			    B. Staffing and training
			    C. Project management issues

Lecture	4	V	User needs analysis and assessment
			    A. Analysis steps and tasks
			    B. Needs analysis and assessment tools
			    C. Cost-benefit analysis

Lecture	4	VI	Documentation for end users
			    A. Types of user documentation
			    B. Technical writing strategies
			    C. Documentation planning

Lecture	4	VII	Computer security and facilities management
			    A. Hardware and software issues
			    B. Management tools and procedures
			    C. Security policies
			    D. Disaster planning

Lab	6	VIII	Communication with end-user
			    A. Listening practice
			    B. Define stated problem
			    C. Respond to end-user

Lab	10	IX	Troubleshooting technical problems
			    A. Problem solving practice
			    B. Diagnostic tools
			        1. hardware
			        2. software
			    C. Repair tools
			        1. hardware
			        2. software

Lab	9	X	Help desk operations
			    A. Incident management process
			    B. Pre-screening incidents
			    C. Creating incident tickets
			    D. Assigning tickets
			    E. Tracking and escalating tickets
			    F. Closing incident tickets

Lab	8	XI	End-user support management
			    A. Staffing and training
			    B. Project management tools
			    C. Cost Benefit Analysis

Lab	9	XII	User needs analysis and assessment
			    A. Legacy system analysis
			    B. Alternate solution identification
			    C. Technical versus non-technical issue diagnosis
			    D. Input and output forms

Lab	6	XIII	Computer Security and facilities management
			    A. Hardware and software management
			    B. Management tools and procedures
			    C. Security policy management
			    D. Disaster/Recovery planning

Lab	6	XIV	User support documentation
			    A. FAQ (Frequently Asked Questions) design
			    B. Step-by step user guide design
			    C. Training manual design

Total Lecture Hours	36		
Total Laboratory Hours	54		
Total Hours	90		

IV. PRIMARY METHOD OF EVALUATION AND SAMPLE ASSIGNMENTS

A. PRIMARY METHOD OF EVALUATION:
Problem solving demonstrations (computational or non-computational)

B. TYPICAL ASSIGNMENT USING PRIMARY METHOD OF EVALUATION:
A trainer who instructs classes in Microsoft Word reported that a student accidentally saved a document as Normal.dot. Now each time the student opens a new Word document on that computer, the Normal.dot file opens instead of the new blank document. Open a ticket to record the problem.

Assign the problem to yourself. Research the problem and document the steps the trainer should take so that Word opens normally. Verify the solution worked, and then close the ticket.

C. **COLLEGE-LEVEL CRITICAL THINKING ASSIGNMENTS:**
1. Investigate common ways that the space on a hard drive gets filled. Compare your ideas, experiences, and findings with those of your classmates. Then write a 1-2 page document for support staff to provide to end users that describes the reasons that the drive becomes full and the procedures you recommend to free up the disk space. Include any explanations and precautions you feel are necessary before a user embarks on a procedure to reclaim disk space on a hard drive.

2. Write a first draft of a sample script that could be used to train new staff members in the help desk. The script should cover the basic tasks in incident management. The script should also cover how to close the incident. Incorporate in the script you own ideas on effective handling of calls and help desk customer relationships.

D. **OTHER TYPICAL ASSESSMENT AND EVALUATION METHODS:**
Objective Exams
Quizzes
Written homework
Completion
Other (specify):
    Laboratory assignments

V. **INSTRUCTIONAL METHODS**
Demonstration
Discussion
Group Activities
Laboratory
Lecture
Multimedia presentations
Role Play
Simulation

Note: In compliance with Board Policies 1600 and 3410, Title 5 California Code of Regulations, the Rehabilitation Act of 1973, and Sections 504 and 508 of the Americans with Disabilities Act, instruction delivery shall provide access, full inclusion, and effective communication for students with disabilities.

VI. **WORK OUTSIDE OF CLASS**
Study
Answer questions
Skill practice
Required reading
Problem solving activities
Written work
Journal
Observation of or participation in an activity related to course content

Estimated Independent Study Hours per Week: 4

VII. TEXTS AND MATERIALS

A. UP-TO-DATE REPRESENTATIVE TEXTBOOKS
Fred Beisse. A Guide to Computer User Support for Help Desk and Support Specialists. 6th ed. Course Technology, Cengage Learning, 2015.

B. ALTERNATIVE TEXTBOOKS

C. REQUIRED SUPPLEMENTARY READINGS
Donna Knapp. A Guide to Service Desk Concepts, 4th ed. Course Technology, Cengage Learning, 2015.

D. OTHER REQUIRED MATERIALS

VIII. CONDITIONS OF ENROLLMENT

A. Requisites (Course and Non-Course Prerequisites and Corequisites)

Requisites	Category and Justification
Course Prerequisite Computer Information Systems-13 or	Sequential
Non-Course Prerequisite	Successful completion of this course requires a fundamental knowledge of computer usage, information systems, and application development.

B. Requisite Skills

Requisite Skills
Basic computer concepts or computer literacy. CIS 13 - Explain the development and use of information systems in business.
Ability to use a current Windows operating system and standard office automation software without supervision. CIS 13 - Solve common business problems using appropriate information technology applications and systems.
Ability to use basic Network communication software including email and web browsers without supervision. CIS 13 - Solve common business problems using appropriate information technology applications and systems.

C. Recommended Preparations (Course and Non-Course)

Recommended Preparation	Category and Justification

D. Recommended Skills

Recommended Skills

E. Enrollment Limitations

Enrollment Limitations and Category	Enrollment Limitations Impact

Course created by Junaid (Jay) Siddiqui on 02/01/2007.

BOARD APPROVAL DATE: 02/19/2008

LAST BOARD APPROVAL DATE: 12/17/2018

Last Reviewed and/or Revised by: J. Siddiqui   **Date: 10/18/18**

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