

SOUTHEAST COMMUNITY COLLEGE
CONSTRUCTION MANUFACTURING AND TECHNOLOGY DIVISION
Computer Information Technology Program
Revision Date: August 22, 2022

I. CATALOG DESCRIPTION

Course Number: INFO2523
Course Title: Support Techniques
Prerequisite(s): INFO1445
Catalog Description: Topics include troubleshooting techniques and support tools used to provide technical assistance to computer users. Students work in teams to solve common IT support issues.
Credit Hours: 3
Class Hours: 45
Lab Hours: 0
Total Contact Hours: 45

II. COURSE OBJECTIVES: *Course will:*

- A. Describe logical problem solving/troubleshooting techniques.
- B. Describe the critical thinking process.
- C. Explore troubleshooting resources.
- D. Examine the concept of teaming.
- E. Describe the skills needed to write a user report for software used in a help desk.
- F. Describe the skills needed to present an oral demonstration of software used in a help desk.

III. STUDENT LEARNING OUTCOMES AND GENERAL EDUCATION LEARNING OUTCOMES:

- A. Student Learning Outcomes: *Student will be able to:*
 - 1. Demonstrate problem-solving/troubleshooting techniques.
 - 2. Utilize critically thinking when solving problems.
 - 3. Choose online resources to assist solving computer problems.
 - 4. Compare online resources for best problem solutions.
 - 5. Use teaming skills while working with computer software.
 - 6. Rate team members on participation, communication, troubleshooting, and work completed.
 - 7. Assess help desk software.
 - 8. Compose accurate and understandable written instructions to a computer user.
 - 9. Develop accurate and understandable verbal instructions to a computer user.
 - 10. Demonstrate proficiency while working with help desk software.
- B. General Education Learning Outcomes (GELOs)
 - 1. GELO #3: Critical Thinking & Problem Solving
Outcome 1: Collect, identify, interpret and analyze data.

IV. CONTENT/TOPICAL OUTLINE

- A. Troubleshooting techniques
- B. Troubleshooting resources
- C. Teaming skills
- D. Help desk software such as:
 - 1. OneNote
 - 2. 3rd party remote access software
 - 3. Meeting software

4. Virtualization
5. Help Desk software
6. Cloud Management software
7. Office integration
- E. Presentation of help desk software knowledge
 1. Verbal presentation
 2. Written report

V. INSTRUCTIONAL MATERIALS

- A. Required Text(s): Van Laan, *The Insider's Guide to Technical Writing*
- B. Other Resources: Microsoft Office 365
- C. Computer and internet access

VI. METHODS OF PRESENTATION/INSTRUCTION

- A. Methods of presentation typically include a combination of the following:
 1. Technology enhanced lecture
 2. Group discussions
 3. Interactive group activities
 4. Problem-solving situations

VII. METHODS OF EVALUATION

- A. Methods of evaluation, although determined by the individual instructor, traditionally includes a combination of the following:
 1. Course grade consists:
 - a. Attendance
 - b. Quizzes over textbook material
 - c. Written project reports
 - d. Project presentations
 - e. Group participation evaluation by team members