

Cosumnes River College
CISN 490
Networking Helpdesk Practicum
An Online Course
Spring 2020

Instructor: Buddy Spisak

Online Office Hours: Mondays 6:00-8:00 p.m. (Jan. 13 to May 22)
On Campus Office BS-157: Tuesdays/Thursdays 1:30 to 2:30 pm

Phone: (916) 691-7062

E-mail: spisakj@crc.losrios.edu The turnaround time for responding to most e-mails is about one to two days. Be sure to include your name and the course number in each e-mail so I can identify who you are and what the e-mail is about.

Course Web page: <https://lrccd.instructure.com>

Instructor Web page: <http://crc.losrios.edu/spisakj/>

Prerequisites: CISC 360, CISN 300, and CISN 304

Advisory: None

Lecture/Lab: Fully online (20629) Saturdays 10:30 a.m. to 12:30 p.m.

Accepted for Credit: CSU

Class Credits: 3 units

Textbook: There is a textbook required for this course that can be purchased at the college bookstore or online (e.g., through *Amazon.com*).



Required textbook: *A Guide to Computer User Support for Help Desk & Support Specialists*, Sixth Edition

Author: Fred Beisse

Publishing Info.: Cengage Learning, 2015

ISBN-10: 1-285-85268-0

ISBN-13: 978-1-285-85268-3

Supplies: Ear buds or a headset could be beneficial when listening to videos.

A flash drive is recommended (at least 8GB, but 16GB is preferred) to store your work for the class.

Course Description:

This course focuses on key information and skills for user support professionals, including troubleshooting and problem solving, successful communication with users, determining a client's specific needs, and training end users. For those considering entering the field, alternate career paths for user-support workers are covered. With balanced coverage of both people skills and technical skills, this course is an excellent resource for those in or preparing for the technical-support field. Students are required to support end-users for twenty hours either on or off campus as part of this class.

Student Learning Outcomes and Course Objectives:

Upon completion of this course, the student will be able to:

- SUMMARIZE THE NEED FOR EFFECTIVE COMPUTER USER SUPPORT (SLO #01).
- Define the term end-user computing and briefly describe the developments that led to end-user computing and user support.
- Describe the characteristics of early computer systems.
- Describe a microcomputer.
- Discuss the basic hardware and add-on peripherals that are commonly used.
- Define the total cost of ownership (TCO).
- Discuss the different types of user support and names for user support personnel, including help desk, call center, and technical support.
- DEMONSTRATE EFFECTIVE COMMUNICATION SKILLS (SLO #02).
- Define the term customer-service ethic and explain why organizations place so much emphasis on excellent customer service.
- Discuss strategies for building understanding.
- Define the term incident management strategy.
- Categorize the four dimensions of personality measured on the Myers-Briggs Type Indicator (MBTI) personality analysis.
- Describe a difficult client.
- REVIEW THE SKILLS FOR TROUBLESHOOTING COMPUTER PROBLEMS (SLO #03).
- Define the term troubleshooting and explain that troubleshooting computer problems is an iterative process that does not have a fixed series of steps.
- Define the term problem solving and explain how problem solving might apply to fixing a malfunctioning printer, for example.
- Explain how troubleshooters must use decision-making skills to choose between several possible solutions to a problem.
- Describe the different ways that troubleshooters must use communication skills to get information about the problem and to communicate the solution.
- Explain that active listening plays an important role in understanding the problem. Paraphrasing can be helpful in making sure the troubleshooter has an accurate picture of what is going on.
- Define the term escalation and explain how this approach can help solve a problem that does not yield to more common methods.
- Define the term replication and explain how this strategy can help to solve a problem.
- Discuss how hardware and software device configuration should be examined for possible fixes.
- EXAMINE COMMON SUPPORT PROBLEMS (SLO #04).
- Define the term bug and describe the ways in which software vendors repair bugs and add new features using patches, updates, service packs, releases, new versions, and upgrades. Describe how release numbers are used to label software versions.
- Explain that performance problems result from poor interaction between hardware and software.
- Describe the types of misunderstandings that may cause users to perceive that there is a computer problem.
- DESCRIBE THE FUNCTION OF A HELP DESK (SLO #05).
- Define the term incident management and the more specific term call management.
- Discuss the importance of making sure the user is qualified to receive support.
- Describe the manner in which a support agent assigns a priority code to an incident. Explain that the priority code determines the position of the incident in the incident queue.
- Review the factors that may cause job stress for support workers.
- Describe the importance of the managerial role to help desk support staff.
- DEVELOP AND IMPLEMENT TYPICAL PRODUCT SUPPORT STANDARDS (SLO #06).
- Examine the resources that can be used to help make product evaluation decisions.
- Review the criteria for choosing to upgrade to a newly released product or service.
- Discuss the balance between allowing users freedom to choose the best software and hardware for their specific purposes and providing support services for a diverse base of different products.

- MEASURE A USER’S NEEDS (SLO #07).
- Define the problem clearly.
- Identify the roles of stakeholders.
- Identify sources of information.
- Develop an understanding of the existing system.
- Investigate alternatives to the existing system.
- Develop a model of the proposed solution.
- DEMONSTRATE HOW TO INSTALL AND MANAGE END-USER COMPUTERS (SLO #08).
- Review pre-installation site preparation tasks.
- Discuss the purpose and contents of a site management notebook.
- Define the steps to install and configure hardware, operating systems, networks, and application software.
- Analyze ongoing site management tasks.
- REVIEW HOW TO TRAIN END-USERS (SLO #09)
- Identify the four steps in the training process: planning, preparation, presentation, and progression.

Methods of Measuring Student Learning Outcomes:

- You will demonstrate knowledge of course concepts through class discussions and achievement on quizzes and a final examination.
- You will demonstrate competence in the coursework by completing course work and participating in discussions during the semester.

Student Obligations:

- **Attendance:** Since this course is online, it is important to participate frequently in the class.
- **Late Work:** Unless noted all assignments are due on Sunday by midnight each week. Late work will be accepted ONLY if you have contacted me prior to the due date either by e-mail or voice mail. In general, late work is due the next week, and no late assignments may be turned in after one week from the original due date regardless of the reason. For every day an assignment is late, you will lose 10% of its grade.
- **Due Dates:** Unless noted, all assignments will be submitted in Canvas. If, for any reason, you cannot access Canvas or are unable to submit the assignment on time, please e-mail it to me instead so that you are not penalized for being late. Quizzes and the discussion items cannot be taken past their due dates. If you miss a quiz and you want to make up points, you can take advantage of the extra credit assignments posted in Canvas. Everyone is welcome to work on the extra credit assignments. Typically, they are five to ten points each, depending on the difficulty of the assignment.
- **Projects:** There will be 15 projects credited for homework for the class. The due dates are in the **SCHEDULE** portion of this handout. We will spend a lot of time working on projects. Each chapter has a set of review questions that you will need to answer in Canvas to receive points for that assignment.
- **Discussions:** I want everyone to take a pro-active approach to learning this material. This includes using the discussion feature in Canvas to ask questions and answer other students’ questions. I will also post questions each week that you can answer to further your understanding of the material. I expect two postings each week unless otherwise noted.
- **Language Matters:** Part of communicating effectively with one another involves communicating correctly with one another. This is not an English class; however, I will be looking at and commenting on the basic accuracy of your written English, such as sentence boundaries, spelling, and other basic grammar issues. While you will not fail the class because of your English, you may lose some points for frequent and repeated errors. Keep in mind that your use of English can influence your readers positively—or negatively.
- **Final Exam:** A brief presentation of your support hours.

- **Plagiarism Policy:** It is inappropriate, and a violation of academic policy, to copy information from any source (including, but not limited to, textbooks, magazine articles, newspaper articles and internet articles) without giving proper credit to the author by using standard quotation procedures such as in-line quotes, footnotes, endnotes, etc. Quotes may not exceed 25% of the assignment's total length. You will receive no credit (0 points) for any assignment that copies any material from any other source without giving proper credit to the author(s). Repeat offenders of this policy are subject to academic discipline as outlined in the policies published by the college.
- **Cheating:** Students who cheat will receive a failing grade for the course. (See the Student Behavior and Academic Integrity page of the college website (<https://www.crc.losrios.edu/catalog18/geninfo/integrity>.)
- **E-mail:** Every student will be required to have an email account. If you do not have an email account, the college provides free email accounts for all current students. To activate your account, go to <https://sso.losrios.edu/idp/profile/SAML2/Redirect/SSO?execution=e3s1> and follow the directions provided.
- **E-mail etiquette:** I will not tolerate rude and demeaning comments or e-mails to anyone in this class. Please keep your comments and e-mails topic-related. If I determine that a comment or e-mail to anyone else in the class is rude or demeaning, I will warn you once. If your behavior continues to be unacceptable, I will refer you to the administration of the college for disciplinary action.
- **Personal belongings:** All cell phones, beepers, pagers, etc. should be turned off or set to vibrate during any of the online lectures/labs.
- **Disabilities:** If you have a documented disability and wish to discuss academic accommodations, please contact me or contact the Office of Disabled Student Programs and Services at 916-691-7275 as soon as possible.
- **Canvas:** This class utilizes a product called "Canvas." It is highly recommended that you check the website frequently for scheduling updates and homework assignments. Most of the homework assignments and quizzes will be done on Canvas.
- **Online Course Responsibilities:** This course requires significant self-motivation. You must not get behind. Projects and weekly assignments can take up to 4.5 hours to finish. Please don't try to finish them in one day. Not all activities are created equal. Some may take a bit longer than others. You would normally spend 5 hours per week in class for this course: total of 162 hours. Allow yourself at least 10 hours per week to complete the activities online, including the time spent writing the class discussion postings. You should plan additional time to read the textbook and study for the quizzes. Some people believe that an on-line format provides a much easier way to study this subject than an on-campus framework because they love to read and avoid the parking problems. Others feel very intimidated at first. Be patient as you work your way through the activities.

Grading:

Course Topic	Points	Total	Approximate % the of Grade
Career Ladder (1)	30	30	3
Orientation Quiz (1)	1	20	2
Quizzes (12)	20	240	24
Case Projects (3)	40	120	12
Hands-on Projects (12)	20	240	24
Discussions (10)	15	150	15
Help Desk Support - includes your letter and journal (1)	150	150	15
Final Exam – A brief presentation of your support hours (1)	1	50	5

Point System: There are 1000 total assigned points.

Grade Ranges: A=900-1000, B=800-899, C=700-799, D=600-699, F=0-599

Schedule: It is tentative and can change during the term. All changes will be located under the "Announcements" section in Canvas for the course.

	Day:		Lecture/Lab Schedule:	Assignment Due:	Due Date (By Midnight):
Week 1	Fri.	1/24	Online orientation Friday, Jan 24 from 2-4 p.m.	View the Online Orientation Orientation Disc. Orientation Quiz	Sun., Jan. 26
Week 2	Sat.	1/25	Chapter 1: Introduction to Computer User Support Chapter 2: Customer Service Skills for User Support Agents Hands-on Projects 1 & 2	Disc. #2	Sun., Feb. 2
Week 3	Sat.	2/1	Chapter 3: Writing for End Users Chapter 4: Skills for Troubleshooting Technology Problems Hands-on Projects 3 & 4	Disc. #3	Sun., Feb. 9
Week 4	Sat.	2/8	Use this week to catch up on your work	Quizzes 1 to 4 Hands-on Projects 1 to 4 Case-based Project 1 (pick one from these chapters)	Sun., Feb. 16
Week 5	Sat.	2/15	Chapter 5: Common Support Problems Chapter 6: Help Desk Operation Hands-on Projects 5 & 6	Disc. #4	Sun., Feb. 23
Week 6	Sat.	2/22	Chapter 7: User Support Management Chapter 8: Product Evaluation Strategies and Support Standards Hands-on Projects 7 & 8	Disc. #5	Sun., Mar. 1
Week 7	Sat.	2/29	Use this week to catch up on your work	Quizzes 5 to 8 Hands-on Projects 5 to 8 Case-based Project 2 (pick one from these chapters)	Sun., Mar. 8
Week 8	Sat.	3/7	Chapter 9: End-User Needs Assessment Projects Chapter 10: Installing and Managing End-User Technology Hands-on Projects 9 & 10	Disc. #6	Sun., Mar. 15
Week 9	Sat.	3/14	Chapter 11: Technology Training for Users Chapter 12: A User Support Utility Tool Kit Hands-on Projects 11 & 12	Disc. #7	Sun., Mar. 22

Week 10	Sat.	3/21	Use this week to catch up on your work	Quizzes 9 to 12	Sun., Mar. 29
				Hands-on Projects 9 to 12	
				Case-based Project 3 (pick one from these chapters)	
Week 11	Sat.	3/28	Help Desk Support Hours		
Week 12	Sat.	4/4	Help Desk Support Hours	Disc. #8	Sun., Apr. 12
			Spring Break (4/6 to 4/12) No classes		
Week 13	Sat.	4/18	Help Desk Support Hours		
Week 14	Sat.	4/25	Help Desk Support Hours	Disc. #9	Sun., May 3
Week 15	Sat.	5/2	Use this week to catch up on your work		
Week 16	Sat.	5/9	Final Exam	Help Desk Hours (Letter, if necessary) and journal	
	Wed.	5/13		Disc. #10	All work needs to be turned in.