

**NorthWest Arkansas Community College
Business and Computer Information Course Outline**

**OSIM 2503 COMPUTER SUPPORT AND PROJECT MANAGEMENT
(On Demand)**

Catalog Description

An advanced course covering a wide range of topics to prepare the student for an entry-level position in user support. Topics include: product evaluation, installing end user computer systems, training end users, preparing documentation, help desk operation, troubleshooting, and computer facilities management.

Prerequisites

CISM 1303 Operating Systems – Windows
CISQ 1103 Introduction to Computer Information Systems or equivalent
OSIM 1103 Business Communications or ENGL 2013 Technical Writing (recommended)
(may be co-requisite)

Credit Hours: 3

Target Audience and Transfer

The target audience includes but is not necessarily limited to the following:

- Students pursuing a career in a CIS field who wish to enhance their skill set with computer help desk support knowledge and techniques
- Students who wish to enhance their understanding of help desk support systems or online documentation writing
- Community members or professionals who wish to expand their understanding of help desk support systems or online documentation writing

The course will not transfer to the University of Arkansas, Fayetteville, AR.

Course Objectives

- To offer curriculum and instructional methods that support student learning.
- To develop in each learner the skills and attitudes necessary for the attainment of academic and career goals.
- To develop in each learner the enjoyment of learning and the lifelong pursuit of knowledge.

Core Course Objectives for all NWACC sections of this course establish that a successful student will be able to perform the routine tasks associated with being a help desk professional which include, but are not limited to the following:

- Provide technical support for commonly used business office software
- Diagnose and remedy common user hardware problems
- Diagnose and remedy common user network problems
- Install and maintain common business operating systems and application software
- Provide written documentation for users in the business environment
- Provide evaluation of common business software

Required/Optional Texts and Student Resources

Required:

A Guide to Computer User Support for Help Desk and Support Specialists, Third Edition. Publisher: Course Technology; 2005. ISBN: 0-619-21510-0.

New Perspectives on Microsoft Office Project 2003, Introductory.
Publisher: Course Technology; 2005. ISBN 0-619-21379-5.

Optional:

Web-based resources as may be provided by the instructor during the course of the semester.

Required Forms of Assessment

A comprehensive final exam will be required, which accounts for 20-25% of the final grade

Required Topics Covered

- Introduction to End User Computing
- Introduction to Computer User Support
- Customer Service Skills for User Support
- Troubleshooting Computer Problems
- Common Support Problems
- Help Desk Operation
- User Support Management
- Product Evaluation Strategies and Standards
- User Needs Analysis and Assessment
- Installing End User Computer Systems
- Training Computer Users
- Writing for End Users
- Computer Facilities Management