

# Computer Information Department 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***

CISQ 1103 Introduction to Computer Information Systems, or equivalent

OSIM 1103 Business Communications or ENGL 1023 English Composition II (may be co-requisite) or equivalent knowledge with consent of instructor

NTWK 2014 Networking and Information Systems, or equivalent knowledge

### ***Credit Hours/Contact Hours/Load Hours***

3/3/3

### ***Target Audience/Transferability***

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.

### ***Student Learning Outcomes***

Students completing this course will:

- Carry out trouble shooting strategies for resolving an identified end-user IT Problem.
- Differentiate among various operating systems.
- Identify basic components of an end-user IT system.
- Summarize life cycle strategies for replacement, reuse, recycling IT technology and resources.
- Summarize strategies to support or train end users.
- Use a variety of practices for making end-user systems secure.
- Describe the layers, protocols and components of the OSI model.
- Differentiate among strategies for business continuity provisioning of IT resources.
- Discuss data governance and its implications for users as well as IT professionals.
- Use communication, negotiation, and collaboration skills as a member of a diverse team.
- Describe the attitudes, knowledge and abilities associated with quality customer service.
- Produce technical documentation responsive to a computing scenario.
- Use documentation or knowledge base to resolve a technical challenge.

- Discuss significant trends and emerging technologies and their impact on society.
- Summarize the role of IT in supporting the mission and goals of an organization.
- Summarize the tenets of ethics and professional behavior in IT.

## ***Topics***

- 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

## ***Forms of Assessment***

Chapter tests, projects, and a comprehensive final exam will be required, which accounts for 20-25% of the final grade