Des Moines Area Community College

Course Information – EFFECTIVE Aug. 2006

Acronym/Number   CIS 720     Historical Ref   COMS 360
Title               Help Desk Operations
Credit breakout 3 3 0 0 0
(credit  lecture lab practicum  work experience)

PREREQUISITE(S):

COURSE DESCRIPTION:
The purpose of this course is to provide the student with a basic introduction to Help Desk operations and usage. Such understanding will allow the student to enter the IT environment through the support function.

COURSE COMPETENCIES:
During this course, the student will be expected to:

1. Explain why it is important have a Help Desk in the IT department.
   1.1 Describe the evolution of Technical Support
   1.2 Define the role of the help desk in technical support.

2. Identify Key Components of a Help Desk Department.
   2.1 List the required components of a successful help desk.
   2.2 Identify the primary function of a help desk.
   2.3 List 5 reasons why customer service is of importance.

3. Identify the key functions of a help desk.
   3.1 Define Internal Help Desk roles.
   3.2 Define External Help Desk roles.
   3.3 Compare large help desk vs. small help desk departments.

4. Contrast the Help Desk cost and profit centers.
   4.1 Contrast Centralized vs. decentralized help desks.
   4.2 Explain Help Desk as a cost center.
   4.3 Explain Help Desk as a profit center.

5. Demonstrate knowledge of The Help Desk purpose and function.
   5.1 Explain the concept of End-user computing
   5.2 Describe the function of Help Desk in relation to the End-user
   5.2 Define and describe a Help Desk center in a large corporation
   5.3 Identify and list the steps to trouble shoot a computer problem.

6. Explain the role of Soft Skills that apply to the Help Desk Department.
6.1 List Characteristics of successful Help Desk Communications.
6.2 Identify ‘Soft Skills’ that apply to Help Desk personnel.
6.3 List strategies for dealing with difficult Clients.

7. Demonstrate the Help Desk Operation.
7.1 Describe the most common support problems
7.2 Outline the steps of Help Desk Operation
7.3 Explain the purpose of Management Support.
7.4 Identify appropriate personal skills to interact with users.
7.5 Outline ISO 9000 standards for Help Desk Operations.
7.6 List the common processes of Help Desk Operations.

8. List the tools needed for establishing a help desk.
8.1 Identify how technology benefits help desk operations.
8.2 Define expert and knowledge management systems.
8.3 Contrast remote and local support technologies.
8.4 List the steps taken to select technology/software.

9.1 Design a physical layout.
9.2 Develop a Beginning of Day (BOD) procedure.
9.3 Develop an End of Day (EOD) procedure.
9.4 List priorities for any Help Desk.

10.1 Explain Product evaluation strategies
10.2 Describe needs analysis and assessment.
10.3 Describe the process of installing end-user computer systems
10.4 List the steps taken to assess the effectiveness of Help Desk Strategies.

11. Outline training of End users for the help desk system.
11.1 Define training of End-users.
11.2 Demonstrate appropriate writing for end user requests.
11.3 Define the terms associated with computer facilities management.

12. Identify Organizations the focus on Help Desk Qualifications.
12.1 List Help Desk Certifications
12.2 Outline a personal chart for Help Desk departments
12.3 List 4 key factors that lead to a successful Help Desk Career.
CIS 720

COMPETENCIES REVIEWED AND APPROVED BY:

DATE: ____________________

FACULTY:
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4. 
5. 
6.

Effective date: August, 2005

by: Douglas Myers

Campus: A B C U N W OC

extension: 6871

Revision(s): __________________________