

## Course Abstract

*If you need accommodations due to a disability, contact Disability Services in Edison Hall Room 100, 732.906.2546.*

*To foster a productive learning environment, the College requires that all students adhere to the Code of Student Conduct which is published in the college catalog and website.*

### **Course ID and Name: CSC127 – Help Desk Operation**

#### **Department: Business and Computer Science**

Chairperson or Course Coordinator: Dr. Aslihan Cakmak

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**Prerequisites:** CSC126

**Co-requisites:** None

#### **Course Description:**

This course introduces students to the Computer Help Desk field and the concepts and procedures needed to run a successful computer help desk. Experience is gained in help desk roles, processes, tools, performance measures and settings through hands on exercises. Computer Help Desk careers, certifications and resources are also presented. Students will use a technical knowledge base.

**General Education Status:** N/A

**Credits:** 3      **Lecture Hours:** 3      **Lab Hours:** 0

#### **Learning Outcomes:**

**Upon successful completion of this course, a student will be able to:**

1. Explain the purpose of a Computer Help Desk.
2. Describe Computer Help Desk roles.
3. List the steps of the problem management process.
4. List and explain the fields of a trouble ticket.
5. Demonstrate the use of a Computer Help Desk Application to create and update trouble tickets.
6. Use common Computer Help Desk tools.
7. Describe and track several measures of Computer Help Desk performance.
8. Describe several Computer Help Desk configurations.
9. Discuss Computer Help Desk trends.

10. List Computer Help Desk Certifications and professional resources.
11. Use a technical knowledge base.

**Course Content Areas:**

- Introduction to Computer Help Desk Concepts
- Computer Help Desk Operations
- Computer Help Desk Roles and Responsibilities
- Computer Help Desk Processes and Procedures
- Computer Help Desk Tools and Technologies
- Computer Help Desk Performance Measures
- The Computer Help Desk Setting
- Customer Support as a Profession
- Job Descriptions for the Computer Help Desk
- Computer Help Desk Resources
- Use of a technical knowledge base