Outline of Instruction

**Division:** Business  
**Area:** Computer Information Systems

**Course Number:** CIS 140  
**Course Name:** Help Desk Concepts

**Prerequisite:** None  
**Corequisite:** None

**Hours Required:**  
**Class:** 45  
**Lab:**  
**Credits:** 3

**Course Description/Purpose**

This course covers help desk technology, tools, techniques and customer service skills that are essential to any effective help desk. In this course students are introduced to the service concepts of "soft skills" and "self-management skills" as well as the operation of a help desk and possible career paths.

**Major Units**

- Achieving High Customer Satisfaction
- Developing Customer Service Skills
- Handling Difficult Customer Situations
- Solving and Preventing Problems
- Teams in a Help Desk Setting
- Minimizing Stress and Avoiding Burnout
- Introduction to Help Desk Tools, Technology and Techniques
- Support Environments, Processes, Software and Tools
- Call Management and Problem Resolution Software
- Asset and Change Management Tools
- Alerts and Notification Tools for Support
- Telephone-based Technology
- Self-help Tool

**Educational/Course Outcomes**

Student learning will be assessed by a variety of methods, including, but not limited to, quizzes and tests, journals, essays, papers, projects, laboratory/clinical exercises and examinations, presentations, simulations, portfolios, homework assignments, and instructor observations.

**Cognitive**  
Each student will be expected to Identify/Recognize...

- common support processes
- common support tools and commercial software for the help desk
- steps involved in problem resolution
- terms and processes relevant to a help desk area
- methods involved in achieving high customer satisfaction
- techniques to minimize stress and avoid burnout

**Performance**  
Each student will be expected to Demonstrate/Practice...

- their ability to listen and effectively communicate with a help desk customers, both via the telephone and in writing
- their ability to handle a difficult customer situation
- their ability to solve and prevent customer related help desk problems
- their ability to utilize common help desk support tools and software.

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RH

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