MONROE COUNTY COMMUNITY COLLEGE

Course Outcome Summary

Required Program Core Course

CIS 140 Help Desk Concepts

Course Information

Division	Business
Contact Hours	45
Total Credits	3

Prerequisites
RDG 090 and ENGL 090 or qualifying scores on accepted placement tests

Course Description
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.

This course is a required core course for students pursuing an:
AAS in System Administration Specialist

Course Outcomes
In order to evidence success in this course, the students will be able to:

1. Students will be able to define common support processes;
2. Students will be able to describe support tools;
3. Students will be able to describe the steps in problem resolution;
4. Students will understand methods for providing high customer satisfaction;
5. Students will develop methods to minimize stress and avoid burn out;
6. Students will recall industry related terminology

Program Outcomes Addressed by this Course:

Upon successful completion of this course, students should be able to meet the program outcomes listed below:

AAS in System Administration Specialist
Plan for the future and design a solution based on user requirements. Explain business continuity, back up and disaster recovery. Understand troubleshooting and quality consumer support.

4. Students will understand methods for providing high customer satisfaction;

Date Updated: 1/14/20

By: Hilliker,