

**Course Outline**

**I102 Technical Support Fundamentals**

## Programme

Bachelor of Information and Communications Technology (Applied)

## Faculty

Humanities and Business

## School

Business and ICT

## Semester / Year

Semester Two, 2019

**Lecturer**

Sandra Cleland

**Moderator**

Simon Burt

## Course Aim

To enable students to deliver organisational technical support based on best practice in IT Service Management.

## Learning Outcomes

On successful completion of this course the student will be able to:

1. Apply a user needs analysis to identify organisational requirements.
2. Create, deliver, and evaluate a training session.
3. Develop technical documentation to a professional standard.
4. Demonstrate knowledge of best practice IT service management.

## Lecturer

Sandra Cleland

 70120

Image result for location icon  s.cleland@ucol.ac.nz

1-1-32

## Classes

Every week you will attend 2 x 2 hour sessions. A 2 hour lecture in 1-1-25 and a 2 hour practical session in the development lab (6-1-06). Please refer to your timetable for the times and days of these session.

## Blended and Self-Directed Learning

It is imperative that you regularly check the course Moodle site for up-to-date resources, communication, and activities to be undertaken during self-directed study times. Outside of timetabled classes students should complete 6 self-directed learning hours each week. Resources can be found under the appropriate week or topic section. Each week will contain resources such as: lecture material, exercises, web links, any notes pertaining to that week’s topic, and online assessment tasks.

## Assessments

This course will consist of the following assessments

|  |  |  |
| --- | --- | --- |
| **Assessment** | Weighting | Learning Outcomes Assessed |
| Training Session | 20% | 1, 2 |
| User Documentation | 30% | 1,3 |
| Exam | 50% | 4 |

## Pass Criteria

In order to pass you must gain 50% or more of the total marks available for the course. The student handbook outlines the grading system.

## Extensions

Extensions for an assessment can only be granted prior to the assessment due date and only in exceptional circumstances as defined by UCOL Academic Statute. Consideration of exceptional circumstances will be made in accordance with the UCOL Assessment Procedure. Evidence of the circumstances may be required.

An application for an extension must be submitted in written form using the Request for Assessment Extension Form (provided in the programme’s Student Handbook) or in electronic form (email) to the subject lecturer. An application made in electronic form must include all the information required by the Request for Assessment Extension Form.

Where an extension has been granted, and the extension deadline has been met, no penalties will apply. The student will be assessed, and feedback provided, in the same way as if the assessment was undertaken on the original date and time.

## Late Submission

The following conditions apply to all late submissions of assessments that do not have an approved extension:

•All assessment work received after the due date and time, and not subject to a lecturer-approved extension, will attract a penalty.

•The penalty for late submission is the deduction of 10% of the mark achieved for each day beyond the due date for submission.

•The penalty is applied for a maximum of five (5) days.

•An assessment received after one week from the due date for submission will be returned unmarked and a zero (0) grade will be entered.

•No late submissions may be accepted after marked assessments have been returned to students, unless it can be determined that there will be no advantage to the student submitting the late assessment or disadvantage to students who have submitted the work on time.

## Delivery Plan

|  |  |  |
| --- | --- | --- |
| **Week** | **Topic** | **Assessments** |
| 1 | What is technical support?, Introduction to Help Desk |  |
| 2 | ITIL – Service Operation, Event Management |  |
| 3 | ITIL – SO: Incident Management |  |
| 4 | ITIL – SO: Problem Management |  |
| 5 | ITIL – SO: Recap, Review |  |
| 6 | Exam – IT best practice theory | IT best practice Exam |
| 7 | Introduction to Technical writing | User documentation Assignment Issued |
| 8 | Technical writing 2 |  |
| 9 | Technical writing 3 |  |
| 10 | Technical writing 4 |  |
| 11 | Classtime to complete User Documentation | User documentation due |
| 12 | Preparing to train: supporting adult learners |  |
| 13 | Planning training sessions |  |
| 14 | Delivering training sessions | Training sessions |
| 15 | Training sessions | Training sessions |
| 16 | Training sessions | Training sessions |