



STARK STATE COLLEGE

GENERAL SYLLABUS

Course Information

Course Name: Advanced Help Desk
Course Number: CIS224

Required Materials

Textbook(s): Effective Help Desk Specialist Skills, Gibeson, Darril, ISBN 9780789752406
Required Readings: None
Additional Materials: None

Course Outline/Calendar

The date of coverage and order of coverage may be modified based on the faculty member and events beyond the control of faculty members that interfere with class times and teaching.

Week	Chapter/Topic/Lab
Week 1	Intro to the course <ul style="list-style-type: none"> • Review All items in the materials folder • Complete Class Policy Quiz • Complete Introduce Yourself Forum • Complete IT Experience Forum
Week 2	Virtual Machines <ul style="list-style-type: none"> • Review All items in the materials folder • Complete Install Virtual Box at home • Complete Create a DVD of Windows Server 2012
Week 3	Creating a Virtual Server & Introduction to Help Desk Support <ul style="list-style-type: none"> • Reading Assignment Chapter 1 • Review All items in the materials folder • Complete Lab - Creating a Virtual Server • Complete Quiz, Chapter 1
Week 4	Communication Skills <ul style="list-style-type: none"> • Reading Assignment Chapter 2 • Review All items in the materials folder • Complete Lab - Create a Domain Controller • Complete Quiz, Chapter 2
Week 5	Exam 1
Week 6	Personal Skills

Week	Chapter/Topic/Lab
	<ul style="list-style-type: none"> • Reading Assignment Chapter 3 • Review All items in the materials folder • Complete Lab - Account Policy Settings • Complete Quiz, Chapter 3
Week 7	Technical Skills <ul style="list-style-type: none"> • Reading Assignment Chapter 4 • Review All items in the materials folder • Complete Lab – MMC • Complete Quiz, Chapter 4
Week 8	Security Skills <ul style="list-style-type: none"> • Reading Assignment Chapter 5 • Review All items in the materials folder • Complete Lab – Computer Usage Policy • Complete Quiz, Chapter 5
Week 9	Troubleshooting Skills <ul style="list-style-type: none"> • Reading Assignment Chapter 6 • Review All items in the materials folder • Complete Lab – Using Tracert • Complete Quiz, Chapter 6
Week 10	Exam 2
Week 11	Writing Skills <ul style="list-style-type: none"> • Reading Assignment Chapter 7 • Review All items in the materials folder • Complete Lab – New Server Request • Complete Lab - Evaluation • Complete Quiz, Chapter 7
Week 12	Training Skills <ul style="list-style-type: none"> • Reading Assignment Chapter 8 • Review All items in the materials folder • Complete Lab – Teaching Word • Complete Lab – Grading a Presentation • Complete Quiz, Chapter 8
Week 13	Business Skills <ul style="list-style-type: none"> • Reading Assignment Chapter 9 • Review All items in the materials folder • Complete Lab – What is ITIL • Complete Quiz, Chapter 9
Week 14	Calculating Help Desk Value <ul style="list-style-type: none"> • Reading Assignment Chapter 10 • Review All items in the materials folder • Complete Lab – What is ITIL • Complete Quiz, Chapter 10
Week 15	Help Desk Software <ul style="list-style-type: none"> • Reading Assignment Chapter 10 • Review All items in the materials folder • Complete Lab – Help Desk Software
Week 16	Final Exam