



Switched-On
SCHOOLHOUSE

Course Catalog

Career and Technical Education Series:

Introduction to Information Technology

Support and Services

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Introduction to Information Technology Support and Services

COURSE OVERVIEW

This course focuses on real-world application including common industry best practices and specific vendors that offer tools for technicians, project managers, and IT leadership. Emphasis should be made that the purpose of the IT department of an enterprise is to support the overall mission of the company, and it is not simply a stand alone component of the company's infrastructure. Students will continue to apply their knowledge of hardware and software components associated with IT systems while exploring a variety of careers related to IT support and services. Students will analyze technical support needs to perform customer service, perform configuration management activities, and evaluate application software packages and emerging software. Students will demonstrate and apply knowledge of IT analysis and design by initiating a system project and evaluating applications within the IT system. Information Technology is a dynamic discipline that is continuously evolving.

You will also find these objectives at the beginning of each lesson under "Lesson Expectations."

Objectives

- Explore systems design and implementation.
- Investigate the implementation and maintenance of IT infrastructure.
- Review the basics of management collaboration and reporting.
- Discuss education and careers in IT and how to pursue such a career.

Introduction to Information Support and Services: Course Requirements

This is an introductory course in support and services providing information technology services and management. There are no requirements other than a basic familiarity with personal computers and the Internet. Students should be able to access the web and to use it to retrieve information and create accounts on free services.

UNIT 1: SYSTEM DESIGN AND IMPLEMENTATION	
INTRODUCTION TO INFORMATION TECHNOLOGY SUPPORT AND SERVICES	Assignment Titles
	1. Course Overview
	2. Supporting the Business Workflow Model
	3. Project: Understanding Software Development Models
	4. Operating Systems, Hardware, and Software Selection
	5. Project: Building a Mind Map
	6. Implementation and End-User Training
	7. Project: Preparing a Support Plan
	8. Quiz 1: On-Premise Systems
	9. Public Clouds
	10. Project: Moving to the Cloud
	11. Private Clouds
	12. Hybrid Clouds
	13. Project: Companies in the Hybrid Cloud
	14. Quiz 2: Cloud-Based Systems
	15. Project: Special Project*
	16. Unit 1 Test
	17. Course Project Part 1: Creating an IT Service and Support Project from Scratch*
18. Glossary and Credits	

Introduction to Information Technology Support and Services

INTRODUCTION TO INFORMATION TECHNOLOGY SUPPORT AND SERVICES	UNIT 2: SYSTEM MAINTENANCE	
	Assignment Titles	
	1. Anti-malware	10. Hardware and Software Redundancy-3
	2. Patch Management	11. Project: Selecting Storage Area Networking Products
	3. Project: Patch Management Project	12. Quiz 2: Disaster Recovery
	4. Network Vulnerabilities	13. Project: Special Project*
	5. Project: Hackers	14. Unit 2 Test
	6. Quiz 1: Security	15. Course Project Part 2: Specifying Software*
	7. Hardware and Software Redundancy-1	16. Glossary and Credits
	8. Hardware and Software Redundancy-2	
	9. Project: Disaster!	

INTRODUCTION TO INFORMATION TECHNOLOGY SUPPORT AND SERVICES	UNIT 3: END-USER SUPPORT	
	Assignment Titles	
	1. Types of Help Desk Systems and Support	10. Building a Knowledge Base
	2. Project: Training for a Service Desk	11. Project: Creating a Knowledge Management Site
	3. Resolution Methodologies for Help Desks	12. Quiz 2: Ticketing System / Knowledge Base
	4. Project: Branding and Customer Service	13. Project: Special Project*
	5. Customer Service	14. Unit 3 Test
	6. Quiz 1: Helpdesk	15. Course Project 3: How, How Much, and When?*
	7. Ticketing Systems	16. Glossary and Credits
	8. Protocols and Procedures	
	9. Project: From Plato to Technical Support, a Paper on Problem Solving in History	

INTRODUCTION TO INFORMATION TECHNOLOGY SUPPORT AND SERVICES	UNIT 4: MANAGEMENT COLLABORATION AND REPORTING	
	Assignment Titles	
	1. Working with the Management Team	8. Project: Create a Feasibility Study
	2. Project: Role-playing Senior Management Meeting	9. Managing IT Projects
	3. Departmental Reporting	10. Project Management Applications
	4. Project: Role-playing with Departmental Reports	11. Project: Creating a Project in Open Project
	5. Emerging Technologies	12. Quiz 2: Leading Technology Projects
	6. Quiz 1: Management Collaboration and Reporting	13. Project: Special Project*
	7. Creating and Managing an IT Project	14. Unit 4 Test
		15. Course Project Part 4: Management Collaboration and Reporting*
		16. Glossary and Credits

INTRODUCTION TO INFORMATION TECHNOLOGY SUPPORT AND SERVICES	UNIT 5: CONTINUING EDUCATION AND CAREER OPPORTUNITIES	
	Assignment Titles	
	1. Pursuing Technical Education	9. Off-Premise (Outsource) IT Support
	2. Technical Education Degree Programs	10. Consultant/Educator
	3. Project: Take a Free Course in Computing	11. Project: Imagining a Consulting Practice
	4. On-the-Job Training	12. Quiz 2: Emerging Trends
	5. Project: Developing a Personal Syllabus	13. Project: Special Project*
	6. Quiz 1: Continuing Education	14. Unit 5 Test
	7. On-Premise (Insource) IT Support	15. Course Project Part 5: Presenting your plan*
	8. Project: Understanding Job Requirements and Certifications	16. Glossary and Credits

INTRODUCTION TO INFORMATION TECHNOLOGY SUPPORT AND SERVICES	UNIT 6: COURSE REVIEW, AND EXAM	
	Assignment Titles	
	1. Course Project Part 6: Describing What You Learned*	2. Review
		3. Exam

(*) Indicates alternate assignment