Odysseyware®

CURRICULUM OVERVIEW

Introduction to Information Technology Support and Services

Career and Technical Education Series

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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. It should be emphasized 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 standalone 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 and 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.

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.

This is an introductory course to providing information technology services. 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.

IT Support and Services Capstone
This capstone project provides students the opportunity to use their newfound understanding of IT Support and Services to create a full IT plan for a new business within an existing corporation. This course will enable the student to consider all high-level aspects of providing IT support and services through the lens of a new business unit "starting from scratch." The student will—with the background of the previous units—create the project plan, identify the key steps, research and recommend products and architectures, design processes and procedures, and otherwise create a credible plan that would be useful when applying for positions in IT support and services. One of the key barriers in finding work in IT is perceived aptitude and prior experience. Unit Six will help the student to comprise some evidence for his or her further study or employment.

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

Note: the left margin contains the vertical text "Intro. to Information Technology Support and Services"

Unit 2: System Maintenance

Assignments

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

Unit 3: End-User Support

Assignments

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

Unit 4: Management Collaboration and Reporting

Assignments

1. Working with the Management Team
2. Project: Role-playing Senior Management Meeting
3. Departmental Reporting
4. Project: Role-playing with Departmental Reports
5. Emerging Technologies
6. Quiz 1: Management Collaboration and Reporting
7. Creating and Managing an IT Project
8. Project: Create a Feasibility Study
9. Managing IT Projects
10. Project Management Applications
11. Project: Creating a Project in Open-Source Project Management Software
12. Quiz 2: Leading Technology Projects
13. Project: Special Project*
14. Unit 4 Test
15. Course Project Part 4: Management Collaboration and Reporting*
16. Glossary and Credits

Unit 5: Continuing Education and Career Opportunities

Assignments

1. Pursuing Technical Education
2. Technical Education Degree Programs
3. Project: Take a Free Course in Computing
4. On-the-Job Training
5. Project: Developing a Personal Syllabus
6. Quiz 1: Continuing Education
7. Insourced IT Support
8. Project: Understanding Job Requirements and Certifications
9. Outsourced IT Support
10. Consultant/Educator
11. Project: Imagining a Consulting Practice
12. Quiz 2: Emerging Trends
13. Project: Special Project*
14. Unit 5 Test
15. Course Project Part 5: Presenting your plan*
16. Glossary and Credits

Unit 6: Course Review, and Exam		
Assignments		
1. Course Project Part 6: Describing What You Learned*	2. Review 3. Exam	

(*) Indicates alternative assignment