

## OUTCOMES BASED LEARNILNG MATRIX

**Course: CTIM178 Help Desk Concepts (3 credits, 45 hours)**  
**Department: Computer Technology and Information Management**

**Description:**

**This course introduces the students to the help desk field and to the concepts needed to run a successful help desk. The major components of a help desk (people, process, technology, and information) are examined in detail. The advantages and disadvantages of different types of help desks, career trends and certification, performance measures, and issues related to minimizing stress and avoiding burnout are also considered. Students develop customer service skills including listening skills, written and verbal communications, handling difficult customers, and solving and preventing problems.**

Prerequisite: None

While completing the table below, remember that the individual outcomes you list in the first column should answer this question: **What must the learner know and be able to do at the end of the course?** Items in the third column should answer the question: **How do we know?** The second column is where teachers can be most creative; it's for pedagogy. Each rectangle in column one should contain just one outcome; the corresponding rectangles in columns two and three, however, may contain more than one item. Using the code at the end of the matrix, indicate the core competencies being strengthened by the outcomes activities and the assessment tools.

<b>*COURSE OUTCOMES</b>	<b>OUTCOMES ACTIVITIES</b>	<b>ASSESSMENT TOOLS</b>
At the conclusion of this course, the student will: 1. understand the field of technical support and the role of the help	1. a. explain the purpose of technical support (CCT IG OC, ILWC)	1. a. written examination (CCT IG OC, ILWC)answer textbook review questions (CCT IG

**Approved by CTIM Department—September 2015**

desk	<ul style="list-style-type: none"> <li>b. trace the evolution of technical support in the last few years (CCT IG OC, IL WC)</li> <li>c. explain the role of the help desk (CCT IG OC, IL WC)</li> <li>d. describe the People, Process, Technology, and Information components that determine the success of a help desk (CCT IG OC, IL WC)</li> <li>e. trace the development of customer service as it relates to the field of technical support (CCT IG OC, IL WC)</li> <li>f. differentiate between customer support and technical support (CCT IG OC, IL WC)</li> </ul>	<ul style="list-style-type: none"> <li>OC, IL WC)</li> <li>b. complete a project (CCT IG OC, IL WC)</li> <li>c. participate in class discussion (CCT IG OC)</li> </ul>
2. explore the different types of help desks and their operating characteristics	<ul style="list-style-type: none"> <li>2. <ul style="list-style-type: none"> <li>a. relate the types of customer service and support organizations (CCT IG OC, IL WC)</li> <li>b. describe the components of the help desk mission (CCT IG OC, IL WC)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>2. <ul style="list-style-type: none"> <li>a. written examination (CCT IG OC, IL WC) answer textbook review questions (CCT IG OC, IL WC)</li> <li>b. complete a project (CCT IG OC, IL WC)</li> <li>c. participate in class</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>c. explain the role and operation of internal and external help desks (CCT IG OC, IL WC)</li> <li>d. describe how size influences a help desk's operation (CCT IG OC, IL WC)</li> <li>e. describe the benefits of centralized and decentralized help desks (CCT IG OC, ILWC)</li> </ul>	discussion (CCT IG OC)
<p>3. outline the roles and responsibilities of the help desk customer support professional</p>	<p>3.</p> <ul style="list-style-type: none"> <li>a. describe the principal help desk job categories (CCT IG OC, IL WC)</li> <li>b. describe the responsibilities associated with each job category (CCT IG OC, IL WC)</li> <li>c. describe the skills required to be a successful front-line service provider (CCT IG OC, IL WC)</li> <li>d. describe management opportunities with the help desk (CCT IG OC, IL WC)</li> <li>e. describe the supporting roles within the help desk (CCT IG</li> </ul>	<p>3.</p> <ul style="list-style-type: none"> <li>a. research help desk opportunities (CCT IG OC, IL WC)</li> <li>b. research help desk want ads (CCT IG OC, IL WC)</li> </ul>

	<p>OC, IL WC)</p> <p>f. describe the characteristics of a successful team (CCT IG OC, IL WC)</p>	
<p>4. explain the most common processes used at help desks</p>	<p>4.</p> <p>a. discuss the evolution of business processes (CCT IG OC, IL WC)</p> <p>b. identify leading quality management programs (CCT IG OC, IL WC)</p> <p>c. discuss the benefits of a process-oriented approach (CCT IG OC, IL WC)</p> <p>d. identify the processes that support the help desk and enable quality improvement</p> <p>e. explain why processes are important (CCT IG OC, IL WC)</p> <p>f. identify the goals of the five most common help desk processes (CCT IG OC, IL WC)</p>	<p>4.</p> <p>a. written examination (CCT IG OC, IL WC)answer textbook review questions (CCT IG OC, IL WC)</p> <p>b. complete a project (CCT IG OC, IL WC)</p> <p>c. participate in class discussion (CCT IG OC)</p>
<p>5. explain how companies measure help desk performance</p>	<p>5.</p> <p>a. explain the importance of capturing data (CCT IG OC, IL WC)</p>	<p>5.</p> <p>a. written examination (CCT IG OC, IL WC)answer textbook review questions (CCT IG</p>

	<ul style="list-style-type: none"> <li>b. explain how information is a resource (CCT IG OC, IL WC)</li> <li>c. identify the most common data categories captured by the help desk (CCT IG OC, IL WC)</li> <li>d. describe help desk goals as a common team performance measure(CCT IG OC, IL WC)</li> <li>e. describe Service Level Agreements (SLAs) as a common team performance measure (CCT IG OC, IL WC)</li> <li>f. describe customer satisfaction surveys as a common team performance measure (CCT IG OC, IL WC)</li> <li>g. describe bench marking as a common team performance measure (CCT IG OC, IL WC)</li> <li>h. describe common individual performance metrics (CCT IG OC, IL WC)</li> <li>i. describe monitoring as a common individual performance measure (CCT IG OC, IL WC)</li> <li>j. describe skill-inventory matrix as a common</li> </ul>	<ul style="list-style-type: none"> <li>OC, IL WC)</li> <li>b. complete a project (CCT IG OC, IL WC)</li> <li>c. participate in class discussion (CCT IG OC)</li> <li>d. SOFTWARE: LBE Desktop Helpdesk</li> </ul>
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	<p>individual performance measure (CCT IG OC, IL WC)</p> <p>k. summarize ways in which an individual can contribute to team goals (CCT IG OC, IL WC)</p>	
<p>6. analyze factors that influence ergonomics, organization, and successful work habits of the help desk and personal workspace</p>	<p>6.</p> <p>a. explain how accessibility, and size influence help desk location (CCT IG OC, IL WC)</p> <p>b. explain how tools and technology influence help desk layout (CCT IG OC, IL WC)</p> <p>c. explain the importance of lighting, chairs, monitors, keyboard/mouse, and telephone/headset to an ergonomically designed workplace (CCT IG OC, IL WC)</p> <p>d. describe work habits that promote organization and personal success (CCT IG OC, IL WC)</p>	<p>6.</p> <p>a. written examination (CCT IG OC, IL WC)answer textbook review questions (CCT IG OC, IL WC)</p> <p>b. complete a project (CCT IG OC, IL WC)</p> <p>c. participate in class discussion (CCT IG OC)</p>
<p>7. explore the profession of customer support</p>	<p>7.</p> <p>a. describe 24 x 7 support as a help desk industry trend (CCT IG OC, IL WC)</p>	<p>7.</p> <p>a. written examination (CCT IG OC, IL WC)answer textbook review questions (CCT IG</p>

	<ul style="list-style-type: none"> <li>b. describe fee-based support as a help desk industry trend (CCT IG OC, IL WC)</li> <li>c. describe global support as a help desk industry trend (CCT IG OC, IL WC)</li> <li>d. describe the evolution of help desk as a profession (CCT IG OC, IL WC)</li> <li>e. describe the increased dependence on technology as a help desk industry trend (CCT IG OC, IL WC)</li> <li>f. describe the increased workload as a help desk industry trend (CCT IG OC, IL WC)</li> <li>g. describe outsourcing as a help desk industry trend (CCT IG OC, IL WC)</li> <li>h. explain the role of certification (CCT IG OC, IL WC)</li> <li>i. describe tips for transitioning to a management position (CCT IG OC, IL WC)</li> </ul>	<ul style="list-style-type: none"> <li>OC, IL WC)</li> <li>b. complete a project (CCT IG OC, IL WC)</li> <li>c. participate in class discussion (CCT IG OC)</li> </ul>
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<p>8. explore factors in delivering high quality customer satisfaction</p>	<p>8.</p> <ul style="list-style-type: none"> <li>a. describe the role the help desk plays in delivering quality technical customer support (CCT IG OC, IL WC)</li> <li>b. explain how to manage, meet, and exceed customer expectations (CCT IG OC, IL WC)</li> <li>c. describe the mix of skills needed to have a career in technical customer support (CCT IG OC, IL WC)</li> </ul>	<p>8.</p> <ul style="list-style-type: none"> <li>a. analyze cases (CCT IG OC, IL WC)</li> </ul>
<p>9. use effective listening and verbal skills</p>	<p>9.</p> <ul style="list-style-type: none"> <li>a. list the active listening skills that help desk professional should possess (CCT IG OC, IL WC)</li> <li>b. describe the characteristics of active listening (CCT IG OC, IL WC)</li> <li>c. describe the benefits of active listening (CCT IG OC, IL WC)</li> <li>d. describe how to avoid the distractions that prevent good listening (CCT IG OC, IL WC)</li> <li>e. avoid jargon and forbidden</li> </ul>	<p>9.</p> <ul style="list-style-type: none"> <li>a. written examination (CCT IG OC, IL WC)answer textbook review questions (CCT IG OC, IL WC)</li> <li>b. complete a project (CCT IG OC, IL WC)</li> <li>c. participate in class discussion (CCT IG OC)</li> <li>d. SOFTWARE: Microsoft Office Professional</li> </ul>



	<p>phrases (CCT IG OC, IL WC)</p> <p>f. describe how to communicate with customers who have varying communication styles in a manner that builds rapport and trust (CCT IG OC, IL WC)</p>	
10. use effective telephone skills	<p>10.</p> <p>a. explain the power of the telephone (CCT IG OC, IL WC)</p> <p>b. explain how to professionally handle calls from the moment you answer the telephone to the close of the call (CCT IG OC, IL WC)</p> <p>c. explain how to avoid the most common telephone mistakes (CCT IG OC, IL WC)</p> <p>d. use proven techniques to place customers on hold (CCT IG OC)</p> <p>e. use proven techniques to transfer calls in a positive, professional way (CCT IG OC)</p> <p>f. describe a variety of techniques to continuously</p>	<p>10.</p> <p>a. role play</p> <p>b. written examination (CCT IG OC, IL WC)answer textbook review questions (CCT IG OC, IL WC)</p> <p>c. complete a project (CCT IG OC, IL WC)</p> <p>d. participate in class discussion (CCT IG OC)</p>

	<p>improve one's telephone skills (CCT IG OC, IL WC)</p> <p>g. convey a positive, caring attitude (CCT OC)</p>	
11. use effective technical writing skills	<p>11.</p> <p>a. describe the impact that technologies such as the Internet and email have on the help desk (CCT IG OC, IL WC)</p> <p>b. describe how the role of the help desk analyst is changing as a result of these technologies (CCT IG OC, IL WC)</p> <p>c. identify the characteristics of good technical writing (CCT IG OC, IL WC)</p> <p>d. describe how a knowledge base is built and used (CCT IG OC, IL WC)</p>	<p>11.</p> <p>a. write a help desk document (trouble ticket FAQ, report, etc(CCT IG IL WC)</p>
12. manage difficult customer situation	<p>12.</p> <p>a. describe why customers sometimes behave in a challenging way (CCT OC, IL WC)</p> <p>b. use proven techniques to handle irate, difficult, and demanding customers (CCT</p>	<p>12.</p> <p>a. analyze a role-play between a support provider and an upset customer (CCT OC, IL WC)</p>

	<p>OC, IL WC)</p> <ul style="list-style-type: none"> <li>c. identify appropriate/positive responses from a support provider (CCT OC, IL WC)</li> <li>d. identify inappropriate/problematic responses from a support provider (CCT IG OC, IL WC)</li> <li>e. illustrate how to keep yourself in control by learning to respond and not to react to the difficult customer situation (CCT OC, IL WC)</li> <li>f. describe positive steps to stay calm and in control (CCT OC, IL WC)</li> </ul>	
<p>13. solve problems methodically</p>	<p>13.</p> <ul style="list-style-type: none"> <li>a. use proven techniques to methodically solve problems (CCT IG OC, IL WC)</li> <li>b. take ownership when a problem cannot be solved immediately (CCT IG OC, IL WC)</li> <li>c. describe how management is kept informed about the</li> </ul>	<p>14.</p> <ul style="list-style-type: none"> <li>a. written examination (CCT IG OC, IL WC)answer textbook review questions (CCT IG OC, IL WC)</li> <li>b. complete a project (CCT IG OC, IL WC)</li> <li>c. participate in class discussion (CCT IG OC)</li> </ul>

	<p>status of problem-resolution activities (CCT IG OC, IL WC)</p> <p>d. describe how to manage your workload and maintain a positive working relationship with other support groups (CCT IG OC, IL WC)</p> <p>e. describe how to prevent problems by determining the root cause of the problem (CCT IG OC, IL WC)</p> <p>f. describe how to perform trend analyses (CCT IG QL, OC, IL WC)</p>	
<p>13. solve problems methodically</p>	<p>13.</p> <p>g. use proven techniques to methodically solve problems (CCT IG OC, IL WC)</p> <p>h. take ownership when a problem cannot be solved immediately (CCT IG OC, IL WC)</p> <p>i. describe how management is kept informed about the status of problem-resolution activities (CCT IG OC, IL WC)</p> <p>j. describe how to manage your workload and maintain a positive working relationship</p>	<p>14.</p> <p>d. written examination (CCT IG OC, IL WC)answer textbook review questions (CCT IG OC, IL WC)</p> <p>e. complete a project (CCT IG OC, IL WC)</p> <p>f. participate in class discussion (CCT IG OC)</p>

	<p>with other support groups (CCT IG OC, IL WC)</p> <p>k. describe how to prevent problems by determining the root cause of the problem (CCT IG OC, IL WC)</p> <p>1. describe how to perform trend analyses (CCT IG QL, OC, IL WC)</p>	
To strengthen Core Competencies** in order to increase success in this and other courses and in the workplace.	Referenced above	Referenced above.

\*Try to express an outcome as an infinitive phrase that concludes this sentence: **At the end of the course, the students should be able to . . .** Finding the line between too general and too specific can be difficult. In an English Composition course, for instance, it is probably too general to say, "The student should be able to write effective essays." It is probably too specific to say, "The student should be able to write an introductory paragraph of at least 50 words, containing an attention-getting device, an announcement of the narrowed topic, and an explicit thesis sentence." Just right might read, "The student will write introductions that gather attention and focus the essay."

\*\*Indicate the Core Competencies that apply to the outcomes activities and assessment tools: critical and creative thinking (CCT); oral communications (OC); quantitative literacy (QL); information literacy (IL); written communication (WC); civic engagement (CE); integrative learning (IG); global learning (GL).