

# Minnesota State College Southeast

## NWAT 1612: Software Application Support

### A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: 2

Lab Hours/Week: 2

OJT Hours/Week: \*.\*

Prerequisites: None

Corequisites: None

MnTC Goals: None

This course covers the software support involved in maintaining the OS and its applications. The student will learn how to support the DOS, Windows 9.x, Windows 2000, Windows XP and Macintosh environments. Help desk operation is an important feature in addressing such problems. The student will learn how a help desk operates and what is required to become customer focused. Students will be taught the fundamentals of software troubleshooting by recognizing common DOS, Windows and Macintosh error messages. The student will be required to debug common operating system problems and failures. The introduction of diagnostic system utility software (scandisk, defrag, chkdsk, etc.) and its operation will be emphasized. (Prerequisite: None) (3 credits: 2 lecture/1 lab)

**B. COURSE EFFECTIVE DATES:** 10/07/2003 - Present

**C. OUTLINE OF MAJOR CONTENT AREAS**

**D. LEARNING OUTCOMES (General)**

1. Define help desk outsourcing
2. Describe help desk communication tools
3. Describe technical support development
4. Describe remote support technologies
5. Describe help desk quality improvement
6. Define common help desk processes goals
7. Define process-orientated approach
8. Describe help desk supporting roles
9. Display front line service provider professionalism
10. Explain help desk job responsibilities
11. Create DOS batch files
12. Define support center functions
13. Describe help desk management tools
14. Define decentralized help desk challenges
15. Define centralized help desk challenges
16. Describe external help desk operations
17. Describe internal help desk operations
18. Define customer service types
19. Display troubleshooting techniques
20. Display interpersonal communication
21. Define customer focus
22. Display customer service focus
23. List help desk components
24. Define help desk roles
25. Describe help desk job categories
26. Describe virus scanning software
27. Describe DOS batch files
28. Identify Macintosh error messages
29. Identify Windows error messages
30. Identify DOS error messages
31. Troubleshoot software-related modem card problems
32. Troubleshoot software-related printer problems
33. Troubleshoot software-related CD-ROM problems
34. Troubleshoot software-related network card problems
35. Troubleshoot software-related sound card problems
36. Explain benefits of help desk technologies
37. Describe fault tolerance software
38. Display team-orientated attitude
39. Use preventative software maintenance techniques
40. Install utility software
41. Use utility software
42. Install remote application software
43. Describe remote application software
44. Support Windows 9.x operating system

45. Support Windows 3.x operating system
46. Display help management skills
47. Identify help desk trends
48. Display organizational attitude
49. Explain individual contributions to team goals
50. Troubleshoot software-related video adaptor problems

**E. Minnesota Transfer Curriculum Goal Area(s) and Competencies**

None

**F. LEARNER OUTCOMES ASSESSMENT**

As noted on course syllabus

**G. SPECIAL INFORMATION**

None noted