

NFC ACADEMY



INTRODUCTION TO INFORMATION TECHNOLOGY SUPPORT AND SERVICES

ACADEMIC INSTRUCTIONAL LIBRARY

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.

This course requires independent research and work from the student. Students should have a high interest in this course for the most success.

- **UNIT 1 - SYSTEM DESIGN AND IMPLEMENTATION**
 - **Course Overview**
 - **Supporting the Business Workflow Model**
 - **Project: Understanding Software Development Models – Complete this project on Understanding Software Development Models.**
 - **Operating Systems, Hardware, and Software Selection**
 - **Project: Building a Mind Map**
 - **Implementation and End-User Training**
 - **Project: Preparing a Support Plan**
 - **Quiz 1: On-Premise Systems**
 - **Public Clouds**
 - **Project: Moving to the Cloud – Complete this project on Moving to the Cloud.**
 - **Private Clouds**
 - **Hybrid Clouds**
 - **Project: Companies in the Hybrid Cloud**
 - **Quiz 2: Cloud-Based Systems**
 - **Unit 1 Test**
 - **Course Project Part 1: Creating an IT Service and Support Project from Scratch – Complete this assignment as a part of Course Project for Introduction Information and Technology Support and Services.**
 - **Glossary and Credits**

- **UNIT 2 - SYSTEM MAINTENANCE**
 - **Anti-malware**
 - **Patch Management**

- **Project: Patch Management Project**
 - **Network Vulnerabilities**
 - **Project: Hackers – Complete this assignment project Hackers.**
 - **Quiz 1: Security**
 - **Hardware and Software Redundancy-1**
 - **Hardware and Software Redundancy-2**
 - **Hardware and Software Redundancy-3**
 - **Project: Selecting Storage Area Networking Products - – Complete this assignment project Selecting Storage Area and Networking Products.**
 - **Quiz 2: Disaster Recovery**
 - **Unit 2 Test**
 - **Course Project Part 2: Specifying Software – Complete this assignment as a part of Course Project for Introduction Information and Technology Support and Services.**
 - **Glossary and Credits**
- **UNIT 3 - END-USER SUPPORT**
 - **Types of Help Desk Systems and Support**
 - **Project: Training for a Service Desk - Complete this assignment project Training for a Service Desk.**
 - **Resolution Methodologies for Help Desks**
 - **Project: Branding and Customer Service - Complete this assignment project Branding and Customer Service.**
 - **Customer Service**
 - **Quiz 1: Help Desk**
 - **Ticketing Systems**
 - **Protocols and Procedures**
 - **Building a Knowledge Base**
 - **Quiz 2: Ticketing System / Knowledge Base**
 - **Unit 3 Test**
 - **Course Project Part 3: How, How Much, and When? – Complete this assignment as a part of Course Project for Introduction Information and Technology Support and Services.**
 - **Glossary and Credits**
- **UNIT 4 - MANAGEMENT COLLABORATION AND REPORTING**
 - **Working with the Management Team**

- **Project: Role-playing Senior Management Meeting - Complete this assignment project Role-playing Senior Management Meeting.**
 - **Departmental Reporting**
 - **Emerging Technologies**
 - **Quiz 1: Management Collaboration and Reporting**
 - **Creating and Managing an IT Project**
 - **Project: Create a Feasibility Study**
 - **Managing IT Projects**
 - **Project Management Applications - Complete this assignment project Management Applications.**
 - **Project: Creating a Project in Open Project - Complete this assignment project Creating a Project in Open Project.**
 - **Quiz 2: Leading Technology Projects**
 - **Unit 4 Test**
 - **Course Project Part 4: Management Collaboration and Reporting – Complete this assignment as a part of Course Project for Introduction Information and Technology Support and Services.**
 - **Glossary and Credits**
- **UNIT 5 - CONTINUING EDUCATION AND CAREER OPPORTUNITIES**
- **Pursuing Technical Education**
 - **Technical Education Degree Programs**
 - **Project: Take a Free Course in Computing - Complete this assignment project Take a Free Course in Computing. This is the only project assigned for this unit besides your Course Project, so that you may spend the time needed on this project.**
 - **On-the-Job Training**
 - **Quiz 1: Continuing Education**
 - **On-Premise (Insource) IT Support**
 - **Off-Premise (Outsource) IT Support**
 - **Consultant/Educator**
 - **Quiz 2: Emerging Trends**
 - **Unit 5 Test**
 - **Course Project Part 5: Presenting your plan – Complete this assignment as a part of Course Project for Introduction Information and Technology Support and Services.**
 - **Glossary and Credits**

- **UNIT - COURSE REVIEW AND EXAM**
 - **Course Project Part 6: Describing What You Learned – Complete this assignment as a part of Course Project for Introduction Information and Technology Support and Services.**
 - **Review**
 - **Exam**