

PROG C7012: Service Desk Support

Module Details	
Module Code:	PROG C7012
Full Title:	Service Desk Support APPROVED
Valid From:	Semester 1 - 2019/20 (June 2019)
Language of Instruction:	English
Duration:	1 Semester
Credits:	5
Module Owner::	Elizabeth Rooney
Departments:	Unknown
Module Description:	Students completing this module will acquire an understanding of the necessary Processes, Technology, People and Information required to provide an effective IT Service Desk. They will evaluate, plan, install and configure a service desk solution for a small company. They will create the necessary documentation to support their solution and present it to the class.

Module Learning Outcome	
On successful completion of this module the learner will be able to:	
#	Module Learning Outcome Description
MLO1	Demonstrate an understanding of the main processes, tools, technologies, metrics required to set up an IT Service Desk.
MLO2	Evaluate Service Desk Software for the purpose of automating Service Desk Processes.
MLO3	Set up, configure and manage Service Desk Management software and supporting reactive and proactive tools and utilities.
MLO4	Troubleshoot service desk related issues.
Pre-requisite learning	
<p>Module Recommendations <i>This is prior learning (or a practical skill) that is strongly recommended before enrolment in this module. You may enrol in this module if you have not acquired the recommended learning but you will have considerable difficulty in passing (i.e. achieving the learning outcomes of) the module. While the prior learning is expressed as named DkIT module(s) it also allows for learning (in another module or modules) which is equivalent to the learning specified in the named module(s).</i></p>	
No recommendations listed	

Module Indicative Content
Introduction to ITSM Introduction to IT Service Management and Physical Service Desk Structures including Service Desk in the Cloud.
Processes Introduction to ITIL Framework, Main Stages of ITIL and ITIL Terminology. Service Operation Phase including Service Desk and Incident, Problem and Configuration Management Processes.
IT Service Desk ITIL Framework - Tools and Technologies - Service Metrics and Service Level Agreements - Help Desk Management Software Evaluation - Help Desk Standards – ISO 20000.
Technology Technologies used to automate and support ITIL Processes. Include Service Desk Management Software Evaluation, Installation, Configuration and Management. Proactive and Reactive Diagnostic Tools, Customer Self Help Tools, ACD and IVR Access Tools.
People People Component of Service Desk. Include soft and technical skills; staffing of the Service Desk, etc.
Service Desk Information Service Level Agreements. Metrics and KPI's. Service Quality Assurance.

Module Assessment

Assessment Breakdown	%
Course Work	50.00%
Final Examination	50.00%

Module Special Regulation

Assessments

Full Time

Course Work			
Assessment Type	Continuous Assessment	% of Total Mark	10
Marks Out Of	0	Pass Mark	0
Timing	Every Second Week	Learning Outcome	1,2,3,4
Duration in minutes	0		
Assessment Description Students will be required to undertake weekly lab tasks.			
Assessment Type	Other	% of Total Mark	40
Marks Out Of	0	Pass Mark	0
Timing	Week 13	Learning Outcome	1,2,3,4
Duration in minutes	0		
Assessment Description For a given real world scenario, students will design a Service Desk Solution with supporting flow charts for main ITIL processes. They will evaluate, install and configure Service Desk Management Software to automate the ITIL processes. They will create service level agreements and identify key performance indicators. They will address Quality Assurance with their Service Desk solution. Finally, they will produce a technical report and present their solution to the class.			

No Project

No Practical

Final Examination

Assessment Type	Formal Exam	% of Total Mark	50
Marks Out Of	0	Pass Mark	0
Timing	End-of-Semester	Learning Outcome	1,2
Duration in minutes	0		
Assessment Description Students will be required to complete a formal, end of semester exam.			

Part Time

Course Work			
Assessment Type	Continuous Assessment	% of Total Mark	10
Marks Out Of	0	Pass Mark	0
Timing	Every Second Week	Learning Outcome	1,2,3,4
Duration in minutes	0		
Assessment Description Students will be required to undertake weekly lab tasks.			
Assessment Type	Continuous Assessment	% of Total Mark	40
Marks Out Of	0	Pass Mark	0
Timing	Week 13	Learning Outcome	1,2,3,4
Duration in minutes	0		
Assessment Description For a given real world scenario, students will apply their learning to design a Service Desk Solution with supporting flow charts for the Incident and Problem Management ITIL processes. They will evaluate, install and configure Service Desk Management Software to automate the ITIL processes. They will create service level agreements and identify key performance indicators. They will address Quality Assurance with their Service Desk solution. Finally, they will produce a technical report and present their solution to the class.			
No Project			
No Practical			
Final Examination			
Assessment Type	Formal Exam	% of Total Mark	50
Marks Out Of	0	Pass Mark	0
Timing	End-of-Semester	Learning Outcome	1,2
Duration in minutes	0		
Assessment Description Students will be required to complete a formal, end of semester exam.			
Reassessment Requirement			
A repeat examination <i>Reassessment of this module will consist of a repeat examination. It is possible that there will also be a requirement to be reassessed in a coursework element.</i>			

Module Workload

Workload: Full Time					
<i>Workload Type</i>	<i>Contact Type</i>	<i>Workload Description</i>	<i>Frequency</i>	<i>Average Weekly Learner Workload</i>	<i>Hours</i>
Lecture	Contact	A lecture will be used to deliver the theory for this module.	Every Week	2.00	2
Practical	Contact	Practical labs will be used to apply learning in the lecture and give students the opportunity to consolidate their learning	Every Week	2.00	2
Directed Reading	Non Contact	Students will be given directed reading material relating to subject content	Every Week	2.00	2
Independent Study	Non Contact	Independent study will be recommended to students which will give them an opportunity to see how their current learning is applied in real work situations.	Every Week	2.00	2
Total Weekly Learner Workload					8.00
Total Weekly Contact Hours					4.00

Workload: Part Time					
<i>Workload Type</i>	<i>Contact Type</i>	<i>Workload Description</i>	<i>Frequency</i>	<i>Average Weekly Learner Workload</i>	<i>Hours</i>
Lecture	Contact	A lecture will be used to deliver the theory for this module.	Every Week	2.00	2
Practical	Contact	Practical labs will be used to apply learning in the lecture and give students the opportunity to consolidate their learning	Every Week	2.00	2
Directed Reading	Non Contact	Students will be given directed reading material relating to subject content	Every Week	2.00	2
Independent Study	Non Contact	Independent study will be recommended to students which will give them an opportunity to see how their current learning is applied in real work situations.	Every Week	2.00	2
Total Weekly Learner Workload					8.00
Total Weekly Contact Hours					4.00

Module Resources

Recommended Book Resources

- Kevin J Smith. (2017), *The Practical Guide to World-Class IT Service Management*, Amina Group, [ISBN: 978-0-578-188].
- Donna Knapp. (2015), *A Guide to Customer Service Skills for the Service Desk Professional*, 4. Course Technology, [ISBN: 9781285063584].
- Fred Beisse. (2015), *A Guide to Computer User Support for Help Desk and Support Specialist*, 6th. Course Technology, [ISBN: 978-1-285-852].
- Peter A. High. (2014), *How to Implementing World Class IT Strategy*, Wiley Publishing, [ISBN: 9781118634110].
- Donna Knapp. (2014), *A Guide to Service Desk Concepts*, Cengage, [ISBN: 978-1-285-06].
- Clydebank Technology. (2016), *ITIL For Beginners: The Complete Beginner's Guide To ITIL*.
- Jean Andrews. (2017), *A Guide to IT Technical Support*, Cengage, [ISBN: 9781305266438].

This module does not have any article/paper resources

Other Resources

- [Websites], Help Desk Institute,
[http:// www.hdi.com](http://www.hdi.com)
- [websites], ITIL,
<http://www.itil.com>
- [websites], TechRepublic,
<http://www.techrepublic.com>