



T-104  
2022

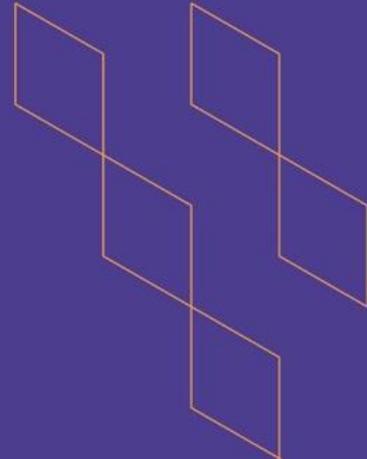
# Course Specification





T-104  
2022

## Course Specification



Course Title: Technical Support Skills
Course Code: 154 CIS-3
Program: Technical support
Department: Computer Department
College: Applied College
Institution: Najran University
Version: <b>T -104 2022</b>
Last Revision Date: <b>28-8-2023</b>



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## A. General information about the course:

Course Identification	
1. Credit hours:	3 hours
2. Course type	
a.	University <input type="checkbox"/> College <input type="checkbox"/> Department <input checked="" type="checkbox"/> Track <input type="checkbox"/> Others <input type="checkbox"/>
b.	Required <input checked="" type="checkbox"/> Elective <input type="checkbox"/>
3. Level/year at which this course is offered: Frist year, level 2	
4. Course general Description basic concepts of technical support skills, comprehensive and planned maintenance, how to manage assistance and a technical support workshop, in addition to advanced research skills in the Internet and applications of communication methods. remote desktop. In addition to this, it includes training to provide the student with the skills of dealing with beneficiaries and methods of communication and dialogue Personal and behavioral skills in dealing with others, thinking skills and communicating with beneficiaries	
5. Pre-requirements for this course (if any):	
6. Co- requirements for this course (if any): No	
7. Course Main Objective(s) Providing the student with the basic skills and information necessary to practice work in the areas and activities of technical support	

### 1. Teaching mode (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1.	Traditional classroom	3 hours per week	100 %
2.	E-learning		
3.	Hybrid <ul style="list-style-type: none"> <li>• Traditional classroom</li> <li>• E-learning</li> </ul>		
4.	Distance learning		





## 2. Contact Hours (based on the academic semester)

No	Activity	Contact Hours
1.	Lectures	30
2.	Laboratory/Studio	30
3.	Field	
4.	Tutorial	
5.	Others (specify)	
	<b>Total</b>	<b>60</b>

## B. Course Learning Outcomes (CLOs), Teaching Strategies and Assessment Methods

Code	Course Learning Outcomes	Code of CLOs aligned with program	Teaching Strategies	Assessment Methods
1.0	<b>Knowledge and understanding</b>			
1.1	Knows the concept and purpose of technical support	K1	• Lecture Individual and group discussions	• Exams • Assignments
1.2	Describes overall maintenance and appropriate methods of managing and organizing technical support	K3	• Lecture Individual and group discussions	• Exams • Assignments
...			Lecture	Exam
2.0	<b>Skills</b>			
2.1	Apply using Telnet, Ping, FTP	S1	• Lecture • Brainstorming • Small Group Work • Lab Demonstration • Project	• Exam • Group Reports • Lab Reports
2.2	Applies the uses of search engines on the Internet to solve technical support problems	S4	• Lecture • Brainstorming • Small Group Work • Lab Demonstration • Project	• Exam • Group Reports • Lab Reports
...				
3.0	<b>Values, autonomy, and responsibility</b>			
3.1	Demonstrate projects and assignments in team work to solve data structure problems	V2	• Lecture • Brainstorming • Small Group Work • Lab Demonstration • Project	• Exam • Group Reports • Lab Reports
3.2				
...				



## C. Course Content

No	List of Topics	Contact Hours
1.	Introduction to technical support	5
2.	Personal skills	8
3.	behavioral skills	5
4.	Comprehensive maintenance	5
5.	Help desk management and organization	10
6.	creativity skills	5
7.	Connect to a remote desktop	6
8.	Using Telnet, Ping, FTP and Screen Emulator	10
9.	writing reports	6
<b>Total</b>		<b>60</b>

## D. Students Assessment Activities

No	Assessment Activities *	Assessment timing (in week no)	Percentage of Total Assessment Score
1.	Middle-Term Exam	8	20%
2.	Assignments	10	10%
3.	Practical Exam	15	20%
4.	Final exam	17	50%

\*Assessment Activities (i.e., Written test, oral test, oral presentation, group project, essay, etc.)

## E. Learning Resources and Facilities

### 1. References and Learning Resources

Essential References	<a href="https://content.e-bookshelf.de/media/reading/L-5851-d519e55f47.pdf">https://content.e-bookshelf.de/media/reading/L-5851-d519e55f47.pdf</a>
Supportive References	<a href="https://ptgmedia.pearsoncmg.com/images/9780789752406/samplepages/9780789752406.pdf">https://ptgmedia.pearsoncmg.com/images/9780789752406/samplepages/9780789752406.pdf</a>
Electronic Materials	<a href="https://drive.google.com/drive/folders/1iEmo39sua51yb3kj-MsZWjiGmoqVfVf?usp=sharing">https://drive.google.com/drive/folders/1iEmo39sua51yb3kj-MsZWjiGmoqVfVf?usp=sharing</a>
Other Learning Materials	



## 2. Required Facilities and equipment

Items	Resources
facilities (Classrooms, laboratories, exhibition rooms, simulation rooms, etc.)	Lecture rooms should be large enough to accommodate the number of registered students.
Technology equipment (projector, smart board, software)	Black Board/Data Show
Other equipment (depending on the nature of the specialty)	

## F. Assessment of Course Quality

Assessment Areas/Issues	Assessor	Assessment Methods
Effectiveness of teaching	<b>Student</b>	Questionnaire
Effectiveness of students assessment	Staff committee	Questionnaire and exam audit
Quality of learning resources	Faculty Administration	Review and check the results
The extent to which CLOs have been achieved	Quality management in the department	A review of the measurement of learning outcomes
Other		

**Assessor** (Students, Faculty, Program Leaders, Peer Reviewer, Others (specify))

**Assessment Methods** (Direct, Indirect)

## G. Specification Approval Data

COUNCIL /COMMITTEE		
REFERENCE NO.		
DATE		