

Module Title:	Systems Support
Module Code:	08C
Level:	4
Credits:	15
Pre-Requisites:	None

Module Description:

This module builds on students' knowledge of networks, gained in modules being studied in parallel, to increase their understanding of how systems and networks are monitored, managed and supported to serve the needs of clients.

Lectures, scenario based workshops and role play will be used to develop students' understanding of various aspects of computer system support, including procedures, techniques, and organisation, taking into consideration of legal and ethical issues.

Indicative Content:

- Computer components and their integration
- Building, testing and troubleshooting a computer
- Various models for support
- Support vs training
- Support centre organisation
- Client communication and support skills
- ITIL Framework
- Legal and ethical issues
- Database administration

Learning and Teaching Methods:

The module will be delivered through lectures and workshops which will provide opportunity for research, group work and roll play. A case study will be analysed and a further case study will be used for assessment. Learning will be supported by the use of a virtual learning environment.

Module Specifications: Schools of Business & Management & Information Technology

Specific Learning Resources:

Access to computers on which system monitoring and management software can be installed.

Bibliography

Recommended

ITIL Specification, <http://www.itiil-officialsite.com/>

Thejendra, B. S. (2008) Practical IT service management: a concise guide for busy executives. Ely: IT Governance Publishing,

Background Reading

Agutter, C. (2012) ITIL Foundation Handbook (3rd Edition). Norwich: Stationery

Office Brewer, E., Griffiths, R., Lawes, A. and Sansbury, J. (2012) IT Service Management: A Guide for ITIL Foundation Exam Candidates. London: British Computer Society

Module Learning Outcomes

Subject Specific Learning Outcomes

On successful completion of this module you will be able to:

LO	Describe the architecture of a computer
LO	Understand and apply client communication and support skills
LO	Describe ITIL framework of best practices in IT support service management
LO	Explain key system support tasks, taking into consideration legal and ethical issues

Assessment Title or element	Weighting (%)
Assignment 1: assessed workshops; report reflecting on the workshops, with documentary evidence of workshop activities (printscreens) in appendices (300 words) [mid semester]	20%
Assignment 2: assessed workshops; report reflecting on the workshops, with documentary evidence of workshop activities (printscreens) in appendices (500 words) [late semester]	30%
Examination: principles and techniques of system support (1 hr 30min) [end semester]	50%