

CIT101 : Help Desk Skills and Procedures

Students are introduced to the latest developments, resources and trends in computer user support, gaining a solid understanding of the diverse roles and skills required for all types of service desks. ITIL and IT service management frameworks and standards provide students with best practices, along with an understanding of the evolving role of the service desk and how technology trends are impacting the service desk.

Credits 3

Prerequisites

None

Semester Offered

Fall