

IT 140 Summer 2015 Syllabus

COURSE/POLICY OVERVIEW

INSTRUCTOR:

RYAN M. BALTUNIS

E-MAIL ADDRESS:

RMBTUNIS@UNM.EDU

OFFICE LOCATION:

LRC 118

OFFICE HOURS:

MW 12:00-2:00. Also by appointment (including weekends)

COURSE DESCRIPTION:

This course provides an in-depth overview of service desk concepts, including its role, evolution, and operating characteristics. The four critical components of a service desk—people, processes, technology, and information—are described in detail, along with real-world examples. The service desk setting is described, and trends influencing the opportunities this field offers are explored.

TEXTBOOK: A Guide to Service Desk Concepts, Third Edition by Donna Knapp

OTHER REQUIREMENTS: Microphone, Skype (if you need help configuring or downloading, I can help you), and I strongly suggest high speed internet.

GRADING:

I use a flat point grading scale

Review questions are EXTRA CREDIT, but I will take these into account when I do your final grades. For example, if you do ALL of the review questions and are getting an A-, I would consider moving it up to an A.

Hands on assignments are worth 20 points

Discussions are worth 8 points

Summative Assessments - questions are worth 1 point each.

Final customer service call will be worth 100 points

Scores: A+ (96-100%), A (91-95.9%), A- (87-90.9%), B+ (84-86.9%), B (81-83.9%), B- (77-80.9%), C+ (74-76.9%), C (71-73.9%), C- (67-70.9%), D+ (64-66.9%), D (60-63.9%) and F (0-59.9%)

LATE WORK: Late work will be accepted under extenuating circumstances for 50% of the original credit. I urge you to try to complete the scheduled work on time, because in the “real world” late work does not fly.

MAKE-UPS: There will be no make-up of tests unless **previously** arranged with the instructor.

READING:

Suggested reading from the textbook is given in the above syllabus. Reading is best done before each class takes place. This will allow you to bring questions to class and ultimately provide you with a much better understanding of the material.

OFFICE HOURS:

Please **do not be afraid** to come and talk to me about issues relating to this class. That is what my office hours are for. I will also be available via e-mail to answer your questions.

ATTENDANCE & DROP POLICY:

If you do not sign on within the first two weeks of the class you will be dropped. This is an online course and I expected you to work at your own pace, however, I have left the learning modules open for those of you who want to get ahead in the reading/assignments.

PLAGIRISM AND CHEATING

I encourage you to talk with one another about assignments before, and while, you do them, but all submitted work must be your own. In addition if you copy information from textbooks, newspapers, the internet or other media sources you must cite them as your source of information. Blatant copying (plagiarism) will result in a score of zero for all students involved. A second offense will result in you receiving an F for this course. I would like to draw your attention to:

The University of New Mexico's policy on "Dishonesty in Academic Matters":

"Each student is expected to maintain the highest standards of honesty and integrity in academic and professional matters. The University reserves the right to take disciplinary action, including dismissal, against any student who is found responsible for academic dishonesty.

Academic responsibility includes, but is not limited to, dishonesty in quizzes, tests or assignments; claiming credit for work not done or done by others; hindering the academic work of other students; and misrepresenting academic or professional qualifications within or outside the University".

ACCESS:

If you have a documented learning disability, please provide a copy of your letter from **Equal Access Services** as soon as possible to ensure that your accommodations are provided for in a timely manner.

THE INSTRUCTOR RESERVES THE RIGHT TO CHANGE ANY PORTION OF THIS SYLLABUS AT ANY TIME.

INSTRUCTOR INTRODUCTION/EXPECTATIONS

Greetings! My name is Ryan Baltunis, and I will be your instructor for this course. I have been an employee at UNM-VC for the last six years as a tutor, and I have taught biology, chemistry, and anatomy at Belen High School. I have a B.S in Biology from UNM, and a Secondary Education Teaching License issued to me by the state of New Mexico. Most recently I have been working in the the Teaching and Learning Center developing scaffolds for students, staff, and faculty, as well as training workshops. I am looking forward to getting to know each of you and sharing information and ideas throughout our course.

Instructor Response Time

I will respond to course messages within 24 hours Monday-Thursday, and within 48 hours Friday-Sunday. Please send messages through Blackboard using the Messages tool in the Course Menu. If Blackboard is down, email me at RMBTUNIS@gmail.com

Note: The Blackboard Weekly Maintenance window is from Sunday at 1am until Sunday at 5am. Blackboard may be down during this period of time.

Announcements

Check the Announcements course tool regularly. Announcements will be posted as needed...

STUDENT EXPECTATIONS**Weekly Assignments**

There are assignments that need to be completed each week. Your points and grade will be dependent on completing the weekly assignments outlined in the weekly checklist. When submitting assignments please make sure you are submitting the correct information. Please also check that your document loaded and will open properly.

Late Policy

There will be a 50% penalty for late assignments.

Required Reading

Throughout the course you will be provided with required reading and assignments. You are expected to complete all of the required reading assignments and to integrate what you have read into your course assignments and your online discussions when appropriate.

Participation

Weekly course participation is expected of all participants. Each week will require an average of 5 hours of your time.

Discussion Board Expectations

Participants are required to participate in and post to weekly discussions in Blackboard Learn. This will enable us to learn and interact with each other as a community of learners.

Discussion postings must be a complete thought and have at least three lines of text (*200 words*).

There is no maximum number of lines required, but please use good judgement. Do not overwhelm your peers with a dissertation, please! Use references to websites or readings to support your comments whenever possible. It is important that you get your initial discussion postings up in the early in the week, so others have an opportunity to read them and share their thoughts and experiences. By interacting fluidly through the weeks, we will build on each others ideas.

Use "Create Thread" ----- and reply to a minimum of two classmates no later Sunday of the associated week. Use "Reply".

Netiquette Policy

Your participation is expected to be collegial, academic, and constructive. Please recognize that each of us may have a different point of view. It is acceptable to debate a topic using facts and citations to support your stance or view point. Inquiry is highly encouraged.

Formatting

ALL clickable things will be **bolded**, underlined, and colored in orange text.

All important information will be highlighted in some color and *italicized*
For example: This song is *REALLY* awesome.

LESSONS

Module 1 - Introduction to Service Desk Concepts - 06/01/15 - 06/07/2015

Stuff to do:

- Watch THIS video (it's a PowerPoint presentation with audio)
- Read chapter one (pages 1-33)
- View the chapter one PowerPoint
- Review the Key Terms on pages 24-26 in your book
- Do review questions 1-31 on pages 27-28 (I promise they will help with the summative assessment)
- Discussion board (Introductions)
- Hands on project (Evaluating Technical Support Experiences)
- Summative Assessment 1

June 1, 2015

Module 2 - Service Desk Operations - 06/08/15 - 06/14/15

Stuff to do:

- Watch THIS video (it's a PowerPoint presentation with audio)
- Read chapter two (pages 34-78)
- View the chapter two PowerPoint
- Review the Key Terms on pages 70-72 in your book
- Do review questions 1-38 on pages 73-75 (I promise they will help with the summative assessment)
- Discussion board (Anger Issues)
- Hands on project (Consider your options part 1 and 2)
- Summative Assessment 2

June 8, 2015

Module 3 - The People Component: Service Desk Roles and Responsibilities - 06/15/15 - 06/21/15

Stuff to do:

- Watch THIS video (it's a PowerPoint presentation with audio)
- Read chapter three (pages 79-117)
- View the chapter three PowerPoint
- Review the Key Terms on pages 109-111 in your book
- Do review questions 1-33 on pages 111-113 (I promise they will help with the summative assessment)
- Discussion board (Math Is Hard)
- Hands on project (Assess Your Business Skills)
- Summative Assessment 3

June 15, 2015

Module 4 - The Process Component: Service Desk Processes and Procedures - 06/22/15 - 06/28/15

Stuff to do:

- Watch THIS video (it's a PowerPoint presentation with audio)
- Read chapter four (pages 118-188)
- View the chapter four PowerPoint
- Review the Key Terms on pages 178-182 in your book
- Do review questions 1-41 on pages 183-185 (I promise they will help with the summative assessment)
- Discussion board (The Customer Is Always Right??)

- Do the Midpoint Feedback assignment
- Hands on project (Determine and Incidents Priority)
- Summative Assessment 4

June 22, 2015

Module 5 - The Technology Component: Service Desk Tools and Technologies - 06/29/15 - 07/05/15

Stuff to do:

- Watch THIS video (it's a PowerPoint presentation with audio)
- Read chapter five (pages 189-251)
- View the chapter five PowerPoint
- Review the Key Terms on pages 241-245 in your book
- Do review questions 1-33 on pages 245-247 (I promise they will help with the summative assessment)
- Discussion board (That Escalated Quickly)
- Hands on project (Discuss Experiences Using Technology to Obtain Help)
- Summative Assessment 5

June 29, 2015

Module 6 - The Information Component: Service Desk Performance Measures - 07/06/15 - 07/12/15

Stuff to do:

- Watch THIS video (it's a PowerPoint presentation with audio)
- Read chapter one (pages 252-293)
- View the chapter six PowerPoint
- Review the Key Terms on pages 282-285 in your book
- Do review questions 1-31 on pages 285-287 (I promise they will help with the summative assessment)
- Discussion board (Something Different)
- Hands on project (Learn About Creating Meaningful Goals and Metrics)
- Summative Assessment 6

July 6, 2015

Module 7 - The Service Desk Setting - 07/13/15 - 07/19/15

Stuff to do:

- Watch THIS video (it's a PowerPoint presentation with audio)
- Read chapter seven (pages 293-323)
- View the chapter seven PowerPoint
- Review the Key Terms on pages 316-317 in your book
- Do review questions 1-29 on pages 317-318 (I promise they will help with the summative assessment)
- Discussion board (Final Project)
- Hands on project (Learn About Ensuring Employee Comfort and Safety)
- Summative Assessment 7

July 13, 2015

Module 8 - Customer Support as a Profession - 07/20/15 - 07/26/15

Stuff to do:

- Watch THIS video (it's a PowerPoint presentation with audio)
- Read chapter eight (pages 323-362)
- View the chapter eight PowerPoint
- Review the Key Terms on page 355 in your book
- Do review questions 1-29 on pages 355-357 (I promise they will help with the summative assessment)
- Hands on project (Learn About Service Desk Certifications)
- Do the Final Feedback assignment
- Summative Assessment 8

- Final (Customer Service Phone Call via Skype)