

CLASS NUMBER AND NAME:	CSN150 – Ticketing and Troubleshooting
TOTAL HOURS/ UNITS:	24 HOURS/1.0 UNITS
PREREQUISITES:	CSN212 – Windows Server Network Infrastructure
TEXTS AND MATERIALS:	<i>RT Essentials</i> O’Reilly Media, Inc. 2008 (ISBN 978-0596006686)
CLASS DESCRIPTION:	A combination of exercises and hands-on training designed to teach the student how to use a ticketing system to track and document requests and incidents.
CLASS OBJECTIVES:	To provide the student with fundamental concepts and features of a ticketing system. The student will also learn how to document troubleshooting steps and resolutions.
CLASS FORMAT OVERVIEW:	The class is conducted as a lab class using hands on assignments. Students should read the chapters beforehand to familiarize themselves with the material. Time spent in preparation for or reflection on course lecture will approximate two hours outside of class for each lecture credit hour utilized by the instructor in delivery of the material and ¼ hour outside of class for each hour of structured lab time.
METHODS OF INSTRUCTION:	This class uses the laboratory method of instruction. Students will complete hands-on training and complete assignments given by the Instructor. The Instructor is available to answer questions and offer assistance as students work through the assignments.
ATTENDANCE:	It is expected that each student will be in class <u>when class begins</u> . Should the student arrive more than <u>ten minutes late</u> they should notify the instructor of their presence, it will be up to the instructor to decide if the student has arrived in time to be counted as present- the instructor’s decision is final. <u>80% attendance is mandatory</u> It will be the student’s responsibility to learn of any assignments given in class when absent.
TESTING:	Testing in this class will consist of hands on tasks.
LATE TESTING:	Not Available

GRADING POLICIES:

The grading system is comprised of attendance, assignments, weekly tests and an end-of-module final and will be graded on the following scale:

Homework, tests and final

Attendance and Class Participation	25%
Hands on Assignments	45%
Weekly Hands on tests	15%
Hands on final	<u>15%</u>
Module total	100%

Combined grades from attendance, assignments, weekly tests and end-of-module final will be graded on the following scale:

(90 – 100%)	= A
(80 – 89%)	= B
(70 – 79%)	= C
(60 – 69%)	= D
Below 59%	= F

ANTICIPATED LEARNING OUTCOMES:

Upon successful completion of this course the student will be able to:

1. Understand ticket queues
2. Create, search for, update and resolve tickets
3. Understand different types and categories of tickets
4. Understand basic troubleshooting steps and concepts
5. Understand documentation of troubleshooting steps and concepts

6 Week Tentative Schedule

CSN150

Week 1

Chapter 1

Hands on assignments

Test

Week 2

Chapter 3

Hands on assignments

Test

Week 3

Chapter 4

Hands on assignments

Test

Week 4

Chapter 5

Hands on assignments

Test

Week 5

Chapter 6

Hands on assignments

Test

Week 6

Final Project

