



MODULE SPECIFICATION

Part 1: Information			
Module Title	Service Support; Tools and Techniques		
Module Code	UFCFNE-15-2	Level	Level 5
For implementation from	2019-20		
UWE Credit Rating	15	ECTS Credit Rating	7.5
Faculty	Faculty of Environment & Technology	Field	Computer Science and Creative Technologies
Department	FET Dept of Computer Sci & Creative Tech		
Module type:	Standard		
Pre-requisites	None		
Excluded Combinations	None		
Co- requisites	None		
Module Entry requirements	None		

Part 2: Description
<p>Educational Aims: See Learning Outcomes</p> <p>Outline Syllabus: Understand the concepts of ITIL.</p> <p>Helpdesk management policies and procedures including lines of support.</p> <p>The tools involved in marinating effective support, e.g. SLA, diagnostics, logging system etc.</p> <p>The maintenance of customer focus: range of soft and technical skills involved.</p> <p>Problem solving techniques and diagnostic.</p> <p>Trend and root cause analysis.</p> <p>Dealing with a range of scenarios to improve the performance and extend the facilities of a helpdesk.</p> <p>Teaching and Learning Methods: 54 hours scheduled learning. 96 hours research, independent study and preparation for assessment work.</p>

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Scheduled learning will typically include lectures, seminars, supervision and an interactive forum. All students are expected to attend a series of tutorials.

Part 3: Assessment

A range of assessment techniques will be employed to ensure that learners can meet the breadth of learning outcomes presented in this module alongside the ability to demonstrate transferable skills e.g. communication skills.

Examination (open-book): to assess the value of a helpdesk facility to an organisation, and an appraisal of the attributes of a successful helpdesk, ensuring that the skills required to achieve this are clearly identified.

Portfolio: Perform and evaluate a helpdesk facility, carrying out first-line support where appropriate. Build a digital portfolio of evidence that includes the following:

Policies and procedures involved.

Create, evaluate and use an appropriate logging system.

The range of help facilities provided.

How the performance was monitored and improved.

Statistical analysis of the help desks effectiveness.

Opportunities for formative assessment exist for the assessment strategy used. Verbal feedback is given and all students will engage with personalised tutorials setting SMART targets as part of the programme design.

First Sit Components	Final Assessment	Element weighting	Description
Portfolio - Component B	✓	50 %	Portfolio of evidence demonstrating helpdesk support activities
Examination - Component A		50 %	2 hour open book examination
Resit Components	Final Assessment	Element weighting	Description
Portfolio - Component B	✓	50 %	Portfolio of evidence demonstrating helpdesk support activities
Examination - Component A		50 %	2 hour open book examination

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Part 4: Teaching and Learning Methods																	
Learning Outcomes	<p>On successful completion of this module students will achieve the following learning outcomes:</p> <table border="1"> <thead> <tr> <th style="text-align: left;">Module Learning Outcomes</th> <th style="text-align: left;">Reference</th> </tr> </thead> <tbody> <tr> <td>Determine and implement procedures and policies relevant to a helpdesk support service.</td> <td>MO1</td> </tr> <tr> <td>Assess the tools necessary to maintain an effective helpdesk.</td> <td>MO2</td> </tr> <tr> <td>Apply problem solving techniques to manage a variety of issues received at the helpdesk.</td> <td>MO3</td> </tr> <tr> <td>Understand the range of skills necessary to operate a successful and sustainable helpdesk.</td> <td>MO4</td> </tr> <tr> <td>Appreciate the importance of a helpdesk facility to an organization's efficiency and identify the many factors involved in ensuring that help is firmly embedded in the helpdesk ethos.</td> <td>MO5</td> </tr> </tbody> </table>	Module Learning Outcomes	Reference	Determine and implement procedures and policies relevant to a helpdesk support service.	MO1	Assess the tools necessary to maintain an effective helpdesk.	MO2	Apply problem solving techniques to manage a variety of issues received at the helpdesk.	MO3	Understand the range of skills necessary to operate a successful and sustainable helpdesk.	MO4	Appreciate the importance of a helpdesk facility to an organization's efficiency and identify the many factors involved in ensuring that help is firmly embedded in the helpdesk ethos.	MO5				
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Reading List	<p><i>The reading list for this module can be accessed via the following link:</i></p> <p>https://uwe.rl.talis.com/index.html</p>																

Part 5: Contributes Towards	
This module contributes towards the following programmes of study:	
Applied Computing [Sep][PT][UCW][3yrs] FdSc 2018-19	
Applied Computing [Sep][FT][UCW][2yrs] FdSc 2018-19	