



Module Specification

Service Support; Tools and Techniques

Version: 2023-24, v2.0, 16 Mar 2023

Contents

Module Specification	1
Part 1: Information	2
Part 2: Description	2
Part 3: Teaching and learning methods	3
Part 4: Assessment.....	4
Part 5: Contributes towards	6

Part 1: Information

Module title: Service Support; Tools and Techniques

Module code: UFCFNE-15-2

Level: Level 5

For implementation from: 2023-24

UWE credit rating: 15

ECTS credit rating: 7.5

Faculty: Faculty of Environment & Technology

Department: FET Dept of Computer Sci & Creative Tech

Partner institutions: None

Delivery locations: Not in use for Modules

Field: Computer Science and Creative Technologies

Module type: Module

Pre-requisites: None

Excluded combinations: None

Co-requisites: None

Continuing professional development: No

Professional, statutory or regulatory body requirements: None

Part 2: Description

Overview: Not applicable

Features: Not applicable

Educational aims: See Learning Outcomes

Outline syllabus: Understand the concepts of ITIL.

Helpdesk management policies and procedures including lines of support.

The tools involved in maintaining effective support, e.g. SLA, diagnostics, logging system etc.

The maintenance of customer focus: range of soft and technical skills involved.

Problem solving techniques and diagnostic.

Trend and root cause analysis.

Dealing with a range of scenarios to improve the performance and extend the facilities of a helpdesk.

Part 3: Teaching and learning methods

Teaching and learning methods: 54 hours scheduled learning.

96 hours research, independent study and preparation for assessment work.

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

Module Learning outcomes: On successful completion of this module students will achieve the following learning outcomes.

MO1 Determine and implement procedures and policies relevant to a helpdesk support service.

MO2 Assess the tools necessary to maintain an effective helpdesk.

MO3 Apply problem solving techniques to manage a variety of issues received at the helpdesk.

MO4 Understand the range of skills necessary to operate a successful and sustainable helpdesk.

MO5 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.

Hours to be allocated: 150

Contact hours:

Independent study/self-guided study = 96 hours

Face-to-face learning = 54 hours

Total = 150

Reading list: The reading list for this module can be accessed at [readinglists.uwe.ac.uk](https://uwe.rl.talis.com/index.html) via the following link <https://uwe.rl.talis.com/index.html>

Part 4: Assessment

Assessment strategy: 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.

Assessment components:

Portfolio (First Sit)

Description: Portfolio of evidence demonstrating helpdesk support activities

Weighting: 50 %

Final assessment: Yes

Group work: No

Learning outcomes tested: MO1, MO2, MO3

Examination (First Sit)

Description: 2 hour open book examination

Weighting: 50 %

Final assessment: No

Group work: No

Learning outcomes tested: MO4, MO5

Portfolio - Component B (Resit)

Description: Portfolio of evidence demonstrating helpdesk support activities

Weighting: 50 %

Final assessment: Yes

Group work: No

Learning outcomes tested:

Examination - Component A (Resit)

Description: 2 hour open book examination

Weighting: 50 %

Final assessment: No

Group work: No

Learning outcomes tested:

Part 5: Contributes towards

This module contributes towards the following programmes of study: