CLD254x – IT Support: Documentation

Course Prerequisites

This course is designed for persons who are new to the IT Support field. No previous computer knowledge or experience is required.

Course Objectives

After completing this course, students will be able to:

- Understand what an advisory case is and identify the key requirements that should be documented for such a case
- Understand what a reactive case is and identify the key requirements that should be documented for such a case
- Understand what the key requirements are that should be documented when escalating a case, as well as when to conduct warm transfers
- Examine the types of tools that are commonly used to capture customer data
- Identify key questions that should be asked during different phases of the case management life cycle
- Identify key questions that should be asked when encountering specific problem situations

Course Outline

Week 1 – Module 0: Course Introduction
- Welcome to IT Support: Documentation
- Course Introduction
- Course Syllabus and Grading
- Discussion Forums and Getting Help
- Getting to Know You/Pre-Course Survey

Week 1 – Module 1: Documentation Requirements
- The Need for Documentation
- What are You Documenting
- Who Cares About Documentation
- Module Assessment exam

Week 2 – Module 2: Documenting Cases
- Assignment
- Scoping
- Gradable Exercise: Scoping Agreement
- Solution Development
- Solution Validation

- Closure
- Gradable Exercise: Closing a Case
- Module Assessment exam

Week 3 – Module 3: Knowledge Management & Documentation Tools
- Case Management
- Process and Procedure System
- Knowledge and Intellectual Capital (IC) Repository
- Customer Relationship Management
- Module Assessment exam

Week 4 – Module 4: Performance Measures and Indicators
- Key Performance Indicators
- Scorecards and Dashboards
- Other Metrics
- Module Assessment exam

Week 5 – Course Conclusion
- Final Exam
- Post-Course Survey

Coursework and Grading

There is a graded assessment exam at the end of each module as well as at the end of the course. The course also includes two gradable Bot exercises that allow you to apply the concepts that you learned.

You are graded on the following:

- **40% of total available points - Module assessment exams.** There will be a short quiz at the end of each module that covers just the material from that module. There will be 10 questions in each module exam. You will have one attempt to answer each module assessment question correctly.

- **40% of total available points - Course assessment exam.** This is the final exam at the end of the course that has 20 questions covering all modules. You will have one attempt to answer each course assessment question correctly.

- **20% of total available points – Gradable Exercise.** There are two gradable Bot exercises that test your ability to apply the skills you have acquired.

You need to score 70% or better to pass this course.

Discussion

To get help with the course, click the **Discussion** tab and post a question. While the Discussion forum is not being regularly monitored by Microsoft, this is an excellent opportunity to network with your peers from around the globe. We strongly encourage you to use the Discussion forum to introduce yourself and start a conversation regarding any questions that you have related to the course.

The course also has built-in Discussion questions designed to initiate discussion threads on specific topics. While these questions are optional, they do provide another opportunity to share your thoughts with other students regarding documentation issues within IT Support. This is a wonderful way to expand your learning and build peer relationships.

To get help with a technical problem, click **Help** to send a message to edX Student Support.