

# CLD253x – IT Support: Troubleshooting

## 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:

- Review the steps involved in troubleshooting a customer support case
- Examine best practices when assigning the problem and how to handle misroutes
- Understand what problem scoping is, why you must scope a problem, and the steps involved in scoping a case
- Identify how to find a solution based on the type of incident you're dealing with, learn how to gather evidence and how to narrow down your research
- Understand how to execute your troubleshooting plan, from collaborating with other support agents, to transferring a case, to escalating a case
- Learn how to validate your solution, maintain customer satisfaction, and close a case
- Examine troubleshooting best practices, including how to employ the analytical solution matrix when developing a solution
- Understand how to manage customer expectations and how to manage customer objections to proposed solutions

## Course Outline

### Week 1 – Module 0: Course Introduction

- Welcome to IT Support: Troubleshooting
- Course Introduction
- Course Syllabus and Grading
- Discussion Forums and Getting Help
- Getting to Know You/Pre-Course Survey

### Week 1 – Module 1: Problem Assignment and Scoping

- Assign the Problem
- Introduction to Scoping
- Scope the Problem
- Gradable Exercise: Scoping a Case
- Module Assessment exam

## Week 2 – Module 2: Solution Development

- Find a Solution
- Document Solution Progress
- Execute a Plan
- Module Assessment exam

## Week 3 – Module 3: Solution Validation and Closure

- Solution Validation
- Closure
- Module Assessment exam

## Week 4 – Module 4: Troubleshooting Tips and Tricks

- Troubleshooting Best Practices
- Managing Customer Expectations
- Handling Objections
- Module Assessment exam

## Week 5 – Course Conclusion

- Gradable Exercise: Troubleshooting Concepts
- 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 troubleshooting 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.