

Support Services IV (CSO4002)

This module is presented as follows in 2017:

- **SUMMERSTRAND CAMPUS NORTH: Full-Time (01)**

Can be used as a major: **Yes**

Offered in: **Term 3+4**

Credit value: **12**

Estimated fees: **R2330**

Lecturer(s): **HARMSE, RG;**

Syllabus

PURPOSE

This module will prepare students to consider the context in which user support takes place and adjust the services to fit the particular context.

LEARNING OUTCOMES

On completion of this module, the students will be able to:

- illustrate an understanding of the theories of Support Centre management and operation;
- describe the processes of business impact analysis;
- explain the dynamics of interaction between support personnel and clients;
- propose appropriate adaptations of operations for specific contexts;
- evaluate critically the services offered in a particular contexts for suitability and completeness;
- demonstrate ability to plan for business continuity;
- apply and integrate management skills relating to context research, report writing, presentations and meetings.

CORE CONTENT

- Organisational readiness and business impact analysis.
- Incident response.
- Computer user support principles – moving from general to context specific.

Evaluation criteria

14/03/2017

2 x 3-hour examinations, 40% class mark + 60% examination mark.

MODERATION

External.

Prerequisites

None