Help Desk II

UNIT/ Weeks	Timeline/Topics	Essential Questions
Ongoing	Equipment Deployment and End User Support • Equipment Calendar • Appropriate Task/Equipment Alignment • Inventory Procedures	• What is the importance of properly assigning equipment including the availability of resources for successful deployment? • Prior to deployment, what questions need to be answered to ensure that the proper equipment is available for the task to be completed?
Ongoing	Help Desk Operations • Develop Communication Skills • Develop Problem Solving Skills • Troubleshooting Common Problems • Task Completion and Record Keeping • Develop Leadership Skills	• Why is it important to develop both listening and questioning skills in the Help Desk environment? • How are mathematical problem solving skills related to the IT troubleshooting process? • What is the importance of using the most likely/least likely troubleshooting model in a technology environment? • What process is most effective in planning and implementing new technology software and hardware products?
Ongoing	Scheduled Maintenance Activities • Managing Inventory Systems • Batch scheduling of Routine Maintenance Tasks • Modifying Maintenance Schedules to Solve Common Problems • Analyzing Records and Making Decisions	• Why is a robust and accurate inventory system essential to the successful implementation of a scheduled maintenance procedure? • How do you develop and execute an effective batch scheduling routine? • What methods provide the most efficient and effective method of completing wide scale upgrades? • How does login script creation aid in the mass deployment of upgrades and patches?
Ongoing	Managing Information Systems in the Digital Age • Software Licensing • Media Licensing • Creative Commons Licensing • Open Source Initiative • Digital Citizenship	• What are the differences between licensing options including single use, multi-use, site and open licensing agreements? • How has the open source initiative had an impact on software licensing in education? • What are the legal and ethical implications of installing or using products without adhering to licensing agreements?
Ongoing	Career Exploration • Identifying Interests and Talents • Career Options • Internships to Employment • Resume Creation • Interview Skills • Continuing Education	• How can an interest become a career? • How do I showcase talents and skills?