



ENLIGHTIUM ACADEMY

Ignitia™ Career and Technical Education
Electives

Introduction To Information
Technology Support and Services

Enlightium Academy invites you to open the door to career and college readiness with Career and Technical Education (CTE) courses from Alpha Omega Publications - Ignitia™.

These rigorous, hands-on courses for grades 7-12 promote critical thinking, emphasize problem solving, and encourage students to take responsibility for their own learning. With 24 CTE courses divided into six clusters, these courses put students on practical paths to post-graduate success.

Should you have any questions about the curriculum, please contact support@enlightiumacademy.com or call Enlightium Academy Customer Support at (866) 488-4818 ext. 2017.

If you have questions about technical support or product configuration, please see the information below for Alpha Omega Publications.

Alpha Omega Publications Technical Support

Alpha Omega Publications' technical support is Ignitia™'s full-service technical support system. We exist to promote and preserve our customers' satisfaction. Our services include:

- Technical Support
- Product Configuration and Update Management

Please use the following information to contact Alpha Omega Publications' technical support:

Online:

Access our helpful Technical Support website simply by clicking on the life preserver located in the upper-right corner of any screen in our program!

Telephone:

Toll Free: 1-877-251-6662
Monday –Friday 7 a.m. to 5 p.m. (CT)

INTRODUCTION TO INFORMATION TECHNOLOGY SUPPORT AND SERVICES

COURSE OVERVIEW

This course focuses on real-world application including common industry best practices and specific vendors that offer tools for technicians, project managers, and IT leadership. Emphasis should be made that the purpose of the IT department of an enterprise is to support the overall mission of the company, and it is not simply a standalone component of the company's infrastructure. Students will continue to apply their knowledge of hardware and software components associated with IT systems while exploring a variety of careers related to IT support and services. Students will analyze technical support needs to perform customer service, perform configuration management activities, and evaluate application software packages and emerging software. Students will demonstrate and apply knowledge of IT analysis and design by initiating a system project and evaluating applications within the IT system. Information Technology is a dynamic discipline that is continuously evolving.

You will also find these objectives at the beginning of each lesson under "Lesson Expectations."

Objectives

- Explore systems design and implementation.
- Investigate the implementation and maintenance of IT infrastructure.
- Review the basics of management collaboration and reporting.
- Discuss education and careers in IT and how to pursue such a career.

INTRODUCTION TO INFORMATION TECHNOLOGY SUPPORT AND SERVICES UNIT 1: SYSTEM DESIGN AND IMPLEMENTATION	
Assignment Titles	
1. Course Overview	9. Public Clouds
2. Supporting the Business Workflow Model	10. Project: Moving to the Cloud
3. Project: Understanding Software Development Models	11. Private Clouds
4. Operating Systems, Hardware, and Software Selection	12. Hybrid Clouds
5. Project: Building a Mind Map	13. Project: Companies in the Hybrid Cloud
6. Implementation and End-User Training	14. Quiz 2: Cloud-Based Systems
7. Project: Preparing a Support Plan	15. Project: Special Project
8. Quiz 1: On-Premise Systems	16. Unit 1 Test
	17. Course Project Part 1: Creating an IT Service and Support Project from Scratch
	18. Glossary and Credits

INTRODUCTION TO INFORMATION TECHNOLOGY SUPPORT AND SERVICES UNIT 2: SYSTEM MAINTENANCE	
Assignment Titles	
1. Anti-malware	10. Hardware and Software Redundancy-3
2. Patch Management	11. Project: Selecting Storage Area Networking Products
3. Project: Patch Management Project	12. Quiz 2: Disaster Recovery
4. Network Vulnerabilities	13. Project: Special Project
5. Project: Hackers	14. Unit 2 Test
6. Quiz 1: Security	15. Course Project Part 2: Specifying Software
7. Hardware and Software Redundancy-1	16. Glossary and Credits
8. Hardware and Software Redundancy-2	
9. Project: Disaster!	

**INTRODUCTION TO INFORMATION TECHNOLOGY SUPPORT AND SERVICES
UNIT 3: END-USER SUPPORT**

Assignment Titles

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|------------------------------------------------------------------------------------|---------------------------------------------------|
| 1. Types of Help Desk Systems and Support | 10. Building a Knowledge Base |
| 2. Project: Training for a Service Desk | 11. Project: Creating a Knowledge Management Site |
| 3. Resolution Methodologies for Help Desks | 12. Quiz 2: Ticketing System / Knowledge Base |
| 4. Project: Branding and Customer Service | 13. Project: Special Project |
| 5. Customer Service | 14. Unit 3 Test |
| 6. Quiz 1: Helpdesk | 15. Course Project 3: How, How Much, and When? |
| 7. Ticketing Systems | 16. Glossary and Credits |
| 8. Protocols and Procedures | |
| 9. Project: From Plato to Technical Support, a Paper on Problem Solving in History | |

**INTRODUCTION TO INFORMATION TECHNOLOGY SUPPORT AND SERVICES
UNIT 4: MANAGEMENT COLLABORATION AND REPORTING**

Assignment Titles

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|----------------------------------------------------|-------------------------------------------------------------------|
| 1. Working with the Management Team | 10. Project Management Applications |
| 2. Project: Role-playing Senior Management Meeting | 11. Project: Creating a Project in Open Project |
| 3. Departmental Reporting | 12. Quiz 2: Leading Technology Projects |
| 4. Project: Role-playing with Departmental Reports | 13. Project: Special Project |
| 5. Emerging Technologies | 14. Unit 4 Test |
| 6. Quiz 1: Management Collaboration and Reporting | 15. Course Project Part 4: Management Collaboration and Reporting |
| 7. Creating and Managing an IT Project | 16. Glossary and Credits |
| 8. Project: Create a Feasibility Study | |
| 9. Managing IT Projects | |

**INTRODUCTION TO INFORMATION TECHNOLOGY SUPPORT AND SERVICES
UNIT 5: CONTINUING EDUCATION AND CAREER OPPORTUNITIES**

Assignment Titles

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|---------------------------------------------------------------|-------------------------------------------------|
| 1. Pursuing Technical Education | 9. Off-Premise (Outsource) IT Support |
| 2. Technical Education Degree Programs | 10. Consultant/Educator |
| 3. Project: Take a Free Course in Computing | 11. Project: Imagining a Consulting Practice |
| 4. On-the-Job Training | 12. Quiz 2: Emerging Trends |
| 5. Project: Developing a Personal Syllabus | 13. Project: Special Project |
| 6. Quiz 1: Continuing Education | 14. Unit 5 Test |
| 7. On-Premise (Insource) IT Support | 15. Course Project Part 5: Presenting your plan |
| 8. Project: Understanding Job Requirements and Certifications | 16. Glossary and Credits |

**INTRODUCTION TO INFORMATION TECHNOLOGY SUPPORT AND SERVICES
UNIT 6: COURSE REVIEW, AND EXAM**

Assignment Titles

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|-------------------------------------------------------|-----------|
| 1. Course Project Part 6: Describing What You Learned | 2. Review |
| | 3. Exam |