

# Introduction to Information Technology Support and Services

## Course Overview and Syllabus

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**Grade level:** 9–12

**Prerequisite Courses:** None

**Credits:** 0.5

### Course Description

This semester-long course focuses on real-world application, including common industry best practices and specific vendors that offer tools for technicians, project managers, and IT leadership. Students learn how the IT department of an enterprise supports the overall mission of the company. Students 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 analyze technical support needs to perform customer service and configuration management activities. Students also evaluate application software packages and emerging software. Students demonstrate and apply knowledge of IT analysis and design by initiating a system project and evaluating applications within the IT system.

### Course Objectives

Throughout the course, you will meet the following goals:

- 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 a career

### Student Expectations

This course requires the same level of commitment from you as a traditional classroom course. Throughout the course, you are expected to spend approximately 5–7 hours per week online on:

- Interactive lessons that include a mixture of videos, readings, and tasks
- Assignments in which you apply and extend learning in each lesson
- Assessments, including quizzes, tests, and cumulative exams

## Communication

Your teacher will communicate with you regularly through discussions, email, chat, and system announcements. You will also communicate with classmates, either via online tools or face to face, as you collaborate on projects, ask and answer questions in your peer group, and develop your speaking and listening skills.

## Grading Policy

You will be graded on the work you do online and the work you submit electronically to your teacher. The weighting for each category of graded activity is listed below.

Grading Category	Weight
Lesson Quizzes	20%
Unit Tests	20%
Cumulative Exams	20%
Assignments	10%
Projects	30%
Additional	0%

## Scope and Sequence

When you log into Edgenuity, you can view the entire course map—an interactive scope and sequence of all topics you will study. The units of study are summarized below:

- Unit 1:** System Design and Implementation
- Unit 2:** System Maintenance
- Unit 3:** End-User Support
- Unit 4:** Management Collaboration and Reporting
- Unit 5:** Continuing Education and Career Opportunities