

1.	Course Title	User support		
2.	Code	F18L2W165		
3.	Study program	Software engineering and information systems		
4.	Study Program Organizer	Faculty of Computer Science and Engineering		
5.	Degree (first, second, third cycle)	first cycle		
6.	Academic year / semester 2 / winter / optional	7. ECTS credits 6		
8.	Teacher	associate professor Anastas Mishev, assistant professor Vladimir Zdraveski		
9.	Course enrollment prerequisites	Вовед во компјутерски науки		
10.	Course program goals (competencies): After finishing the course, the student is expected to understand the methods and systems for solving IT related problems through providing a high quality technical support			
11.	Course program content: Basic concepts of technical support. Types of technical support. Systems for technical support and their relations to the systems that support the operational processes, user and resource management, processes in technical support (problem management, notifications, resolution of conflicts, responsibility threads), basic principles of budgeting of the technical support, organization of the systems for technical support, ITIL service transition and service operation. Implementation of technical support systems (SLAs, contracts, local support, phone and internet based systems, IVRs)			
12.	Learning methods: Lectures using presentations, interactive lectures, exercises (using equipment and software packages), teamwork, case studies, invited guest lecturers, independent preparation and defense of a project assignment and seminar work.			
13.	Total available time	6 ECTS x 30 hours = 180 hours		
14.	Distribution of the available time	30 + 45 + 15 + 15 + 75 = 180 hours		
15.	Teaching activity forms	15.1.	Lectures – theoretical teaching	30 hours

		15.2.	Exercises (laboratory, auditory), seminar papers, teamwork	45 hours		
16.	Other activity forms	16.1.	Project Tasks	15 hours		
		16.2.	Independent Learning Tasks	15 hours		
		16.3.	Home learning	75 hours		
17.	Assessment methodology					
	17.1.	Tests		10 points		
	17.2.	Seminar paper/project (presentation: written and oral)		10 points		
	17.3.	Activity and learning		10 points		
	17.4.	Final exam		70 points		
18.	Assessment criteria (points/grade)		up to 50 points	5 (five) (F)		
			51 to 60 points	6 (six) (E)		
			61 to 70 points	7 (seven) (D)		
			71 to 80 points	8 (eight) (C)		
			81 to 90 points	9 (nine) (B)		
			91 to 100 points	10 (ten) (A)		
19.	Course completion and final exam requirements		Realized activities 15.1 and 15.2			
20.	Teaching Language		Macedonian and English			
21.	Teaching quality evaluation method		Internal evaluation mechanisms and questionnaires			
22.	Course Material					
	22.1.	Mandatory course material				
		No	Author	Title	Publisher	Year
		1	Fred Beisse	A Guide to Computer User Support for Help Desk & Support Specialists, Fifth Edition	Cengage Learning	2013
		2		ITIL® FoundaTion cerTIFicaTion kIT—4Th edITion	AXELOS	2013
		3	Tijs Rademakers	Activiti In Action	Manning	2012

22.2.	Additional course material			
No.	Author	Title	Publisher	Year