

## Course 2. Global Support Services

Sl. No.	Module Name	Hours
1	Fundamentals of Computer & OS Concepts	20
2	Advanced MS Office with Access	40
3	C Programming	30
4	Software Development Life Cycle	10
5	Application & Customer support Services	50
6	Advanced Global support services	50
7	Organisational Behaviour	20
8	Management Development Program	60
9	Project	40
<b>Total</b>		<b>320</b>

**Eligibility:** Any Engineering /Science graduate with mathematics up to 10+2 level

**Course Pre-requisites:** Sound knowledge of Computing Fundamentals and Fundamentals of Programming.

**Course Focus:** The objective of this course is to provide the student with an expertise in Technical Support Services who wants to make carrier as a support engineer.

### Detailed Syllabus

#### Fundamentals of Computer & OS Concepts (20 Hours)

- Computer Fundamental: Uses of Computer, Hardware, Accessories,
- Types of computer
- Hardware and Software
- Operating System
- Process Management
- Threads
- Process Scheduling
- Memory Management
- Virtual Memory
- Input Output Management
- File Management
- Deadlocks
- Inter-process Communication
- Classification of Computers
- Introduction to windows operating systems
- The desktop, The window, application window, document window, Dialog Window
- The Icons, Explore Your Computer, The Start Button and Taskbar.
- My Computer, Windows Explorer, Starting and Closing Programs,
- Installing Operating System
- Performing a New Installation for Windows
- Installing a Software other than OS
- Setting up a printer
- Uninstalling software

**Advanced MS Office with Access (40 Hours)**

- MS Office 2010
- Installing MS Office 2010
- MS Word 2010
- MS PowerPoint 2010
- MS Excel 2010
- MS Access 2010

**C Programming (30 Hours)**

- Introduction to Programming Language
- C Fundamentals
- Operators and Expressions
- Data Input and Output
- Control statement
- Functions
- Arrays
- Pointers
- Structures and Unions

**Software Development Life Cycle (10 Hours)**

- Software: A Process
- Various Phases in s/w Development
- Software life cycle agile model
- Introduction to Coding Standards

**Application & Customer support Services (50 Hours)**

- Introduction to Application Support,
- Support Best Practices,
- What is 24x7 Software support and maintenance mean?,
- “Follow the sun” support, Channel and SI partners,
- Fundamentals of Customer Support,
- Introduction to metrics,
- dashboards, tools & processes,
- Customer satisfaction index,
- Understanding Self Service Capabilities,
- Robust Support site,
- Knowledge Management (KM) usage,
- Health Check, Case status alerts

**Advanced Global support services (50 Hours)**

- Customer Focused Culture,
- Customer surveys,
- Oversight – 7x24 Global command center,
- Customer Satisfaction – Part of performance plan,
- Extensive customer service skills, Follow the sun – 4-shift global support model
- Knowledge Management, What is knowledge management?
- Principles and practice of knowledge management,

- Change Management,
- Integrated Change control, Global Support Services – BASIC SUPPORT, 24x7 support /
- Supporting partners,
- Issue & bug tracking tools,
- Supportability Tools, Multi vendor support
- Basic Support capabilities,
- Customer support Vision,
- Principles of support,
- Introduction to Advanced support,

**Organisational Behaviour (20 Hours)**

- The writing process,
- Speaking and writing,
- Focus on the reader, Describing a machine
- Elements of Technical Writing
- Factual versus opinion,
- Logical flow of writing, Results of research
- Getting to Grips with Language
- Types of nouns, Verb forms, Active and passive sentences
- Writing the Report
- Sections of reports, Organising material, Headings, Links, Writing coherently
- Choosing the Right Words
- Plain English, Redundancy, Technical language,
- Explaining and defining, Writing clear instructions, The jargon game
- Polishing a Report
- Using diagrams, Expressing ideas: conclusions,
- Oral presentation

**Management Development Program**

Introduction to communication, Barriers to communication, Kind of communication, Confidence building Non-verbal Communication, Fluency and vocabulary, Synonyms, Antonyms, Grammar, Noun Pronoun, Verb, Adjective, Preposition, Conjunction, Words of Idioms & phrases, Sentence Construction, Fill up the blanks, Pronunciation, Conversation practice, Polite Conversation, Greeting, Logical reasoning, General Aptitude, Writing: Covering letter, Resume, Email, Presentation Skill, group discussion, Interview skills, Mock interview

**Project**