

# CIS 182: Help Desk Applications

The main purpose of this course is to provide students with a comprehensive understanding of the helpdesk environment and the knowledge, skills, and abilities necessary to work in the user support industry. Students will learn problem-solving and communication skills that are very valuable when providing user support. Through hands-on exercises and case projects students will learn how to apply their knowledge and develop their ideas and skills.

**Credits:** 3

**Lab Hours:** 0

**Lecture Hours:** 3