UNIVERSITI TEKNOLOGI MARA
IMD222: TECHNICAL SUPPORT SERVICES AND MAINTENANCE FOR INFORMATION AGENCIES

Course Name (English)	TECHNICAL SUPPORT SERVICES AND MAINTENANCE FOR INFORMATION AGENCIES APPROVED
Course Code	IMD222

MQF Credit	3

Course Description	This course is intended to provide students with the basic knowledge and skills on computer hardware and software including simple maintenance and troubleshooting in order to enhance their ICT knowledge and skills. In short, this course will bring students from the just-a-user level to the i-can-fix-this level for the computer hardware and software. In addition, students may learn on how to perform specific computing tasks such as buying a new computer, installing a new hardware and operating system and also maintaining the computer through instruction and discussion about its architecture, networking and troubleshooting

Transferable Skills	1. Tech Savvy 2. Systematically Inquisitive

Teaching Methodologies	Lectures, Lab Work

CLO	CLO1	Describe the computer hardware and software functions based on topics
	CLO2	Assemble the complete installation, maintenance and troubleshoot of computer syste
	CLO3	Present the latest development of PC Hardware or Software in preparing the final project

Pre-Requisite Courses	No course recommendations

Reading List	**Recommended Text**	Gilster, R. 2001, *Computer hardware: A beginner's guide.*, New York: McGraw Hill.
		Morley, D., & Parker, C. S. 2007, *Understanding computers: Today and tomorrow*, 11 Ed., Boston, Massachusetts: Thomson Course Technol
		Regan, P. 2003, *Troubleshooting the PC: With A+ preparation*, 2 Ed., New Jersey: Prentice Hal
		Rosenthal, J., & Irwin, K. 2004, *PC repair and maintenance: A practical guide.*, Hingham, Mass.: Charles River Media.
		Andrews, J. 2007, *A+ guide to managing and maintaining your PC*, 6 Ed., US: Thompson Course Technology.
	Reference Book Resources	Bigelow, S. J. 2001, *Troubleshooting, maintaining and repairing PC*, 5 Ed., New York: McGraw Hill.
Article/Paper List	This Course does not have any article/paper resources	
Other References	This Course does not have any other resources	