Course Name (English)	TECHNICAL SUPPORT SERVICE AND MAINTENANCE FOR INFORMATION AGENCIES APPROVED
Course Code	IMD259

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 Acknowledge the skills about computer hardware and software. CLO2 Control the installation, maintenance and troubleshoot of computer system. CLO3 Demonstrate the Complete PC assembling projects

Pre-Requisite Courses	No course recommendations

Reading List	**Recommended Text**	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.
		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.

Article/Paper List	This Course does not have any article/paper resources
Other References	This Course does not have any other resources