



## COURSE SYLLABUS

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**COURSE:** CTS 289 SYSTEM SUPPORT PROJECT

**HOURS:** Lecture: 1 Lab/Shop: 4 Work Exp/Clinical: 0 Credits: 3

### COURSE DESCRIPTION:

This course provides an opportunity to complete a significant support project with minimal instructor assistance. Emphasis is placed on written and oral communication skills, project definition, documentation, installation, testing, presentation, and user training. Upon completion, students should be able to complete a project from the definition phase through implementation.

**PREREQUISITE(S):** CTI 110, CTI 120, CTS 115, and permission of IT lead instructor

**COREQUISITE(S):** None

### TEXTBOOK(S) & OTHER SPECIAL REQUIREMENTS:

None

### COURSE GOALS:

1. Demonstrate critical-thinking, organizational, and soft skills necessary to be a competent IT professional.
2. Demonstrate effective oral and written business communication skills.
3. Obtain at least one industry-recognized certification to show potential employers.
4. Network with IT professionals in preparation for employment.

### STUDENT LEARNING OUTCOMES:

Upon successful completion of this course, the student will be able to:

1. Complete at least one industry-recognized certification related to area of concentration, prior to the end of the course.
2. Consult with an instructor assigned to area of concentration to choose and complete a project using skills gained throughout the two-year curriculum.
3. Prepare for presentation of all necessary documentation.
4. Follow systems analysis and design principles and procedures throughout the project.
5. Present chosen project, including sections on each phase of development, to a panel of other IT professionals and invited guests.
6. Develop professional relationships by interacting with individuals in the IT field or by joining a professional organization/support group.
7. Discuss global implications or considerations regarding the chosen project.

**\*\*\*Please refer to the online version of the Richmond Community College Program & Course Catalog and the Student Handbook for current academic and general information.**