DEPARTMENT OF VOCATION
B.VOC INFORMATION TECHNOLOGY
CMS COLLEGE KOTTAYAM (AUTONOMOUS)

IT SUPPORT PROFESSIONAL
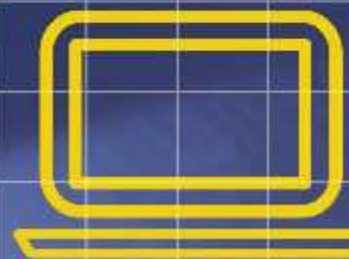
Value Added Course for Semester two

DEPARTMENT OF VOCATION

BVoc Information Technology

Value Added Courses

- Interactive Front End Development
- IT Support Professional
- Web Development Using Visual Studio
- Software Testing Foundations
- Microsoft Azure
- Cyber Security

CMS College Kottayam (Autonomous)
Department of Vocation
B Voc Information Technology

Report – Value Added Course

Title :IT Support Professional

Course Code : IT18A1002

Semester :2

The value added course on IT Support Professionaldiscusses the fundamental of technical support for computer systems.Specifically, the fundamentals of computer hardware, operating system, installing various operating systems, basics of networking, IOT were introduced. The installation, updating and removing software from Windows and Linux was also discussed. The course also focuses on understanding the basic menus, tools and document creation in MS word, MS Excel, MS Access and MS power point. Assignments based on each module were given and evaluated. A report based on the work done was submitted.

Head of the Department
B.Voc
CMS College, Kottayam (Autonomous)

Course	Details				
Code	**IT18A1002**				
Title	**IT SUPPORT PROFESSIONAL**				
Degree	**B.VOC Information Technology**				
Branch(s)	**Computer Science**				
Year/Semester	**Second semester**				
Type	**Add-on**				
Credits	**2**	Hrs/Week	**Hours 6**	Total Hours	**36**

CO No.	*Expected Course Outcomes* *Upon completion of this course, the students will be able to*:	Cognitive Level	PSO No.
1	Implement system installation, keeping system in running condition and troubleshooting if any problem arises.	Ap	1,2,3,4
2	Understand and create files in MS Office with different formatting features	C	1,2,3,4
Cognitive Level: R-Remember; U-Understanding; Ap-Apply; An-Analyze; E-Evaluate; C-Create			

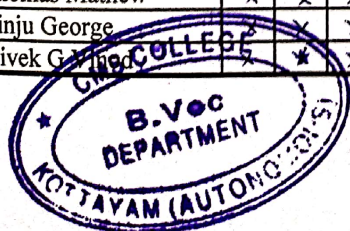| Module	Course Description	Hrs	CO. No.
1.0	**Technical Support Fundamentals**	**18**	
1.1	Computer hardware-CPU RAM Motherboard Peripherals	2	1
1.2	Operating System –Components, Chrome OS	2	1
1.3	Process Management, Memory Management,IO Management	2	1
1.4	Logs, Boot Process	2	1
1.5	Installing Windows, Linux, Mac OS X	2	1
1.6	Networking basics, Networking hardware	2	1
1.7	IoT, Privacy and Security	2	1
1.8	Installing, Updating and Removing Software on Windows	2	1
1.9	Installing, Updating and Removing Software on Linux	2	1
2.0	**MS Office Fundamentals**	**18**	
2.1	MS Word- Basic menus, tools, Document creation	3	2
2.2	MS Excel- Basic menus, tools, functions, formatting	3	2
2.3	MS Access- Basic menus, tools	3	2
2.4	MS Power point- Basic formatting of slides, creating animations	3	2
2.5	MS Outlook	3	2
2.6	Basic functions of Windows and Internet Explorer	3	2

Text Books for Reference

1. Microsoft Office 2016 Step by Step: MS Office 2016- John Lambert, Curtis Frye

2. Lotia and Nair- Modern all about motherboard.

3. Operating System Principles, Seventh Edition, Abraham Silberschatz, Peter Galvin and Greg Gagne, John Wiley

CMS College, Kottayam(Autonomous)
VALUE ADDED COURSE (2019 Admission)
Semester 2
IT SUPPORT PROFESSIONAL-IT18A1002
Attendance sheet

Roll No	Name	9/12 (3)	13/12 (3)	19/12 (3)	9/1 (2)	17/1 (3)	24/1 (3)	31/1 (2)	6/2 (3)	13/2 (3)	20/2 (3)	28/2 (3)
1	Abhiraj K	×	×	×	×	×	×	a	×	×	×	a
2	Adwaith Santhosh	×	×	×	×	×	×	×	×	×	×	×
3	Aiwin Tomy	×	×	×	×	×	×	×	×	×	×	×
4	Ajay Soman	×	×	×	×	×	×	×	×	×	×	×
5	Akash Babu	×	a	×	×	×	×	×	×	×	×	×
6	Akhil S	×	×	×	×	×	a	×	×	×	×	×
7	Aksa Ann Saji	×	×	×	×	×	×	×	×	×	×	×
8	Albin Jo Alex	×	×	×	×	×	×	×	×	×	×	×
9	Aleena Thomas	×	×	×	×	×	×	×	×	×	×	×
10	Amaljith K V	×	×	×	×	×	×	×	×	×	×	×
11	Anakha Viswanath	×	×	×	×	×	×	a	×	×	×	×
12	Arthique	×	×	×	×	×	×	×	×	×	×	×
13	Athul Ravindran	×	×	×	×	×	×	×	×	×	×	×
14	Ayush K S	×	×	×	×	×	×	×	×	×	×	×
15	Bibinamol Jacob	×	×	×	a	×	×	×	×	×	×	×
16	Bijin Varghese	×	×	×	×	×	×	×	×	×	×	×
17	Dinto James	×	×	×	×	×	×	×	×	×	a	×
18	Dony Jacob Sabu	×	×	×	×	×	×	×	×	×	×	×
19	Gayathri Ashok	a	×	×	×	×	×	×	×	×	×	×
20	Harikrishnan As	×	×	×	×	a	×	×	×	×	×	×
21	Harish M Nair	×	×	×	×	×	×	×	×	×	×	×
22	Jacob Alwin Joy	×	×	×	×	×	×	×	×	a	×	×
23	Krishna Sampreeth	×	×	×	×	×	×	×	×	×	×	×
24	Lenu Sunny	×	×	×	×	×	×	×	×	×	×	×
25	Linta V R	×	×	×	×	×	×	×	×	×	×	×
26	Pranav Kumar K P	×	×	×	×	×	a	×	×	×	×	×
27	R Jencykutty	×	×	×	×	×	×	×	×	×	×	×
28	Rosin Annie John	×	a	×	×	×	×	×	×	×	×	a
29	Sagar G V	×	×	×	×	×	×	×	×	×	×	×
30	Sajin K Jolly	×	×	×	×	×	×	×	×	×	×	×
31	Sana Elsa Jeemon	×	×	×	×	×	×	×	×	×	×	×
32	Sandra Thomas	×	×	×	×	×	×	×	×	×	×	×
33	Sebin K Kuriakose	×	×	×	×	×	×	×	×	×	×	×
34	Sreeram Raju	×	a	×	×	×	×	×	×	×	a	×
35	Sudarsh Svpillai	×	×	×	×	×	×	×	×	×	×	×
36	Sudheesh S	×	×	×	×	×	×	×	×	×	×	×
37	Thomas Mathew	×	×	×	×	×	×	×	×	×	×	×
38	Tinju George	×	×	×	×	×	a	×	×	×	×	×
39	Vivek G	×	×	×	×	×	×	×	×	×	×	×

Head of the Department
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