UNIVERSITY OF SKÖVDE

TRANSLATION FROM SWEDISH

COURSE SYLLABUS

System Administration and User Support G1F

7.5 credits

Course code: IT389G
Version number: 6
Valid from: 1 July 2020
Ratified by: Curriculum Committee for Informatics
Date of ratification: 6 February 2020

1. General information about the course

The course is provided by the University of Skövde and is named System Administration and User Support G1F (Systemadministration och användarsupport G1F). It comprises 7.5 credits and is a first-cycle course. The level of progression is G1F.

The course is a part of the main field of study in Informatics. The disciplinary domain of the course is Technology.

2. Entry requirements

The course has the following entry requirements: passed IT115G Computer Fundamentals G1N (or the equivalent).

3. Course content

This course teaches basic knowledge on central aspects in system administration and user support. From a technical perspective, the course covers among others the administration of both workstations and servers, planning and maintenance of those systems and services used in such environments. From a non-technical perspective, the relation and communication between system administrators and other stakeholders within and outside the same organisation are discussed, with special focus on non-technical users. Here, human, ethical, juridical, and communicative challenges that may arise are covered, for example in the context of a customer service ("helpdesk").

4. Objectives

After completed course the student should be able to:

- discuss the organizatorial and professional aspects in the area of system administration och user support,
- discuss the organization of services and systems,
- discuss the factors that affect the long-term support of services,
- reflect on the communication between users and support staff,
- reflect on the ethical and juridical responsibilities which can arise in the context of system administration and user support, as well as
- search, evaluate, present, and discuss with a scientific attitude information relevant to the course's topics.

5. Examination

The course is graded A (Excellent), B (Very good), C (Good), D (Satisfactory), E (Sufficient) or F (Fail).

The examinations of the course consist of the following modes of assessment:

- **Written Examination**
  4.5 credits, grades: A/B/C/D/E/F (determines the final grade)
- **Assignment 1**
  1.5 credits, grades: G/U
- **Assignment 2**
  1.5 credits, grades: G/U

Students with a permanent disability who have been approved for directed educational support may be offered adapted modes of assessment.

6. Types of instruction and language of instruction

The teaching is comprised of lectures and seminars/group discussions.

The teaching is conducted in English.

7. Course literature and other educational materials

Limoncelli, T. A. (2016). *The Practice of System and Network Administration: Volume 1: DevOps and other Best Practices for Enterprise IT* (3rd Edition). Boston, MA: Addison-Wesley Educational. ISBN 978-0-321-91916-8.

In addition, selected scientific articles and/or book chapters will be used which are accessible in electronic form. Those will be made available at the time of the course start on the course's homepage.

8. Student influence

Student influence in the course is ensured by means of course evaluation. The students are informed about the results of the evaluation and potential measures that have been taken or are planned, based on the course evaluation.

9. Additional information

The content of the course corresponds completely or partially with the following course(s) and cannot be included in the required credits of a degree qualification:

- IT365G - System Administration - Introduction G1F 7.5 credits
- IT102G - User Support G1N 3 credits

Further information about the course, as well as national and local governing documents for higher education, is available on the website of the University of Skövde.