

Diploma of e-Business Support



Course Description

The Diploma of e-Business Support is approximately 10 months full-time* or 33 months part-time*. The course provides the comprehensive training needed in today's business world to develop and support electronic business solutions.

What will I learn?

The skills that you will gain are designed to enable you to deliver, design, implement and manage IT business solutions across a variety of industries and business types. Providing advanced training in networking, Internet skills, Windows applications, operating systems, database design and management, as well as programming fundamentals. e-Business Support provides a comprehensive skills base upon which to build your knowledge.

Should I consider this course?

This is an ideal course if you want a fast track industry qualification to start your career in the computer industry. Challenging positions such as Web Design and Internet Support as well as broader areas such as Network Administration, Database Administration, Help Desk and Software Support are available to graduates of this course.

Web Design and Support

The Diploma of e-Business Support is an ideal course for those seeking an introductory career role that is focused on the Internet. Students can elect to gain hands-on experience in the operation of web tools and technologies that are highly sought after by industry, such as multimedia networking, web design tools and web script development. Students can also elect to specialise in Linux, which is an increasingly popular operating system of networks in commercial business.

What do I need to start?

To ascertain whether you qualify for a course at Computer Power Institute, you must obtain a satisfactory result on our entrance assessment. Ideally, you will have successfully completed Year 12/UE or Bursary or have work experience behind you. Of course, you also need enthusiasm and a willingness to learn. No previous knowledge of IT is required to undertake this course.

Major Course Goals

Upon completion of this course, students are able to:

- Operate and maintain a personal computer
- Configure and administer a local area network
- Design, develop and support a web server for electronic business purposes
- Analyse client's requirements and determine and support the appropriate e-Business solution
- Demonstrate communication, problem solving, time management, goal setting, planning and customer relation skills.

Career Paths

This course can complement your existing skills and qualifications or provide further opportunities in your current role. It can also prepare you for a number of career opportunities including:

CAREER ENTRY

e-Commerce Support
 Web Developer
 Network Administrator
 Database Administrator
 Internet Support
 Software Support
 Help Desk
 Technical Support
 Systems Support

FUTURE OPPORTUNITIES

e-Commerce Developer
 e-Business Developer
 Network Manager
 Database Manager
 Software Consultant
 Training Manager
 Sales / Marketing

*Based on: Full-time study load of 5 shifts per week of approximately 5 hours per shift. Part-time study load of 2 shifts per week of approximately 4 hours per shift. Study schedules can also be tailored to meet your needs.

Diploma of e-Business Support



INTRODUCTION

- Orientation
- Introduction to Computer Power
- Introduction to Keyboarding
- Introduction to Computers
- Introduction to Outlook

OPERATING SYSTEMS

- Operate a computer
- Introduction to Linux

HARDWARE

- PC Fundamentals
- PC Setup
- PC Advanced

NETWORKS

- Networking Fundamentals
- Network Operating Systems

DATA COMMUNICATION FUNDAMENTALS

- Communicating systems
- Transmission concepts and systems
- Data communication protocols
- Communication systems functions

MICROSOFT SOFTWARE APPLICATIONS

- Operate a Word Processing Application
- Operate a Spreadsheet Application
- Operate a Presentation Package
- Operate a Database Application
- Access, retrieve, manipulate, import and export data between Microsoft software applications
- Design documents to meet users requirements

DESIGN AND BUILD A DATABASE

- Database management
- Elements of a database management system
- Databases administration
- Data warehousing

THE INTERNET

- The Internet and e-Commerce
- Designing Web Sites

ACCOUNTING FUNDAMENTALS

- Introduction to accounting and management accounting
- The balance sheet & profit and loss statement
- Analysis and interpretation of financial statements

ELECTRONIC ACCOUNTING CONCEPTS

- Setting up MYOB-receivables, payables, inventory and sales
- Produce reports to manage a business

PROGRAM DESIGN CONCEPTS

- Principles of programming techniques
- Apply three basic control structures of sequence, selection and repetition in writing an algorithm
- Check algorithms using test data

SETTING UP A WEB SERVER

- Apache
- Web scripting
- Domain name services
- Proxy servers and firewalls

HELP DESK PROBLEM SOLVING TECHNIQUES

- Help desk roles and responsibilities
- Help desk policies and procedures
- Problem solving and prevention

EXTENDED CUSTOMER SERVICE

- The customer/business relationship
- Dealing with difficult customers
- Customer feedback

GROUP DEVELOPMENT PROJECT

- IT business strategy development
- Manage, guide and apply project integration and quality management techniques
- Project life cycle design

PROFESSIONAL DEVELOPMENT PROGRAM

- Goal setting and planning
- Time and personal resource management
- Communication skills, decision making
- Telephone and written communication skills

EMPLOYMENT PREPARATION AND PLANNING

- Surveying the job market
- Matching skills with employer needs
- Interview techniques

ELECTIVES

Students will choose to major in one of the following electives:

LINUX SUPPORT STREAM

- System Administration
- Linux File system Management
- Networking
- Samba
- Troubleshooting and system utilities

OR

INTERNET WEB STREAM

- Multimedia Networking
- Web Design Tools
- Script Development for the Web