



GUJARAT TECHNOLOGICAL UNIVERSITY
Bachelor of Vocation (B.Voc), 3rd Semester
Branch: Information Technology
Subject Name: Domestic IT Helpdesk Attendant
Subject Code: 1130508

Type of course: On-Job Training (Elective)
Prerequisite: NA

Teaching and Examination Scheme:

Teaching Scheme			Credits	Examination Marks				Total Marks
L	T	P		Theory Marks		Practical Marks		
			C	ESE(E)	PA(M)	ESE(V)	PA(I)	
-	-	15	15	-	-	100	100	200

L- Lectures; T- Tutorial/Teacher Guided Student Activity; P- Practical; C- Credit; ESE- End Semester Examination; PA-Progressive Assessment

OJT Hands on Exercise/Training:

Sr. No.	Content	Total Hrs.	% Weightage
1	Operate a computer and describe the main components of a computer	30	10
2	Be proficient on the use of various Browser operation, Internet search, Mails, and Social Interaction media	30	10
3	Analyze information available to reach a logical conclusion	30	10
4	Design algorithms to solve problems and convert them into code using the appropriate programming language constructs	30	20
5	Read and execute a test case and record the outcome in the appropriate template	30	20
6	Communicate effectively with appropriate people w.r.t. assigned roles in simple English both oral and written	50	30
	Total	200	100

Course Outcomes:

Sr. No.	CO Statement	Marks % Weightage
CO-1	The responsibilities, policies and guidelines associated with entry level roles for software developers.	30
CO-2	The scope of work to be carried out and the importance of keeping within the boundaries.	20
CO-3	Standard templates and tools available and how to use them.	30
CO-4	Web browsers, the World Wide Web, internet mail, internet search, web based social media applications and web programming	20

Reference:

1. Introduction to Networking – How Internet Works, Charles R. Severance.
2. Computer Networking for Beginners, Ramon Nastase.
3. Computer Networking, A Top-Down Approach, James F. Kurose.