1 Name, Scope and Level of the Course
The course is provided by the University of Skövde and is named System Administration and User Support G1F. It comprises 7.5 credits and is on basic level. The level of progression of the course is G1F.

2 Objectives
After completed course the student should be able to:

- discuss the organizational 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.

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 Forms of Teaching
The teaching comprises lectures and seminars/group discussions.

The teaching is conducted in English.

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

Registration of examination results:

<table>
<thead>
<tr>
<th>Name of examination</th>
<th>Credits</th>
<th>Grading</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written Examination</td>
<td>4.5</td>
<td>A/B/C/D/E/F</td>
</tr>
<tr>
<td>Assignment 1</td>
<td>1.5</td>
<td>G/U</td>
</tr>
<tr>
<td>Assignment 2</td>
<td>1.5</td>
<td>G/U</td>
</tr>
</tbody>
</table>

1 Determines the final grade of the course.

Students with a permanent disability who have been approved for special educational support may be offered adapted or alternative examinations.
6 Admission Requirements
Prerequisite courses for this course are: Passed courses:
IT115G-Computer Fundamentals G1N.

7 Subject, Main Field of Study and Disciplinary Domain
The course forms a part of the academic subject area of Informatics. The course is a part of the main field of study in Informatics at the University of Skövde. The disciplinary domain of the course is Technology.

Every course at the University of Skövde belongs to a subject. The division of subjects is used for follow-up and quality assurance. A main field of study is an area in which a degree can be awarded. Disciplinary domain is a division which is used by the government for the allocation of resources for studies at basic level and advanced level.

8 Approval of Course and Course Syllabus
The course was approved by the Curriculum Committee for Informatics on 6 February 2020. This course syllabus was approved by the Curriculum Committee for Informatics on 6 February 2020. It is valid from 1 July 2020 and replaces the course syllabus approved 6 February 2020.

9 Overlapping with Another Course
This course cannot constitute a part of a degree also containing a course the content of which is totally or partly equivalent to the content of this course, e.g.

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

10 Additional Information
Further information will be available on the university’s website before a course is given.

National and local regulations for higher education are available on the university’s website.

Upon completion of the course there will be a follow-up. The main purpose of this follow-up is to contribute to improvements of the course. The students’ experiences and views constitute one of the criteria for the follow-up and are gathered by means of course evaluations. The students will be informed of the results of the follow-up and any decisions regarding actions that are to be taken.

11 Course Literature and Other Educational Materials

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.