

University of Hawai'i • Kapi'olani Community College

Business Education Department

IT – Information Technology

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Information Technology Certificate of Completion in Help Desk Services

Course	Prerequisite and other information	Credits	Grade	Comments
ICS 100 Computing Literacy and Applications, or ICS 101 Digital Tools for the Information World	None Recommended Preparation: Keyboarding experience; credit or qualification for ENG 100, ENG 160 or ESL 100; credit or qualification for MATH 103 or higher level mathematics	3		
ITS 124 Small Business Networking	Prerequisite(s): Qualification for ENG 22 or ESOL 94 or higher; qualification for MATH 24 or higher Recommended Preparation: Previous computer experience	3		
ITS 144 Business PC System Maintenance / Support and OS Installation	Prerequisite(s): ITS 124 or consent of the instructor or BE department chair	3		
ITS 224 Help Desk Support Practices	Prerequisite(s): ITS 144 or consent of the instructor or BE department chair	3		
	Total Credits	12		

Please note: A grade of "C" or higher is required in all applicable Information Technology courses in order to fulfill the requirements for the certificate.