

**Herzing University**  
**September 2021 Undergraduate Catalog**  
**Addenda**

- **ADDENDUM, effective September 20th, 2021. Herzing University Online has begun enrolling in the Diploma in Information Technology – Technical Support Program.**

## **DIPLOMA IN INFORMATION TECHNOLOGY - TECHNICAL SUPPORT (DITTS)**

### **PROGRAM DESCRIPTION**

The Diploma in Information Technology - Technical Support program provides students with an understanding of foundational IT skills needed to support both users and information systems in typical organizational environments.

### **PROGRAM OUTCOMES**

Upon completion of this program, the student should be able to:

1. Apply industry standards to the implementation and support of network systems and computer devices.
2. Demonstrate the principles of information technology security.
3. Demonstrate the ability to use and support industry-standard IT software, systems and infrastructures.

### **POTENTIAL OCCUPATIONAL TITLES**

Potential occupational titles for this program include, but are not limited to, Computer Customer Support Specialist, Computer Help Desk Representative, Computer Help Desk Specialist, Computer Support Technician, Desktop Support Specialist and Technical Support Analyst.

### **PROGRAM CONTENT**

A minimum of 24.00 semester credit hours is required for graduation.

### **REQUIRED COURSES**

All courses, 24.00 semester credit hours, are required.

Course Number	Course Name	Prerequisites/Corequisites	Semester Credit Hours
IS 127 or	Internet Foundation or	None	3.00
IS 122	Programming Logic	None	
IS 123	Computer Networks	None	3.00
IS 183	Database Concepts and Applications I	IS 122 or IS 127	3.00
IS 187	Computer Architecture and Troubleshooting I	None	3.00
IS 192	Linux Administration	IS 123	3.00
IS 283	Network Security	IS 192 & NT 181	3.00
NT 181	Network and Server Operating Systems	IS 123 or IS 188	3.00
NT 201	Network Infrastructure Administration	NT 181	3.00