

## Assignment 2: Gathering Support Information

---

In class we've talked about the information that a computer support technician should have access to, or be familiar with. This can include all types of media, and not a single person will use the same set of information resources.

The following tasks are designed to help you create your own set of information resources.

### Task 1

---

Find at least three technology related newsletters or news feeds, and subscribe to them, at least for this week. Write a paper that will evaluate the newsletters or feeds. Include at least the following:

- List the newsletters or feeds
- Describe why you choose them
- Give at least one positive and one negative aspect of the newsletter or feed.

### Task 2

---

I will have a stack of IT terms and trends. You will pick a random trend and you will write a paper about it. The paper should describe what the term or trend is, and what its significance is for the IT field. You will list all the resources you have found during this task, and the paper should be able to explain to a non-technical person what the IT term or trends is.

---

For any assignments you submit, you need to make sure all of the following information is present:

- Your first and last name
- The name and number of the assignment
- The date you've completed and submitted the assignment

To make sure you're creating a professional and high quality work, keep in mind the following criteria. Your grade for each assignment is based on them.

- Spelling
- Punctuation
- Grammar
- Formatting
- Content

Contact me for any questions regarding assignments. Good luck!

Chris Beks  
Instructor CIOS 211  
chris.beks@uaf.edu