

DATA INTELLIGENCE + GOOGLE IT SUPPORT CERTIFICATE

(Currently Not Accepting Enrollments)

Description and Outcomes

(Effective March 22, 2023, this program will no longer be accepting enrollments or reentries. Students interested in a similar program may consider the Professional Focus + Google IT Support Certificate (<https://catalog.purdueglobal.edu/undergraduate/business-information-technology/professional-focus-google-it-support-certificate/>) with the data intelligence micro-credential.)

Developed in partnership with Google, the Data Intelligence + Google IT Support Certificate is a unique opportunity for you to earn the Google IT Support Career Certificate with the advantage of Purdue Global faculty and support and earn the data intelligence micro-credential (<https://catalog.purdueglobal.edu/bulletin/data-intelligence/>). This program will prepare you to begin or pivot your career into the field of IT support with exposure to the analytical methods and tools used by organizations as they leverage the value of data.

In this program you will gain skills like troubleshooting and customer care, networking, operating systems, system administration, and security, and gain an understanding of the different uses of collected data, be able to accurately employ statistics in data analysis and reporting, and apply the appropriate visualizing techniques for specific reporting needs.

This unique combination of learning is designed to be greater than the sum of its parts by preparing you to both gain a position and to thrive in your field of study.

Qualified credits earned in fulfillment of this certificate program may be transferable to certain Purdue Global degree programs.

Program Length

The Data Intelligence + Google IT Support Certificate consists of a minimum of 45 quarter credit hours. Upon successful completion of the program, you will be awarded a certificate.

Program Outcomes

1. Data: Explain the different uses of collected data including trend analysis, ranking analysis, and comparison analysis.
2. Reporting: Accurately employ statistics in data analysis and reporting.
3. Data Visualization: Apply the appropriate visualizing techniques for specific reporting needs.
4. Technical Support: Learn to perform day-to-day IT support tasks including computer assembly, wireless networking, program installation, and customer service.
5. Customer Support: Learn how to provide end-to-end customer support, ranging from identifying problems to troubleshooting and debugging.
6. System Specifications: Use systems including Linux, Domain Name Systems, Command-Line Interface, and Binary Code.

General Education Literacies and Professional Competencies

In addition to the discipline-specific outcomes, general education literacies and professional competencies are integrated throughout your academic program. You can review the general education literacies and professional competencies associated with your academic program in the General Education and Professional Competency Requirements (<https://catalog.purdueglobal.edu/undergraduate/general-education-professional-competency-requirements/>) section of this Catalog.

Program Availability

For program availability, please refer to the U.S. State and Other Approvals (<https://catalog.purdueglobal.edu/policy-information/university-information/accreditation-approvals-memberships/>) section and Program Availability Information (<https://www.purdueglobal.edu/catalog-program-availability-info.pdf>).

Policies

Admissions Requirements

If you have completed the Google IT Support Career Certificate and provide evidence of such to the Office of the Registrar prior to the first day of your first term, you will receive credit for IN220 Help Desk Support I, IN221 Help Desk Support II, and IN222 Help Desk Support III.

If you have not fully completed the Google IT Support Career Certificate, you will take IN220 Help Desk Support I, IN221 Help Desk Support II, and IN222 Help Desk Support III as part of your program. By enrolling in this program to take these courses, you consent to allow Purdue Global to share such information about you as will permit Google to consider and award this certificate.

Progression Requirements

Purdue Global will notify Google once you successfully complete the IN220 Help Desk Support I, IN221 Help Desk Support II, and IN222 Help Desk Support III course series, whereupon Google will consider the award of their Google IT Support Career Certificate. The Google IT Support Career Certificate, if awarded, will be issued directly by Google.

Certification, State Board, and National Board Exams


Certain state certification and licensure boards have specific educational requirements for programs to lead to a license or certification that is a precondition for employment in a recognized occupation. Prospective and current students must review Purdue Global's State Licensure and Certifications (<https://www.purdueglobal.edu/about/accreditation/licensure-state-authorizations/>) site to view program and state-specific licensure information.

Unless otherwise specified, Purdue Global's programs are not designed to meet any specific state's licensure or certification requirements. Licensure-track programs may limit enrollment to students in certain states; please see Purdue Global's Program Availability Information (<https://www.purdueglobal.edu/catalog-program-availability-info.pdf>) to determine enrollment eligibility.







You are responsible for understanding the requirements of optional certification exams. Such requirements may change during the course of your program. You are not automatically certified in any way upon program completion. Although certain programs are designed to prepare you to take various optional certification exams, Purdue Global cannot guarantee you will be eligible to take these exams or become certified. Your eligibility may depend on your work experience, completion of

education and/or degree requirements, not having a criminal record, and meeting other certification requirements.

Degree Plan

The  icon appears in the title of traditional courses that are also available as a set of module courses. Module course availability may be limited to certain academic calendars. See Course Types (<https://catalog.purdueglobal.edu/policy-information/university-information/approach-to-learning/>) for information about module courses.

Program Requirements

Code	Title	Credits
IN220	Help Desk Support I	5
IN221	Help Desk Support II	5
IN222	Help Desk Support III	5
IT153	 Spreadsheet Applications	5
IT163	 Database Concepts Using Microsoft Access	5
IN300	 Programming for Data Analysis (Python, R, and Java)	5
MM207	 Statistics	5
MM325	 Statistical Data Analysis	5
SS290	 Data in Our World - Introduction to Data Literacy	5
TOTAL CREDITS		45