

El Paso Community College
Syllabus
Part II
Official Course Description

SUBJECT AREA	<u>Information Technology Systems</u>
COURSE RUBRIC AND NUMBER	<u>ITNW 1308</u>
COURSE TITLE	<u>Implementing and Supporting Client Operating Systems</u>
COURSE CREDIT HOURS	<u>3 3 : 1</u> Credits Lec Lab

I. Catalog Description

Provides the fundamentals of managing and configuring network clients. (3:1).

II. Course Objectives

Upon satisfactory completion of this course, the student will be able to:

- A. Assess requirements and install, configure, update and troubleshoot Windows Operating System software, application software, and security software.
- B. Manage Windows File Systems and Storage.
- C. Describe basic concepts and procedures for using System Utilities to configure, update, and manage the Operating System.
- D. Identify the major components of Windows Operating System.
- E. Utilize Performance Tuning.
- F. Describe the procedures for printing and faxing.
- G. Identify the Windows Operating System Fault Tolerance methodologies.
- H. Identify the basic Windows Operating System Network Protocols.
- I. Describe the basic concepts and procedures for using Internetworking with Remote Access.
- J. Utilize procedures for creating and maintaining Users, Groups, Profiles, and Policies.
- K. Identify procedures and demonstrate skills for Windows Operating System Security and Access Controls
- L. Identify job certifications and associated skills.
- M. Identify potential security hazards and investigate methods to diagnose, resolve, document and report security issues.

III. THECB Learning Outcomes (WECM)

- 1. Install and configure network clients.
- 2. Setup users, groups, policies, and profiles.
- 3. Configure hardware components and applications.
- 4. Setup and maintain a logon security and security for files and printers.
- 5. Configure and optimize clients in multiple environments.

IV. Evaluation

A. Pre-Assessment

Instructors will check each student's prerequisites the first week of class; those who do not qualify should be sent back to Admissions.

B. Post-Assessment

1. There will be eleven (11) written examinations. Each exam is worth 50 points each.
2. There will be eleven (11) lab assignments/projects assigned at the instructor's discretion, and these will be worth 50 points each.

C. Remediation

The instructor may provide the students with means of improving a grade. The instructor will determine the timing, form, and method of remediation. At the instructor's discretion, students may be allowed to retake a test for higher maximum grade of 60 percent. Students seeking additional help may obtain tutoring assistance from the Tutoring Center at any campus.

V. Disability Statement (Americans with Disabilities Act [ADA])

EPCC offers a variety of services to persons with documented sensory, mental, physical, or temporary disabling conditions to promote success in classes. If you have a disability and believe you may need services, you are encouraged to contact the Center for Students with Disabilities to discuss your needs with a counselor. All discussions and documentation are kept confidential. Offices located: VV Rm C-112 (831-2426); TM Rm 1400 (831-5808); RG Rm B-201 (831-4198); NWC Rm M-54 (831-8815); and MDP Rm A-125 (831-7024).

VI. 6 Drop Rule

Students who began attending Texas public institutions of higher education for the first time during the Fall 2007 semester or later are subject to a 6-Drop limit for all undergraduate classes. Developmental, ESL, Dual Credit and Early College High School classes are exempt from this rule. All students should consult with their instructor before dropping a class. Academic assistance is available. Students are encouraged to see Counseling Services if dropping because exemptions may apply. Refer to the EPCC catalog and website for additional information.