El Paso Community College
Syllabus
Part II
Official Course Description

SUBJECT AREA   **Information Technology Systems**

COURSE RUBRIC AND NUMBER   **ITNW 1308**

COURSE TITLE   **Implementing and Supporting Client Operating Systems**

COURSE CREDIT HOURS   **3**   **3** **:** **1**
                                            Credits   **Lec**   **Lab**

I. Catalog Description

Provides the fundamentals of managing and configuring network clients. **Prerequisite: ITSC 1305 or ITSE 2309**. **(3:1). Lab fee.**

II. Course Objectives

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

A. Identify the major components of the Windows Operating System.
B. Assess requirements and install, configure, update, and troubleshoot Windows Operating System software, application software, and security software.
C. Utilize procedures for creating and maintaining Users, Groups, Profiles, and Policies.
D. Describe basic concepts and procedures for using System Utilities to configure, update, and manage the Operating System, hardware devices, and device drivers.
E. Investigate options for installing, configuring, and restricting desktop programs, Windows Store apps, removable devices, and mobile devices.
F. Create, configure, and utilize virtual machines.
G. Identify basic Windows Operating System Network Protocols.
H. Describe the basic concepts and procedures for Internetworking wired and wireless networks.
I. Identify remote management and remote access scenarios.
J. Evaluate the evolution of Windows file systems.
K. Identify procedures and demonstrate skills for Windows Operating System Security, Access Controls, and alternative authentication and authorization methods such as biometrics and smart cards.
L. Configure mobile devices and manage mobile device security.
M. Manage disk volumes, storage, printers, and other shared resources.
N. Utilize performance tuning and monitoring tools.
O. Identify potential security hazards and investigate methods to diagnose, resolve, document, and report security issues.
P. Identify Windows Operating System fault tolerance and system recovery methodologies.
Q. Apply industry network best practices protocol and standards.
R. Communicate and interpret technical designs.
S. Protect data/client.
T. Utilize encryption tools.

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 logon security and security for files and printers.
5. Configure and optimize clients in multiple environments.

IV. Evaluation

A. Pre-Assessment

None

B. Post-Assessment

1. There will be four (4) written examinations. The exams are worth 100 points each. The final exam will be comprehensive.

2. Homework assignments will be assigned at the instructor's discretion and will be averaged on a 100-point scale.

3. Lab assignments will be assigned at the instructor's discretion and will be averaged on a 100-point scale.

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. 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.

VII. Title IX and Sex Discrimination

Title 9 (20 U.S.C. 1681 & 34 C.F.R. Part 106) states the following "No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any educational program or activity receiving Federal financial assistance." The

Violence Against Women Act (VAWA) prohibits stalking, date violence, sexual violence, and domestic violence for all students, employees and visitors (male and female). If you have any concerns related to discrimination, harassment, or assault (of any type) you can contact the Assistant to the Vice President for Student and Enrollment Services at 915-831-2655. Employees can call the Manager of Employee Relations at 915-831-6458. Reports of sexual assault/violence may also be reported to EPCC Police at 915-831-2200.