

CS 84.11 Course Outline as of Fall 2015**CATALOG INFORMATION**

Dept and Nbr: CS 84.11 Title: SUPPORTING MS WINDOWS

Full Title: Supporting Users and Troubleshooting Microsoft Windows

Last Reviewed: 1/20/2014

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	3.00	Lecture Scheduled	3.00	17.5	Lecture Scheduled	52.50
Minimum	3.00	Lab Scheduled	1.00	6	Lab Scheduled	17.50
		Contact DHR	0		Contact DHR	0
		Contact Total	4.00		Contact Total	70.00
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 105.00

Total Student Learning Hours: 175.00

Title 5 Category: AA Degree Applicable

Grading: Grade or P/NP

Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP

Also Listed As:

Formerly: CIS 66.52

Catalog Description:

This course introduces students to the knowledge necessary to support Microsoft Windows. Topics include: introduction to support issues including desktop configuration, operating system installation and management, support for users and groups, installing and troubleshooting hardware, and exploring the Windows registry.

Prerequisites/Corequisites:**Recommended Preparation:**

Eligibility for ENGL 100 or ESL 100 and Course Completion of CS 5

Limits on Enrollment:**Schedule of Classes Information:**

Description: This course introduces students to the knowledge necessary to support Microsoft Windows. Topics include: introduction to support issues including desktop configuration, operating system installation and management, support for users and groups, installing and troubleshooting hardware, and exploring the Windows registry. (Grade or P/NP)

Prerequisites/Corequisites:

Recommended: Eligibility for ENGL 100 or ESL 100 and Course Completion of CS 5

Limits on Enrollment:

Transfer Credit:

Repeatability: Two Repeats if Grade was D, F, NC, or NP

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

AS Degree:	Area	Effective:	Inactive:
CSU GE:	Transfer Area	Effective:	Inactive:

IGETC:	Transfer Area	Effective:	Inactive:
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CSU Transfer:	Effective:	Inactive:
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UC Transfer:	Effective:	Inactive:
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CID:

Certificate/Major Applicable:

Certificate Applicable Course

COURSE CONTENT

Outcomes and Objectives:

Upon completion of this course, students will be able to:

1. Differentiate among the various types of system support environments.
2. Interpret the desktop support technician's role in an organization's tier structure.
3. Evaluate basic troubleshooting techniques, such as asking relevant questions, identifying possible solutions, and planning implementation.
4. Document operating system problems and their solutions.
5. Perform common Microsoft Windows installation procedures.
6. Administer common Microsoft Windows networking operations.
7. Manage common password and logon problems.
8. Install and organize hardware in a Microsoft Windows system.
9. Synthesize information about organizational environments and the role of the support technician.

Topics and Scope:

A. Introduction to desktop support

1. Support environments
2. Support technician's role within an organization

B. Installing Windows

1. Common Windows installation problems
2. Desktop configuration
3. Hardware driver configuration
4. Windows registration

C. Supporting local users and groups

1. Troubleshooting approaches that inform and educate the end user
2. Determining solutions to common problems
3. Questions to evaluate user needs

D. Relationship of hardware and software components to the system as a whole

1. Windows desktop
2. Windows files and folder access
3. Hardware devices
 - a. input devices
 - b. print devices
 - c. display devices
 - d. storage devices
4. Power interface
5. Registry

E. Administrative process

1. Managing network connectivity
2. Managing network security
3. Managing local and network print devices
4. Managing system performance

Assignment:

1. Weekly reading assignments of 5-20 pages
2. Weekly written assignments, each of approximately five pages
3. Lab related skill demonstrations (support, set up and troubleshoot Windows)
4. Oral presentations
5. 3-5 objective exams
6. Analyze case studies

Methods of Evaluation/Basis of Grade:

Writing: Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Written assignments and case studies

Writing
15 - 25%

Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Oral presentations of troubleshooting methodology

Problem solving
10 - 20%

Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Lab-related skill demonstrations

Skill Demonstrations
25 - 40%

Exams: All forms of formal testing, other than skill performance exams.

3-5 objective exams

Exams
30 - 40%

Other: Includes any assessment tools that do not logically fit into the above categories.

Participation

Other Category
5 - 10%

Representative Textbooks and Materials:

Windows 7 Desktop Administrator: MCITP Self-Paced Training Kit (Exam 70-686). Thomas, Orin; Zacker, Craig. Microsoft Press: 2010

Configuring Microsoft Windows 7: MCITP Self-Paced Training Kit (Exam 70-680). McLean, Ian; Thomas, Orin. Microsoft Press: 2009