Class Hours: 3.0  Credit Hours: 4.0
Laboratory Hours: 3.0  Date Revised: Fall 00

NOTE: This course is not intended for transfer credit.

Catalog Course Description:
Topics include the installation of Windows 2000; installing, configuring and troubleshooting access to resources; configuring and troubleshooting hardware devices and drivers; managing, monitoring and optimizing system performance, reliability; and availability; managing, configuring and troubleshooting storage use; configuring and troubleshooting Windows 2000 network connections; and implementing, monitoring and troubleshooting security.

Entry Level Standards:
The student should be familiar with the Microsoft Windows NT workstation architecture and administration. The student must have math, writing, verbal and English language skills at the college entry level.

Prerequisites:
NETW 1200

Textbook(s) and Other Reference Materials Basic to the Course:
Release on 9/11/2000
One box of 20 high-density 3-1/2" diskettes.

I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction to Microsoft Windows 2000</td>
</tr>
<tr>
<td>2</td>
<td>Installing and Configuring Microsoft Windows 2000 Server</td>
</tr>
<tr>
<td>3</td>
<td>Unattended Installations of Microsoft Windows 2000 Server</td>
</tr>
<tr>
<td>4</td>
<td>Microsoft Windows 2000 File Systems</td>
</tr>
<tr>
<td>5</td>
<td>Advanced File Systems</td>
</tr>
</tbody>
</table>
II. Course Objectives*:

A. Develop a working understanding of the terminology, hardware devices, and system software associated with computer networks. III, II, V, IX, X

B. Exhibit a knowledge of basic and advanced features of Microsoft Windows NT concepts. II, III, IX

C. Exhibit a knowledge of the Windows NT server operating system. II, II, IX

D. Exhibit a knowledge of diagnosing and troubleshooting Windows NT server. II, III, V

E. Exhibit a knowledge of installing, configuring, and upgrading Windows NT server components and software. II, IX

F. Exhibit proficiency in written and oral communications about computers. I, IX

*Roman numerals after course objectives reference goals of the Business and Computer Technology department.

III. Instructional Processes*:

Students will:

1. Use Windows 95/98/NT and DOS operating systems commands and utilities to perform practical tasks for personal computing. Problem Solving and Decision Making Outcome, Technological Literacy Outcome, Information Literacy Outcome, Transitional Strategy, Active Learning Strategy

2. Solve problems by diagnosing and troubleshooting Windows NT problems. Problem Solving and Decision Making Outcome, Technological Literacy Outcome, Information Literacy Outcome, Transitional Strategy, Active Learning Strategy

3. Solve problems encountered in the installation, configuration, and upgrading of Windows NT components and system software. Problem Solving and Decision Making Outcome,

5. Handle and examine modern computing devices. Technological Literacy Outcome, Transitional Strategy

6. Prepare documents for management explaining network system problems and the need for new systems, upgrades, networks, etc. Communication Outcome, Problem Solving and Decision Making Outcome, Technological Literacy Outcome, Information Literacy Outcome, Transitional Strategy, Active Learning Strategy

7. Practice elements of the work ethic such as punctuality, professionalism, dependability, cooperation, and contribution. Personal Development Outcome

*Strategies and outcomes listed after instructional processes reference Pellissippi State’s goals for strengthening general education knowledge and skills, connecting coursework to experiences beyond the classroom, and encouraging students to take active and responsible roles in the educational process.

IV. Expectations for Student Performance*

Upon successful completion of this course, the student should be able to:

1. Identify the Windows operating systems. A,B,C
2. Describe the features of Windows NT Server 4.0. A,B,F
3. Explain the similarities and differences between workgroups and domains. A,F
4. Use the tools and techniques for performing a server-based installation. B,D
5. Plan for installation of Windows NT Server. A,C
6. Install Windows NT Server. C,D,E
7. Troubleshoot the installation process. D,E
8. Create user accounts. B,C
9. Create local groups. B,C
10. Manage Windows NT printing. B,E,F
11. Use System Policy Editor to secure a computer. B,E
12. Use Disk Administrator to manage disk partitions. B,E
13. Describe fault tolerance in Windows NT. B,C
14. Recover from hard-disk failure. C,D
15. Describe NetWare integration and migration. B,F
16. Install File and Print Services for NetWare. E,F
17. Configure FPNW. B, E
18. Create NetWare-compatible accounts. B, C
19. Describe the Migration Tool for NetWare. B, E, F

*Letters after performance expectations reference the course objectives listed above.

V. Evaluation:

A. Testing Procedures:

See Grading Scale below

B. Laboratory Expectations:

Lab attendance is required. Assignments worth 30 points each and must be completed and submitted by the assigned deadline. This is a coordinated laboratory class, and assignments must be completed as scheduled. All labs whether requiring hardcopy documentation or a visual checkout will be evaluated.

C. Field Work:

N/A

D. Other Evaluation Methods:

Pop-Quizzes and “Outside-Class” take-home assignments may be given.

E. Grading Scale:

Points will be accumulated based the relative evaluative measure value and quantified based on the grading scale below. To determine your grade calculate your total scores and subsequently the total possible points. One example would be:

<table>
<thead>
<tr>
<th></th>
<th>Possible</th>
<th>Your Scores</th>
<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pretests</td>
<td>10 X 15 = 150</td>
<td>8, 9, 10, 10 etc.</td>
<td>125</td>
</tr>
<tr>
<td>Chapter Tests</td>
<td>30 X 15 = 450</td>
<td>22, 24, 25 etc.</td>
<td>400</td>
</tr>
<tr>
<td>Tests</td>
<td>200 X 3 = 600</td>
<td>198, 177, 199</td>
<td>574</td>
</tr>
<tr>
<td>Presentation</td>
<td>400</td>
<td>350</td>
<td>350</td>
</tr>
<tr>
<td>Network Labs</td>
<td>30 X 15 = 450</td>
<td>30, 20, 0, etc.</td>
<td>398</td>
</tr>
<tr>
<td>Extra Credit</td>
<td>TBA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Class Assignments</td>
<td>TBA</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>--------------</td>
<td>-------------</td>
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</tr>
<tr>
<td></td>
<td>2050 (Total Possible)</td>
<td>1847 (Your Total)</td>
<td></td>
</tr>
</tbody>
</table>

Divide your total points by the possible points.
1847/2050= 90 % resulting in an A.

You will be required to produce a current grade calculation periodically during the semester in order to assure you maintain current knowledge of your grades. The class as a whole is welcome to present for consideration other ideas about changes to those measures of evaluation. Online tests, available on the net, can be used in a limited measure for
extra credit.

90-100% A
80-89 B
70-79 C
60-69 D
Below 60 F

VI. Policies:

A. Attendance Policy:

Pellissippi State Technical Community College expects students to attend all scheduled instructional activities. As a minimum, students in all courses must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course. Regular Lab/Tutorial attendance is necessary for successful completion of the course. Excessive absence or a casual attitude towards the course work invariably has a negative effect upon the grade of the student. Students are expected to promptly attend all lecture and lab classes as assigned.

B. Academic Dishonesty:

Plagiarism, cheating, software piracy, non-educational use of computer systems and other forms of academic dishonesty are strictly prohibited.

C. Other Policies:

Behavior is expected to conform to Pellissippi State Catalog and to the normal classroom behavioral expectations to include:
Do not use the keyboard or become involved in distracting conversations during presentations, discussions, and other teacher lead instructive processes.
Do not eat, drink, or use tobacco products in the computer lab (Pellissippi State policy).
Refrain from making noise that will distract other students especially during exams.
Support other classmates and faculty.
Do not make derogatory comments about remarks - "Well, that's wronggggg." Remember you are only an expert in this field momentarily.
Act as a member of a team and validate all members by sharing rather than flaunting your expertise.
Arrive on time and prepared to contribute to classroom discussions. Late arrivals will be recorded as an absence without rationale or after four instances of arriving late.
Learning should be a challenge and “fun” not an artificial hoop to jump through. Support this idea!
Other basic classroom behavioral peer and mentor consideration is expected and will be promoted during the semester.