Catalog Course Description:

This course covers the implementation, administration and troubleshooting of the Microsoft messaging system, Exchange Server. Topics include the architecture, communication ability, installation, client configuration, management, intersite connectors, the Internet mail service and protocols, security, performance monitoring, maintenance procedures and troubleshooting issues of Exchange Server.

Entry Level Standards:

The entering student should be skilled with the Windows 2000 Professional and Server operating systems, Microsoft Active Directory, and be able to demonstrate advanced computer knowledge. Problem solving and analytical skills are also important.

Prerequisite:

NETW 1210

Textbook(s) and Other Reference Materials Basic to the Course:

Textbook and Supplies:

3 2” HD Diskettes
3-ring notebook w/pocket
Suggested Optional Supplementals:
Outside reading, magazines, the Internet, vendor materials.

I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction, Topic Overview, Schedule; Introduction to Exchange 2000 Server</td>
</tr>
<tr>
<td>2</td>
<td>Integration with Windows 2000; Exchange 2000 Server Architecture</td>
</tr>
<tr>
<td>3</td>
<td>Planning the Exchange 2000 Server Implementation; Installing Exchange 2000 Server</td>
</tr>
<tr>
<td>4</td>
<td>Coexistence with previous Microsoft Exchange Server Versions; Exchange 2000 Server in Clustered Environments; Exam #1 review</td>
</tr>
<tr>
<td>5</td>
<td>Exam #1; Microsoft Outlook 2000 Deployment; MAPI-Based Clients</td>
</tr>
</tbody>
</table>
MAPI-Based Clients in a Novell NetWare Environment; Internet-based Client Access
Management Tools for Microsoft Exchange 2000 Server; Creating and Managing Recipients
Managing the Server Configuration; SMTP Transport Configuration
Message Routing Administration; Public Folder Management
Exam #2 review; Exam #2; Public Folder Replication
Implementing Advanced Security; Exchange 2000 Server Maintenance and Troubleshooting
Microsoft Outlook Forms Environment; Microsoft Outlook Web Access
Exchange 2000 Server Microsoft Web Storage System; Workgroup and Workflow Technologies
Real-Time Collaboration; Connecting to Microsoft Mail and Schedule+; Connecting to Lotus cc:Mail and Lotus Notes
Connecting to Novell GroupWise; Group Presentations; Comprehensive Review for Exam #3
Final Exam

II. Course Objectives*

A. Demonstrate knowledge of designing/planning a Microsoft Exchange 2000 Server System.  II,III,IV,V
C. Demonstrate knowledge of Exchange 2000 Server installation and configuration. III,IV
D. Demonstrate knowledge of Exchange 2000 Server and previous versions of Exchange Server. III,IV
E. Demonstrate knowledge of Exchange 2000 Server in clustered environments. III,IV
F. Demonstrate knowledge of MAPI-based clients for Exchange 2000 Server and Novell NetWare.  II,IV
G. Demonstrate knowledge of Internet-based Client access for Exchange 2000 Server.  III,IV
H. Demonstrate knowledge of management tools on Exchange 2000 Server. III,IV
I. Demonstrate knowledge of creating and managing recipients for Exchange 2000 Server. III,IV
J. Demonstrate knowledge of SMTP configuration. III,IV
K. Demonstrate knowledge of message routing administration. III,IV
L. Demonstrate knowledge of public folder management and replication. III,IV
M. Demonstrate knowledge of implementing Exchange 2000 Server security. III,IV
N. Demonstrate knowledge of Exchange 2000 Server maintenance and troubleshooting. III,IV
O. Demonstrate knowledge of Microsoft Outlook Forms Environment. III,IV
P. Demonstrate knowledge of Microsoft Outlook Web Access. III,IV
Q. Demonstrate knowledge of workgroup and workflow technologies. III,IV
R. Demonstrate knowledge of real-time collaboration. III,IV
S. Demonstrate knowledge of connecting to Microsoft Mail and Schedule+. III,IV
T. Demonstrate knowledge of connecting to Lotus cc:Mail and Notes. III,IV
U. Demonstrate knowledge of connecting to Novell GroupWise. III,IV
V. Demonstrate client service, teamwork skills and good communications skills to resolve problems and complete tasks. I,II,IX

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

**III. Instructional Processes***:

Students will:

1. Use Windows 2000 operating systems commands and utilities to perform practical tasks for computing. Technological Literacy Outcome, Problem Solving and Decision Making Outcome, Transitional Strategy, Active Learning Strategy
2. Demonstrate knowledge of networking, electronic communication, and associated subjects. Problem Solving and Decision Making Outcome, Technological Literacy Outcome, Information Literacy Outcome
5. Handle and examine modern computing devices. Technological Literacy Outcome, Personal Development Outcome, Transitional Strategy, Active Learning Strategy
6. Prepare documents and presentations for management explaining computer networks and communications hardware/software, etc. to meet user requirements. 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:

3. Describe the architecture of Exchange 2000 Server. A,B
4. Plan upgrade and migration strategies from previous versions to Exchange 2000 Server. D,V
5. Install and configure Exchange 2000 Server. C,V
9. Explain the use of MAPI-based clients for Exchange 2000 Server and Novell NetWare. F
10. Explain the use of Internet-based client access for Exchange 2000 Server. G
12. Configure and manage recipient objects. I,V
13. Configure and customize SMTP services. J,V
14. Plan, implement, configure, customize routing groups. K,V
15. Create, configure, replicate, and manage Public Folders. L,V
17. Discuss the maintenance and troubleshooting procedures for Exchange 2000 Server. N,V
18. Create and manage Microsoft Outlook forms. O,V
19. Install, configure, use, and troubleshoot web access for Microsoft Outlook. P,V
20. Design and implement a Microsoft Web Storage System. P,V
21. Describe various workgroup and workflow technologies available in Exchange 2000 Server. Q
22. Plan and implement real-time collaboration tools such as instant messaging and chat services. R,V
23. Explain the process of connecting Exchange 2000 Server to Microsoft mail and Schedule+. S
V. Evaluation:

A. Testing Procedures:

Three (3) examinations each worth 200 points will be given. Each will be cumulative.

B. Laboratory Expectations:

Hands-on learning activities done individually and in teams will also serve as the basis for course evaluation.

C. Field Work:

N/A

D. Other Evaluation Methods:

Other assessment activities worth 400 points will consist of special projects, research papers, team activities, essays, short answer documents, or other work assigned.

E. Grading Scale:

<table>
<thead>
<tr>
<th>Points</th>
<th>Grade</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>920 - 1000</td>
<td>A</td>
<td>92%-100%</td>
</tr>
<tr>
<td>820 - 919</td>
<td>B</td>
<td>82%-91.9%</td>
</tr>
<tr>
<td>700 - 819</td>
<td>C</td>
<td>70%-81.9%</td>
</tr>
<tr>
<td>650 - 699</td>
<td>D</td>
<td>65%-69.9%</td>
</tr>
<tr>
<td>&lt; - 649</td>
<td>F</td>
<td>0%-64.99%</td>
</tr>
</tbody>
</table>

VI. Policies:

Attendance Policy:

Pellissippi State Technical Community College expects students to attend all scheduled required 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.