

PELLISSIPPI STATE TECHNICAL COMMUNITY COLLEGE
MASTER SYLLABUS

**DESKTOP SYSTEM ADMINISTRATION
CSIT 2480**

Class Hours: 3.0

Credit Hours: 4.0

Laboratory Hours: 3.0

Revised: Fall 05

NOTE: This course is not designed for transfer credit.

Catalog Course Description:

This course covers intermediate desktop computer operations. Course content includes managing files and disk drives, installing software, customizing the desktop environment, security, and troubleshooting.

Entry Level Standards:

The entering student should have a familiarity with the DOS and Windows operating systems and use Windows applications such as word processors, eMail and web browsers competently.

Prerequisites:

CSIT 1110 or instructor consent.

Textbook(s) and Other Course Materials:

Microsoft® Windows XP Inside Out Deluxe Edition – 2nd Edition w/Service Pack 2 w/CD-ROM By Bott, Siechert and Stinson – Library Congress 2004112805, Microsoft Press

I. Week/Unit/Topic Basis:

Week	Topic
1	Introduction to Desktop Support
2	Installing Windows XP
3	Supporting Local Users
4	Securing your System
5	Exam 1, Securing Internet Connections
6	Customizing Windows
7	Explorer, User and Power Management
8	Exam 2, Storage Support and Management
9	Digital Media

- 10 Network Connectivity Part I
- 11 Network Connectivity Part II
- 12 Exam 3, Email, Fax and Messaging
- 13 Routine Maintenance and Monitoring
- 14 Troubleshooting and Registry
- 15 Final Project Presentations – Exam 4

II. Course Objectives*:

- A. Install an operating system and/or an application. II, III, IV, IX
- B. Monitor, maintain and configure a desktop computer. II, III, IV, IX
- C. Solve problems individually and/or as a member of a team by troubleshooting desktop computer systems. II, III, IV, V, XII, IX
- D. Configure a desktop computer to specified requirements meeting customer needs. I, II, III, IV, IX
- E. Use Internet search tools, Email, and other available resources to locate information and communicate it effectively. I, II, III, IV, V, IX
- F. Demonstrate professional standards by accomplishing given tasks within established timeframes. I, X

*Roman numerals after course objectives reference goals of the CSIT program.

III. Instructional Processes*:

Students will:

1. Install, maintain and troubleshoot a working desktop system configured to written requirements individually or as a collaborative team effort. *Technological Literacy Outcome, Communication Outcome Active Learning Strategy*
2. Use the Internet as a medium for obtaining documentation and instruction and for submitting assignments. *Communication Outcome, Technological Literacy Outcome, Transitional Strategy*
3. Use professional tools, create functional working environments, load and enhance operating systems and software components, and develop documents to meet client needs. *Technological Literacy Outcome, Transitional Strategy, Communication Outcome, Active Learning Strategy*
4. Practice elements of the work ethic such as punctuality, professionalism, dependability, cooperation, and contribution. *Active Learning Strategy, Transitional Strategy*
5. Use professionally accepted methods and materials in completion of assignments. *Technological Literacy Outcome, Transitional Strategy, Active Learning Strategy*

*Strategies and outcomes listed after instructional processes reference TBR'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. Install an operating system and/or application programs. A, F
2. Create and manage user accounts. B, C, D, F
3. Configure a desktop computer. B, C, D, F
4. Use Active Directory Services. B, C, D, F
5. Add and manage printers. B, C, D, F
6. Use permissions to share files and folders. B, C, D, F
7. Configure settings of the operating system. A, C, D, F
8. Manage device drivers. A, B, C, D, F
9. Audit resources and add and manage events. B, C, F
10. Manage security settings and Internet options. B, C, D, E, F
11. Monitor system & network resources. B, C, E, F
12. Back up and restore data. B, F
13. Configure network and Internet connections. B, C, D, E, F
14. Meet the needs of clients. A, B, C, D, E, F
15. Setup and configure media, utilities and products. A, C, D, F

V. Evaluation:

A. Testing Procedures:

4 exams will be given 50pts each. Exams may only be made up for excused absences. An excused absence is one that can be verified by supporting documentation. Failure to make a passing test average based on 200 points will result in a grade of F for the course.

B. Laboratory Expectations:

10 Labs will be assigned – 20pts each, plus one final document at 100pts. Failure to make a passing lab average based on 300 points will result in a grade of F for the course.

C. Field Work:

N/A

D. Other Evaluation Methods:

N/A

E. Grading Scale:

93 – 100% of 500 pts	A
88 – 92%	B+
83 - 87%	B
78 – 82%	C+
73 - 78%	C
65 - 72%	D
0 - 64%	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. [NOTE: No differentiation is noted for excused/unexcused absences. These will be treated as an absence.] (Pellissippi State Catalog)

B. Academic Dishonesty:

Plagiarism, cheating, and other forms of academic dishonesty are prohibited. Students guilty of academic misconduct, either directly or indirectly through participation or assistance, are immediately responsible to the instructor of the class. In addition to other possible disciplinary sanctions which may be imposed through the regular Pellissippi State procedures as a result of academic misconduct, the instructor has the authority to assign an F or a zero for the exercise or examination or to assign an F in the course. (Pellissippi State Catalog)

C. Accommodations for disabilities:

If you need accommodations because of a disability, if you have emergency medical information to share, or if you need special arrangements in case the building must be evacuated, please inform the instructor immediately. Please see the instructor privately after class or in his/her office. Students must present a current accommodation plan from a staff member in Services for Students with Disabilities (SSWD) in order to receive accommodations in this course. Services for Students with Disabilities may be contacted by going to Goins 127 or 131 or by phone: 694-6751(Voice/TTY) or 539-7153.

D. Other Policies:

Computer Usage Guidelines:

College-owned or –operated computing resources are provided for use by students of Pellissippi State. All students are responsible for the usage of Pellissippi State's computing resources in an effective, efficient, ethical and lawful manner. (Pellissippi State Catalog)

Other:

In the event that you have an emergency beyond your control, you must notify the instructor as soon as possible.