PELLISSIPPI STATE COMMUNITY COLLEGE
MASTER SYLLABUS

WINDOWS SERVER
CSIT 2710

Class Hours: 3.0       Credit Hours: 4.0
Laboratory Hours: 3.0   Revised: Spring 2011

NOTE: This course is not designed for transfer credit.

Catalog Course Description:
Topics include the installation of the current Microsoft Windows server operating systems; 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 network connections; and implementing, monitoring and troubleshooting security.

Entry Level Standards:
The entering student MUST be familiar with the Microsoft Windows XP operating system and/or Windows Vista and/or Server 2003/2008 operating systems and be able to demonstrate intermediate-level computer hardware knowledge. Problem solving and analytical skills are also important.

Prerequisites:
CSIT 1740

Textbook(s) and Other Course Materials:

Required Texts:

Or

2. MCSA/MCSE Self-Paced Training Kit (Exams 70-290, 70-291, 70-293, 70-294): Microsoft® Windows Server™ 2003 Core Requirements, 2nd ed. by Don Holme, Orin Thomas, and others. ISBN: 978-0-7356-2290-6

Optional Text: (if class progresses and completes Server 2003 coursework)

References:
3. Implementing, Managing and Maintaining a Microsoft Windows Server 2003 Network
Required Hardware:

6. USB Flash Drive (8 GB minimum)
7. CD-R/DVD-R: Minimum of 10 each may be used in this course for software installation
8. Portable Hard Disk drive, USB (2.0/3.0) interface This will be used for moving virtual machine operating systems between PSCC labs and another computer at home, etc.
9. PC at home or other location that is capable of running a virtualization environment (Microsoft’s Virtual PC or VMWare’s Workstation) with at least one virtual server. This requires a fast CPU and a minimum of 4GB RAM. If you do not have access to such a computing environment out of laboratory, you will have to do all your REQUIRED laboratory experiences in the PSCC Server laboratory environment.

I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Introduction, Topic Overview, Schedule Overview of Microsoft Windows 2003/2008 networking concepts</td>
</tr>
<tr>
<td>2</td>
<td>Managing Client and Server Computers; Managing Disks (Storage Resources)</td>
</tr>
<tr>
<td>2-3</td>
<td>Using NTFS Permissions to Secure Computer Resources</td>
</tr>
<tr>
<td>3-4</td>
<td>Monitoring Server Health and Security</td>
</tr>
<tr>
<td>5-6</td>
<td>Microsoft Active Directory Concepts; Installing Active Directory: Extra material</td>
</tr>
<tr>
<td>7</td>
<td>Managing Active Directory User and Computer Objects</td>
</tr>
<tr>
<td>7-8</td>
<td>Managing Active Directory Group Objects</td>
</tr>
<tr>
<td>8-9</td>
<td>Using Group Policies</td>
</tr>
<tr>
<td>10-11</td>
<td>Files and Folders; Managing Resources with Active Directory</td>
</tr>
<tr>
<td>11-12</td>
<td>Backing Up Data; Recovering from System Failure</td>
</tr>
<tr>
<td>12-13</td>
<td>Printers</td>
</tr>
</tbody>
</table>
II. Course Goals*:

The course will:

A. Develop/enhance the student’s knowledge of and skill in designing/planning a Microsoft Windows 2003/2008 System.  I,II,III,IV,IX

B. Develop/enhance the student’s knowledge of and skill in installing Microsoft Windows 2003/2008 (Professional and Server).  I,II,III,IV,IX

C. Develop/enhance the student’s knowledge of and skill in managing/administering Microsoft Windows 2003/2008. III,IV

D. Develop/enhance the student’s knowledge of DNS I,II,III,IV,IX

E. Develop/enhance the student’s knowledge of and skill in installing and configuring the DNS Service. I,II,III,IV,IX

F. Develop/enhance the student’s knowledge of and skill in using Microsoft Active Directory Services I,II,III,IV,IX

G. Develop/enhance the student’s knowledge of and skill in planning, implementing, and administering Microsoft Active Directory. I,II,III,IV,IX

H. Develop/enhance the student’s knowledge of and skill using Group Policy. I,II,III,IV,IX

I. Develop/enhance the student’s knowledge of and skill in applying and configuring Group Policy. I,II,III,IV,IX

J. Develop/enhance the student’s knowledge of and skill in managing software by using Group Policy. I,II,III,IV,IX

K. Develop/enhance the student’s knowledge of and skill of managing file resources and disks. I,II,III,IV,IX

L. Develop/enhance the student’s knowledge of and skill in configuring Remote Access Services (RAS). I,II,III,IV,IX

M. Develop/enhance the student’s knowledge of and skill in supporting DHCP and WINS in Windows 2003/2008. I,II,III,IV,IX

N. Develop/enhance the student’s knowledge of and skill in implementing disaster protection in Windows 2003/2008 systems. I,II,III,IV,IX

O. Develop/enhance the student’s knowledge of and skill in using Windows 2003/2008 TCP/IP. I,II,III,IV,IX

P. Develop/enhance the student’s knowledge of and skill of upgrading client operating systems. I,II,III,IV,IX

Q. Develop/enhance the student’s knowledge of and skill of performing Remote Installation Services (RIS). I,II,III,IV,IX
R. Develop/enhance the student’s knowledge of and skill of implementing user and security management I,II,III,IV,IX

S. Develop/enhance the student’s knowledge of and skill of solving common performance problems. I,II,III,IV,IX

T. Develop/enhance the student’s knowledge of and skill of using client service, teamwork skills and good communications skills to resolve problems and complete tasks. I,II,III,IV,IX

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

III. Expected Student Learning Outcomes*:

The student will be able to:

6. Explain the features, operations, etc. of Microsoft DNS. D
7. Install, configure, and troubleshoot the DNS Service. D,E
8. Explain the features, operations, etc. of Active Directory Services. F
12. Use Group Policy to manage software deployment and upgrades. J
16. Configure inbound and outbound connections with RAS. L,R
17. Create and examine remote Access Policies. L,R
N,S,T


* Capital letters after Expected Student Learning Outcomes reference the course goals listed above.

IV. Evaluation:

A. Testing Procedures: 40% OF THE FINAL GRADE

At least Three (3) MAJOR examinations will be given. An alternative is to have examinations after each chapter /subject has been completed. There will be NO make-up tests unless prior arrangements are made with the instructor.

B. Laboratory Expectations: 60% OF THE FINAL GRADE

Laboratory exercises, examination question preparation, and project documentations are required. Case-study projects are integral parts of this course! If assigned, A COMPREHENSIVE final term project will be DUE NO LATER THAN the scheduled Final Exam period. This project WILL consist of a laboratory requiring a network system installation, configuration, and DETAILED documentation using ALL material learned during the semester.

C. Field Work:

N/A

D. Other Evaluation Methods:

N/A

E. Grading Scale:

For all examinations and other assignments, projects, etc. given, the final grade will be determined by the following scale: (the percentage based on the maximum number of points possible in a semester)

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Grade</th>
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</thead>
<tbody>
<tr>
<td>93 – 100%</td>
<td>A</td>
</tr>
<tr>
<td>88 – 92%</td>
<td>B+</td>
</tr>
<tr>
<td>83 – 87%</td>
<td>B</td>
</tr>
<tr>
<td>78 – 82%</td>
<td>C+</td>
</tr>
<tr>
<td>73 – 77%</td>
<td>C</td>
</tr>
<tr>
<td>65 – 72%</td>
<td>D</td>
</tr>
<tr>
<td>Below 65%</td>
<td>F</td>
</tr>
</tbody>
</table>

V. Policies:

A. Attendance Policy:

Pellissippi State expects students to attend all scheduled instructional activities. As a minimum, students in all courses (excluding distance learning courses) must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the
course. Individual departments/programs/disciplines, with the approval of the vice president of the Learning Division, may have requirements that are more stringent. In very specific circumstances, an appeal of the policy may be addressed to the head of the department in which the course was taken. If further action is warranted, the appeal may be addressed to the vice president of the Learning Division.

B. Academic Dishonesty:

Academic misconduct committed either directly or indirectly by an individual or group is subject to disciplinary action. Prohibited activities include but are not limited to the following practices:

• Cheating, including but not limited to unauthorized assistance from material, people, or devices when taking a test, quiz, or examination; writing papers or reports; solving problems; or completing academic assignments.
• Plagiarism, including but not limited to paraphrasing, summarizing, or directly quoting published or unpublished work of another person, including online or computerized services, without proper documentation of the original source.
• Purchasing or otherwise obtaining prewritten essays, research papers, or materials prepared by another person or agency that sells term papers or other academic materials to be presented as one’s own work.
• Taking an exam for another student.
• Providing others with information and/or answers regarding exams, quizzes, homework or other classroom assignments unless explicitly authorized by the instructor.
• Any of the above occurring within the Web or distance learning environment.

C. Accommodations for disabilities:

Students who need accommodations because of a disability, have emergency medical information to share, or need special arrangements in case the building must be evacuated should inform the instructor immediately, privately after class or in her or his 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, 132, 134, 135, 131 or by phone: 539-7153 or TTY 694-6429. More information is available at www.pstcc.edu/departments/swd/.

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.