Class Hours: 3.0 Credit Hours: 4.0
Laboratory Hours: 3.0 Revised: Fall 2012

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:

   ISBN: 978-0-470-53286-7 for the textbook

References:

7. MCSA/MCSE Self-Paced Training Kit (Exam 70-290): Managing and Maintaining a

Or

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

8. LabSim for Microsoft Exam 70-290, Test Out Corporation. ISBN 978-1-935080-08-4
NOTE: Academic discounts are available for LabSim products with a discount code voucher available from your instructor.
10. As new texts and materials for Microsoft Windows Server 2012 become available, these materials and web sources will be disseminated to the class.

Required Hardware:

11. USB Flash Drive (16 GB minimum, formattable at NTFS)
12. CD-R/DVD-R: Minimum of 10 each may be used in this course for software installation
13. 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.
14. 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>
</thead>
<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>
</tbody>
</table>
II. Course Goals*:

The course will:

D. Using DNS. I,II,III,IV,IX
E. Installing and configuring the DNS Service. I,II,III,IV,IX
F. Using Microsoft Active Directory Services I,II,III,IV,IX
G. Planning, implementing, and administering Microsoft Active Directory. I,II,III,IV,IX
H. Using Group Policy. I,II,III,IV,IX
I. Applying and configuring Group Policy. I,II,III,IV,IX
J. Managing software by using Group Policy. I,II,III,IV,IX
K. Managing file resources and disks. I,II,III,IV,IX
P. Upgrading client operating systems. I,II,III,IV,IX
Q. Performing Remote Installation Services (RIS). I,II,III,IV,IX
R. Implementing user and security management I,II,III,IV,IX
S. Solving common performance problems. I,II,III,IV,IX
T. Using client service, teamwork skills and good communications skills to resolve problems and complete tasks. I,II,III,IV,IX
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
* 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>
</tr>
</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 Academic Affairs, 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 Academic Affairs.

This course uses software and hardware not normally available out-of-class to students. Regular attendance is required for success in this class. Refer to the Class Policies
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.

Please see the Pellissippi State Policies and Procedures Manual, Policy 04:02:00 Academic/Classroom Conduct and Disciplinary Sanctions for the complete policy.

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 http://www.pstcc.edu/sswd/.

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.