



Wayne County Community College District

COURSE SYLLABUS

CIS 249 COMPUTER SUPPORT II

CREDIT HOURS: 3.00

CONTACT HOURS: 45.00

COURSE DESCRIPTION:

In this course the student will over view the operating systems concept and how to troubleshoot windows. The students will also learn how to answer end-user questions and troubleshoot security settings.

PREREQUISITE: *CIS 110, 240, CT 211*

EXPECTED COMPETENCIES:

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

- Planning the installation of Windows XP
- Attended and unattended installation troubleshooting
- Upgrade from a previous version of Windows
- Troubleshoot system startup and user logon problems
- User environment and multiple languages
- Configure and troubleshoot local user and group accounts
- Troubleshoot security settings and local security policy
- Troubleshoot storage devices and display devices
- Troubleshooting power management and I/O devices
- Collect and analyze system performance data
- Managing access to shared file system resources
- Network printing and offline files
- Troubleshoot TCP/IP
- Troubleshooting remote connections
- Internet Explorer and remote connectivity tools

ASSESSMENT METHODS:

Student performance may be assessed by examination, quizzes, case studies, oral conversation, group discussion, oral presentations. The instructor reserves the option to employ one or more of these assessment methods during the course.

GRADING SCALE:

90%-100% = A
80%-89.9%= B
70%-79.9%= C
60%-69.9%= D
<60% = E