Administrative Master Syllabus

Course Information

Course Title	Network Troubleshooting & Support
Course Prefix, Num. and Title	ITNW 2335 - Network Troubleshooting & Support
Division	Technology & Business
Department	Computer Science
Course Type	WECM Course
Course Catalog Description	Troubleshoot and support networks with emphasis on solving real world problems in a hands-on environment. Topics include troubleshooting and research techniques, available resources, and network management hard/software.
Pre-Requisites	ITNW 1316 or ITNW 2305, ITNW 1345, and completion of 30 credit hours in degree
Co-Requisites	None

Semester Credit Hours

Total Semester Credit Hours (SCH): Lecture Hours: Lab/Other Hours	3:2:2
Equated Pay Hours	3
Lab/Other Hours Breakdown: Lab Hours	2
Lab/Other Hours Breakdown: Clinical Hours	0
Lab/Other Hours Breakdown: Practicum Hours	0
Other Hours Breakdown	0

Approval Signatures

Title	Signature	Date
Prepared by:		
Department Head:		
Division Chair:		
Dean/VPI:		
Approved by CIR:		

Additional Course Information

Topical Outline: Each offering of this course must include the following topics (be sure to include information regarding lab, practicum, and clinical or other non-lecture instruction).

Installation & Configuration of:

• Windows Server OS
• Windows Client OS
• OS patches
• DNS
• Simple network (including IP addressing scheme)
• Active Directory
• Backup Software
• IT Help Desk System
• Email Server
• Unix or Linux Server
• Web Server
• Customer Database
• Client system images
• Server management software

Creation of documentation for:

• System setup
• Network setup
• End User Policy Manual
• Disaster Recovery Plan
• IT Help Desk System

The course will also include:

• Securing servers and clients
• Project management
• Advanced Troubleshooting Procedures

Instructional Methods:
- Minimal Lecture
- Weekly Group and Hands-on Lab Assignments
- Individual Final Report

Course Learning Outcomes:

Learning Outcomes – Upon successful completion of this course, students will:

• Utilize research tools to assist in network support
• Create or revise documentation of network physical layouts, software installations, licensing, and network operation logs
• Demonstrate capability to identify and resolve network problems.

Methods of Assessment:
Individual Projects
Group Projects
Lab Assignments
Test and Quizzes
Final Exam

Required text(s), optional text(s) and/or materials to be supplied by the student:

None

Suggested Course Maximum:

18

List any specific or physical requirements beyond a typical classroom required to teach the course.

• 2 Standalone Server for each group
Standalone Server contain:
☐ Current Windows Server Operating System
☐ 8GB of RAM
☐ 250GB Hard Drive
☐ Dal Core 2.6Ghz Processor
• 2 Standalone PC for each group
Standalone PC contain:
☐ Current Windows Client Operating System
☐ Current Linux Server Operating System
☐ 4Gb of RAM
☐ 250Gb Hard Drive
☐ Dual Core Processor
• Network switch
• Current Microsoft Office software licensed for each student
• Data Projector

Course Requirements/Grading System: Describe any course specific requirements such as research papers or reading assignments and the generalized grading format for the course.

10% - Attendance and Participation
40% - Lab Assignments (including Team Rating Grade)
50% - Final Report

100 - 90 = A
89 - 80 = B
79 - 70 = C
69 - 60 = D
and below = F

Curriculum Checklist:

☐**Administrative General Education Course** (from ACGM, but not in WCJC Core) – No additional documents needed.

☐**Administrative WCJC Core Course**. Attach the Core Curriculum Review Forms

☐Critical Thinking

☐Communication

☐Empirical & Quantitative Skills

☐Teamwork

☐Social Responsibility

☐Personal Responsibility

☒**WECM Course** -If needed, revise the Program SCANS Matrix and Competencies Checklist