

LABETTE COMMUNITY COLLEGE BRIEF SYLLABUS

SPECIAL NOTE:

This brief syllabus is not intended to be a legal contract. A full syllabus will be distributed to students at the first class session.

TEXT AND SUPPLEMENTARY MATERIALS USED IN THE COURSE (if any):

Please check with the LCC bookstore <http://www.labette.edu/bookstore> for the required texts for this class.

<u>COURSE NUMBER:</u>	COMP 199
<u>COURSE TITLE:</u>	PC TROUBLESHOOTING APPLICATIONS
<u>SEMESTER CREDIT HOURS:</u>	3
<u>DEPARTMENT:</u>	Computer Science
<u>DIVISION:</u>	CTE
<u>PREREQUISITE:</u>	COMP 198 PC TROUBLESHOOTING or PERMISSION OF INSTRUCTOR
<u>REVISION DATE:</u>	11/2016

COURSE DESCRIPTION:

This course is designed to expand the concepts of computer hardware installation and repair. Skills to diagnose and repair PC problems in both hardware and software will be explored.

COURSE OUTCOMES AND COMPETENCIES:

Students who successfully complete this course will be able to:

1. Plan the installation of Windows Operation Systems.

- Compare and contrast various features and requirements of Microsoft operating systems.
- Install Windows PC operating systems using appropriate methods.
- Apply appropriate Microsoft command line tools given a scenario.
- Troubleshoot failed installations with Microsoft tools and utilities.
- Perform common preventive maintenance procedures

2. Plan and install other operating systems and technologies.

- Install the Mac OS and troubleshoot.
- Install a Linux OS and troubleshoot.
- Set up and use client-side virtualization given a scenario.
- Identify basic cloud concepts.

- Summarize the properties and purpose of services provided by Networked hosts.
- Identify and troubleshoot basic features of mobile operating systems
- Summarize methods and data related to mobile device synchronization.

3. Implement and administer PC security.

- Identify common security threats and vulnerabilities.
- Compare and contrast common prevention methods.
- Compare and contrast differences of basic Windows OS security settings.
- Deploy and enforce security best practices to secure a workstation.
- Compare and contrast various methods for securing mobile devices.
- Secure SOHO wireless and wired networks

4. Install and troubleshoot software.

- Install, configure, manage and troubleshoot PC operating systems..
- Troubleshoot common PC security issues with appropriate tools and best practices.
- Troubleshoot common mobile applications.
- Troubleshoot common mobile OS and applications security issues.

5. Maintain and set up operational procedures.

- Use appropriate safety procedures give a scenario.
- Given a scenario with potential environmental impacts, apply the appropriate controls.
- Summarize the process of addressing prohibited content/activity, and explain privacy, licensing and policy concepts.
- Explain the troubleshooting theory given a set scenario.