

**OAKTON COMMUNITY COLLEGE  
GENERIC COURSE SYLLABUS**

I.	<u>COURSE PREFIX</u>	<u>COURSE NUMBER</u>	<u>COURSE NAME</u>	<u>CREDIT</u>	<u>LECTURE</u>	<u>LAB</u>
	CNS	150	Microsoft Windows Desktop Technician	4	3	2

II. **PREREQUISITE:**

CNS 110 (Formerly LAN 110) or LAN 170 or consent of instructor, coordinator, or program chair.

III. **COURSE (CATALOG) DESCRIPTION**

This course provide students who are new to Microsoft Windows Desktop software with the knowledge and skills necessary to troubleshoot basic problems end users will face while running Microsoft Windows Desktop in an Active Directory® network environment, or a workgroup environment related to configuring and maintaining applications such as Microsoft Office, Outlook Express, Internet Explorer and other applications that run on a Microsoft Windows Desktop Operating System. The course covers the most recent release of Microsoft Windows Desktop software. This course prepares students to become Microsoft Certified Desktop Technicians and to take exam 70-271 and 70-272.

IV. **LEARNING OBJECTIVES**

Upon completing this course, students will be able to:

- A. Perform and troubleshoot an attended installation of the Windows XP operating system.
- B. Perform post installation configuration (user configuration and apply service packs).
- C. Answer end user questions related to upgrading from a previous version of Windows.
- D. Troubleshoot system startup and user logon problems.
- E. Monitor and analyze system performance.
- F. Monitor, manage, and troubleshoot access to files and folders.
- G. Troubleshoot connecting to local and network print devices.
- H. Configure and troubleshoot hardware devices, drivers and storage.
- I. Troubleshoot network protocols and services.
- J. Configure and troubleshoot Advanced Configuration and Power Interface (ACPI); input and output (I/O) devices.
- K. Configure support for multiple languages or multiple locations.
- L. Configure and troubleshoot security settings and local security policy; local user and group accounts.
- M. Configure and troubleshoot the TCP/IP protocol; and Internet Connection Firewall (ICF) settings.
- N. Configure and troubleshoot end user systems using remote Desktop and Remote Assistance; and remote connections
- O. Configure and troubleshoot applications and set application compatibility settings

- P. Configure and troubleshoot e-mail account configurations and Troubleshoot application installation problems
- Q. Configure and troubleshoot Internet Explorer and Outlook Express
- R. Configure the operating system to support applications
- S. Configure and troubleshoot file system access and file permission problems on multi-boot computers
- T. Resolve issues related to usability of applications.
- U. Manage Microsoft Outlook data, including configuring, importing, and exporting data, and fixing corrupted data.
- V. Resolve issues related to customizing Internet Explorer and Outlook Express
- W. Resolve issues related to customizing the operating system.
- X. Configure and troubleshooting connectivity for applications and security.
- Y. Identify and troubleshoot problems related to security permissions
- Z. Answer end user questions related to application security settings

V. **ACADEMIC INTEGRITY:**

Students and employees at Oakton Community College are required to demonstrate academic integrity and follow Oakton's Code of Academic Conduct. This code prohibits:

- cheating
- plagiarism (turning in work not written by you, or lacking proper citation)
- falsification and fabrication (lying or distorting the truth)
- helping others to cheat
- unauthorized changes on official documents
- pretending to be someone else or having someone else pretend to be you
- making or accepting bribes, special favors, or threats, and
- any other behavior that violates academic integrity.

There are serious consequences to violations of the academic integrity policy. Oakton's policies and procedures provide students a fair hearing if a complaint is made against you. If you are found to have violated the policy, the minimum penalty is failure on the assignment and, a disciplinary record will be established and kept on file in the office of the Vice President for Student Affairs for a period of 3 years.

Details of the Code of Academic Conduct can be found in the Student Handbook.

VI. **OUTLINE OF TOPICS:**

- A. Introduction to Supporting Users
- B. Resolving Installation Issues
- C. Resolving Desktop Management Issues
- D. Resolving File and Folder Issues
- E. Resolving Hardware Issues
- F. Resolving Print Issues
- G. Resolving Network Connectivity Issues
- H. Introduction to Desktop Application Support
- I. Introduction to Troubleshooting Applications
- J. Supporting Microsoft Internet Explorer
- K. Supporting Outlook Express

- L. Supporting Microsoft Office
- M. Supporting Microsoft Outlook

VII. **METHODS OF INSTRUCTION:**

The course will include Lecture and Lab.

VIII. **COURSE PRACTICES REQUIRED:**

- Read course materials.
- Attend and participate in class lecture and lab.
- Complete required assignments, exercises, quizzes, and examinations.

IX. **INSTRUCTIONAL MATERIAL**

- Textbook and Lab book: Microsoft Official Curriculum (MOC) for Windows
- Current Self-Test Software
- Software manuals

X. **METHODS OF EVALUATING STUDENT PROGRESS:**

Quizzes and examinations. Completion of lab assignments and exercises.

XI. **OTHER COURSE INFORMATION**

If you have a documented learning, psychological, or physical disability you may be entitled to reasonable academic accommodations or services. To request accommodations or services, contact the ASSIST office in the Learning Center. All students are expected to fulfill essential course requirements. The College will not waive any essential skill or requirement of a course or degree program.