

Master Syllabus

CIS 1510 - Windows Client Operating System

Division: Business and Public Services

Department: Computer Information Systems

Credit Hour Total: 3.0

Lecture Hrs: 3.0

Prerequisite(s): CIS 1107 AND CIS 1130 OR CIS 1411

Date Revised: February 2014

Course Description:

Installing and administering systems that incorporate the current Microsoft desktop operating system. Administering shared resources including files, folders and printers; installing, managing and troubleshooting hardware devices; monitoring and optimizing system performance and reliability; implementing network protocols and configuring security elements.

General Education Outcomes:

- ▣ Critical Thinking/Problem Solving Competency
- ▣ Computer Literacy Competency

Course Outcomes:

Network connectivity

Implement and troubleshoot various network protocols and services, including TCP/IP, dial up connections, Virtual Private Networks (VPNs) and Internet Connection Sharing (ICS).

Assessment Method: Locally developed exams

Performance Criteria: Students will perform at a 75% or higher level on a locally developed rubric.

Assessment Method: Simulations

Performance Criteria: Students will perform at a 75% or higher level on a locally developed rubric.

Windows security features

Configure and troubleshoot User Account Control, Windows Defender, dynamic security for Internet Explorer and the Windows firewall.

Assessment Method: Locally developed exams

Performance Criteria: Students will perform at a 75% or higher level on a locally developed rubric.

Assessment Method: Simulations

Performance Criteria: Students will perform at a 75% or higher level on a locally developed rubric.

Various file systems

Configure and manage the various file systems available, including FAT, FAT32 and NTFS, and their associated features, such as file and folder compression and encryption.

Assessment Method: Locally developed exams

Performance Criteria: Students will perform at a 75% or higher level on a locally developed rubric.

Assessment Method: Simulations

Performance Criteria: Students will perform at a 75% or higher level on a locally developed rubric.

Current Microsoft Windows OS

Perform clean installations and upgrade to the current version from previous client operating systems.

Assessment Method: Locally developed exams

Performance Criteria: Students will perform at a 75% or higher level on a locally developed rubric.

Assessment Method: Simulations

Performance Criteria: Students will perform at a 75% or higher level on a locally developed rubric.

Outline:

Upgrading previous versions of Windows; installing the current version of the Microsoft Windows client operating system and performing post installation updates and product activation.

Managing disk devices and the New Technology File System (NTFS) file system and its various features.

Managing and troubleshooting the Encrypting File System.

Managing individual users and groups including rights, permissions, and other account settings.

Optimizing system performance and reliability including disk, processor and memory performance.

Configuring network protocols with an emphasis on TCP/IP.

Implementing the desktop environment including multiple language support, user profiles and local settings.

Configuring the Remote Desktop and Remote Assistance features.