

Master Syllabus

CIS 2711 - Enterprise Desktop Support Technician

Division: Business and Public Services

Department: Computer Information Systems

Credit Hour Total: 3.0

Lecture Hrs: 3.0

Prerequisite(s): CIS 1107 AND CIS 2731

Date Revised: March 2016

Course Description:

Introduction to troubleshooting and problem solving techniques for Windows desktop network applications. Review the major network configuration components of the operating system. Configure and problem solve operating system functions as used in a real-world network desktop work station.

General Education Outcomes:

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

Course Outcomes:

Windows Client Systems

Identify and resolve performance issues and hardware failure. Analyze hard drive utilization and optimize virtual memory.

Assessment Method: Locally developed exams

Performance Criteria:

70% or higher on locally developed tests.

Assessment Method: Simulations

Performance Criteria:

70% or higher on labs

Desktop Application Issues

Identify and resolve issues with software installation, configuration, permissions, and licensing restrictions.

Assessment Method: Locally developed exams

Performance Criteria:

70% or higher on locally developed tests.

Assessment Method: Simulations

Performance Criteria:

70% or higher on labs

Mobile Users

Identify and resolve wireless connectivity issues. Check and resolve problems with signal strength, wireless profiles, and mobile devices.

Assessment Method: Locally developed exams

Performance Criteria:

70% or higher on locally developed tests.

Assessment Method: Simulations

Performance Criteria:

70% or higher on labs

Outline:

Desktop Application Issues

Manage Systems that Run Windows Client

Identify and Resolve Networking Issues

Support Mobile Users

Causes of Security Issues