

## Course Competencies Template - Form 112

GENERAL INFORMATION			
Name: John Chin	Phone #: 73386		
Course Prefix/Number: CTS2153	Course Title: Supporting Windows Users & Applications		
Number of Credits: 4			
Degree Type	<input type="checkbox"/> B.A. <input type="checkbox"/> B.S. <input type="checkbox"/> B.A.S <input type="checkbox"/> A.A. <input checked="" type="checkbox"/> A.S. <input type="checkbox"/> A.A.S. <input type="checkbox"/> C.C.C. <input type="checkbox"/> A.T.C. <input type="checkbox"/> V.C.C		
Date Submitted/Revised: 02-13-2009	Effective Year/Term: 2009-1		
<input checked="" type="checkbox"/> New Course Competency <input type="checkbox"/> Revised Course Competency			
Course to be designated as a General Education course (part of the 36 hours of A.A. Gen. Ed. coursework): <input type="checkbox"/> Yes <input type="checkbox"/> No			
The above course links to the following Learning Outcomes: <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> Communication  <input type="checkbox"/> Numbers / Data  <input checked="" type="checkbox"/> Critical thinking  <input type="checkbox"/> Information Literacy  <input type="checkbox"/> Cultural / Global Perspective             </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Social Responsibility  <input checked="" type="checkbox"/> Ethical Issues  <input checked="" type="checkbox"/> Computer / Technology Usage  <input type="checkbox"/> Aesthetic / Creative Activities  <input type="checkbox"/> Environmental Responsibility             </td> </tr> </table>		<input checked="" type="checkbox"/> Communication <input type="checkbox"/> Numbers / Data <input checked="" type="checkbox"/> Critical thinking <input type="checkbox"/> Information Literacy <input type="checkbox"/> Cultural / Global Perspective	<input type="checkbox"/> Social Responsibility <input checked="" type="checkbox"/> Ethical Issues <input checked="" type="checkbox"/> Computer / Technology Usage <input type="checkbox"/> Aesthetic / Creative Activities <input type="checkbox"/> Environmental Responsibility
<input checked="" type="checkbox"/> Communication <input type="checkbox"/> Numbers / Data <input checked="" type="checkbox"/> Critical thinking <input type="checkbox"/> Information Literacy <input type="checkbox"/> Cultural / Global Perspective	<input type="checkbox"/> Social Responsibility <input checked="" type="checkbox"/> Ethical Issues <input checked="" type="checkbox"/> Computer / Technology Usage <input type="checkbox"/> Aesthetic / Creative Activities <input type="checkbox"/> Environmental Responsibility		
Course Description (limit to 50 words or less, <u>must</u> correspond with course description on Form 102):  This is an advanced course designed to help students prepare for the Microsoft Certified IT Professional Support Technician certification. Students will learn how to install, configure and manage Windows applications in a networked Windows environment and how to support enterprise users. Students will also deploy Windows and applications using various methods, resolve installation and compatibility issues, establish group policies and user profiles, perform support functions, troubleshoot user and application issues, secure the desktop and network from unauthorized use, install software upgrades and updates, perform systems monitoring and documentation, and develop customer service skills. Prerequisite(s): CTS 1328. Laboratory Fee. (3 hr. lecture, 2 hr. lab)			
Prerequisite(s): CTS 1328	Corequisite(s):		

**Course Competencies:** (for further instruction/guidelines go to: <http://www.mdc.edu/asa/curriculum.asp>)

Competency 1: The student will demonstrate an understanding of Windows deployment preparation by:

1. Describing the major steps and issues associated with Windows deployment.
2. Assessing Windows hardware requirements and compatibility with existing applications and devices.
3. Analyzing the business environment and selecting a deployment method.
4. Performing data backup for migration to a new Windows environment.
5. Documenting the Windows transition plan.

Competency 2: The student will demonstrate an understanding of the Windows deployment process by:

1. Preparing a system for clean installation or upgrade.
2. Describing and using the Windows deployment tools.

Revision Date: 02-09-2009

Approved By Academic Dean Date: \_\_\_\_\_

Reviewed By Director of Academic Programs Date: \_\_\_\_\_

3. Deploying Windows from a custom image.
4. Migrating current applications and data after deployment.
5. Performing post-installation tasks.
6. Troubleshooting deployment issues.
7. Resolving User Profile compatibility issues.
8. Configuring application compatibility settings.
9. Documenting the deployed Windows environment.

Competency 3: The student will demonstrate an understanding of Windows security management by:

1. Configuring and troubleshooting Windows security.
2. Configuring and troubleshooting security for Internet applications.
3. Troubleshooting security configuration issues.
4. Troubleshooting Windows firewall issues.
5. Troubleshooting Windows Defender issues.
6. Applying security updates.
7. Configuring and troubleshooting access to resources.
8. Troubleshooting authentication issues.
9. Configuring and troubleshooting user account control.

Competency 4: The student will demonstrate an understanding of managing and maintaining Windows systems by:

1. Describing methods of establishing and controlling group policies.
2. Troubleshooting policy settings.
3. Configuring and managing the Task Scheduler.
4. Configuring and troubleshooting event forwarding.
5. Applying and troubleshooting updates.
6. Troubleshooting performance, reliability, and security issues.
7. Monitoring events in an enterprise network and logging incidents.

Competency 5: The student will demonstrate an understanding of installing and configuring desktop applications by:

1. Analyzing the business environment and selecting an application deployment method.
2. Preparing a system for clean installation or upgrade.
3. Deploying single license applications on a client computer.
4. Deploying enterprise applications in a networked environment.
5. Troubleshooting application software installation issues.

Competency 6: The student will demonstrate an understanding of supporting and maintaining desktop applications by:

1. Performing support functions for deployed applications.
2. Performing management and troubleshooting activities.
3. Installing application updates and upgrades.
4. Troubleshooting software application issues.
5. Documenting incidents and support activities.

Competency 7: The student will demonstrate an understanding of configuring and troubleshooting a Windows network environment by:

1. Configuring and troubleshooting Windows network protocols.
2. Configuring and troubleshooting Windows network services for clients.

Revision Date: 02-09-2009

Approved By Academic Dean Date: \_\_\_\_\_

Reviewed By Director of Academic Programs Date: \_\_\_\_\_

3. Configuring and troubleshooting remote access.
4. Troubleshooting network connectivity issues.
5. Configuring and troubleshooting wireless networking.
6. Configuring and testing network security.
7. Troubleshooting access to network resources.

Competency 8: The student will demonstrate an understanding of user support and workplace skills by:

1. Describing the roles of the IT support specialist in a business enterprise.
2. Describing methods of understanding and managing user's needs and expectations.
3. Describing methods of logging incidents and reporting problem resolution.
4. Presenting and following oral and written instructions.
5. Participating in group discussions as an IT support specialist and trainer.
6. Demonstrating self-motivation and responsibility to complete an assigned task.
7. Choosing appropriate actions in situations requiring effective time management.
8. Applying principles and techniques for being a productive, contributing member of a team.
9. Identifying and discussing intellectual property rights and licensing issues.
10. Identifying and discussing issues contained within professional codes of conduct.
11. Preparing, outlining, and delivering a short IT training presentation.
12. Preparing visual material to support a IT training presentation.
13. Using appropriate communication skills, courtesy, manners, and dress in the workplace.

Competency 9: The student will support end user computer systems by:

1. Installing common hardware and software installation steps and wrap-up tasks.
2. Performing a system installation.
3. Utilizing hardware and software installation tools to perform maintenance and upgrades.
4. Demonstrating common operating systems and network installation steps.
5. Demonstrating common steps to install application software: Electronic mail, instant messaging, Web Browser, Word Processing, Spreadsheets, Database Management, Graphics, Desktop Publishing, Educational and Entertainment software, Mainframe Applications.
6. Demonstrating common steps for the removal of common computer viruses and spyware.

Revision Date: 02-09-2009

Approved By Academic Dean Date: \_\_\_\_\_

Reviewed By Director of Academic Programs Date: \_\_\_\_\_