



Administrative Master Syllabus

Course Information

Course Title	Network Troubleshooting and Support
Course Prefix, Num. and Title	ITNW 2335: Network Troubleshooting and Support
Division	Technology & Business
Department	Information Technology and Networking
Course Type	WECM Course
Course Catalog Description	Troubleshoot and support networks with emphasis on solving real world problems in a hands-on environment. Topics include troubleshooting and research techniques, available resources, and network management hard/software. (Capstone Course for Information Technology Network and Computer Systems Administrator AAS)
Pre-Requisites	ITNW 1325
Co-Requisites	None

Semester Credit Hours

Total Semester Credit Hours (SCH): Lecture Hours:	3:2:2
Lab/Other Hours	
Equated Pay Hours	3
Lab/Other Hours Breakdown: Lab Hours	2
Lab/Other Hours Breakdown: Clinical Hours	0
Lab/Other Hours Breakdown: Practicum Hours	0
Other Hours Breakdown	0

Approval Signatures

Title	Signature	Date
Department Head:	Muna Saqer, Comp Sci and IT&N Program Director	11-16-2023
Division Chair:	David Kucera, Technology & Business Division	11-16-2023
VPI:		



Additional Course Information

Topical Outline: Each offering of this course must include the following topics (be sure to include information regarding lab, practicum, and clinical or other non-lecture instruction).

Installation & Configuration of:

- Windows Server OS
- Windows Client OS
- OS patches
- DNS
- Simple network (including IP addressing scheme)
- Active Directory
- Backup Software
- IT Help Desk System
- Email Server
- Unix or Linux Server
- Web Server
- Customer Database
- Client system images
- Server management software

Creation of documentation for:

- System setup
- Network setup
- End User Policy Manual
- Disaster Recovery Plan
- IT Help Desk System

The course will also include:

- Securing servers and clients
- Project management
- Advanced Troubleshooting Procedures

Instructional Methods:

- Minimal Lecture
- Weekly Group and Hands-on Lab Assignments
- Individual Final Repo

Course Learning Outcomes:

Learning Outcomes – Upon successful completion of this course, students will:

- Utilize research tools to assist in network support
- Create or revise documentation of network physical layouts, software installations, licensing, and network operation logs
- Demonstrate capability to identify, troubleshoot, and resolve network problems



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Methods of Assessment:

- Individual Projects
- Group Projects
- Lab Assignments
- Test and Quizzes
- Final Exam

Required text(s), optional text(s) and/or materials to be supplied by the student:

None

Suggested Course Maximum:

18

List any specific or physical requirements beyond a typical classroom required to teach the course.

- 2 Standalone Server for each group
- Standalone Server contain:
 - Current Windows Server Operating System
 - 8GB of RAM
 - 250GB Hard Drive
 - Dual Core 2.6Ghz Processor
- 2 Standalone PC for each group
- Standalone PC contain:
 - Current Windows Client Operating System
 - Current Linux Server Operating System
 - 4Gb of RAM
 - 250Gb Hard Drive
 - Dual Core Processor
- Network switch
- Current Microsoft Office software licensed for each student
- Data Projector

Course Requirements/Grading System: Describe any course specific requirements such as research papers or reading assignments and the generalized grading format for the course.

Attendance and Participation0-10%
 Lab Assignments (including Team Rating Grade):40-50%
 Final Report.....40-50%

Grade System:

90-100% = A
 80-89% = B
 70-79% = C
 60-69% = D
 Below 60%.... = F



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Curriculum Checklist:

- Administrative General Education Course** (from ACGM, but not in WCJC Core) – No additional documents needed.
- Administrative WCJC Core Course.** Attach the Core Curriculum Review Forms
 - Critical Thinking
 - Communication
 - Empirical & Quantitative Skills
 - Teamwork
 - Social Responsibility
 - Personal Responsibility
- WECM Course** -If needed, revise the Program SCANS Matrix and Competencies Checklist