



Purpose: It is the intention of this Administrative-Master Syllabus to provide a general description of the course, outline the required elements of the course and to lay the foundation for course assessment for the improvement of student learning, as specified by the faculty of Wharton County Junior College, regardless of who teaches the course, the timeframe by which it is instructed, or the instructional method by which the course is delivered. It is not intended to restrict the manner by which an individual faculty member teaches the course but to be an administrative tool to aid in the improvement of instruction.

Course Title – Network Troubleshooting and Support

Course Prefix and Number – ITNW 2335

Department – Computer Science

Division – Technology & Business

Course Type: (check one)

- Academic General Education Course (from ACGM – but not in WCJC Core)
- Academic WCJC Core Course
- WECM course (This course is a Special Topics or Unique Needs Course: Y or N)

Semester Credit Hours #: Lecture Hours #: Lab/Other Hours #: 3:2:2

Equated Pay hours for course - 3

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.

Prerequisites/Co-requisites – ITNW 1316 (or archived ITNW 2305) and ITNW 1345 and completion of 30 credit hours towards the Network Administration AAS degree.

List Lab/ Other Hours
Lab Hours 2
Clinical Hours
Practicum Hours
Other (list)

Prepared by: Donna Schilling

Date: 07-19-2015

Reviewed by Department Head: Donna Schilling

Date: 07-19-2015

Accuracy Verified by Division Chair: David Kucera

Date : 8/12/15

Approved by Dean or Vice President of Instruction: Leigh Ann Collins

Date: 3-4-16

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

Course revolves around a semester-long group project that includes the following requirements for each team:

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
- Budgets

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 Report

II. Course Learning Outcomes

Learning Outcomes	Methods of Assessment
<p>Upon successful completion of this course, students will:</p> <p>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 and resolve network problems.</p>	<p>Individual Projects Group Projects Lab Assignments Tests and Quizzes Final Exam</p>

III. Required Text(s), Optional Text(s) and/or Materials to be supplied by Student.

None

IV. Suggested Course Maximum – 18

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

- 1 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

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

10% - Attendance and Participation

40% - Lab Assignments (including Team Rating Grade)

50% - Final Report

Grading System –

100 -90	= A
89 - 80	= B
79 - 70	= C
69 - 60	= D
and below	= F

VII. Curriculum Checklist

- **Academic General Education Course** (from ACGM – but not in WCJC Core)
No additional documentation needed

- **Academic WCJC Core Course**
Attach the Core Curriculum Review Forms

- Critical Thinking
- Communication
- Empirical & Quantitative Skills
- Teamwork
- Social Responsibility
- Personal Responsibility

- **WECM Courses**
If needed, revise the Program SCANS Matrix & Competencies Checklist.