Implementing and Supporting Client Operating Systems
ITNW 1308.1A1 – Spring 2023

INSTRUCTOR CONTACT INFORMATION
Instructor: Tim Storbeck
Email: tjstorbeck@lit.edu
Office Phone: 409-247-5236
Office Location: T4 Rm 109D
Office Hours:
- Monday/Wednesday 7:00-8:00 am, 2:30-4:30 pm
- Tuesday/Thursday 7:00-8:00 am, 10:30 – 11:00 am, 1:30 – 4:30 pm
- Friday 7:00-8:00 am

CREDIT
3 Semester Credit Hours (2 hours lecture, 4 hours lab)

MODE OF INSTRUCTION
Hybrid

PREREQUISITE/COREQUISITE:
None

COURSE DESCRIPTION
The fundamentals of managing and configuring local, network, and distributed network clients. Topics may adapt to changes in industry practices.

COURSE OBJECTIVES
Upon completion of this course, the student will be able to
- Install and configure network clients
- Setup users, groups, policies, and profiles
- Configure hardware components and applications
- Setup and maintain a logon security and security for files and printers
- Configure and optimize clients in multiple environments

REQUIRED TEXTBOOK AND MATERIALS
- MindTap for Microsoft 365 Modern Desktop Administrator Guide to Exam MD-100: Windows 10, 1st Edition; Cengage, 2022  ww.cengage.com
- Computer with Internet access

ATTENDANCE POLICY
Attendance is mandatory. Students are expected to attend class regularly. Attendance counts for 10% of your grade.
**DROP POLICY**
If you wish to drop a course, you are responsible for initiating and completing the drop process by the specified drop date as listed on the Academic Calendar. If you stop coming to class and fail to drop the course, you will earn an “F” in the course.

**STUDENT EXPECTED TIME REQUIREMENT**
For every hour in class (or unit of credit), students should expect to spend at least two to three hours per week studying and completing assignments. For a 3-credit-hour class, students should prepare to allocate approximately six to nine hours per week outside of class in a 16-week session OR approximately twelve to eighteen hours in an 8-week session. Online/Hybrid students should expect to spend at least as much time in this course as in the traditional, face-to-face class.

**COURSE CALENDAR**

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
<th>Readings (Due on Week)</th>
<th>Assignments (Due on Week)</th>
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<tr>
<td>1</td>
<td>Introduction to Class</td>
<td>Module 1 Week 1</td>
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<td>2</td>
<td>Introduction to Windows 10</td>
<td>Module 2 Week 2</td>
<td>Labs Module 1</td>
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<td>3</td>
<td>Using the System Utilities</td>
<td>Module 3 Week 3</td>
<td>Labs Module 2</td>
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<td>4</td>
<td>User Management</td>
<td>Module 4 Week 4</td>
<td>Labs Module 3</td>
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<td>5</td>
<td>Networking</td>
<td>Module 5 Week 5</td>
<td>Labs Module 4</td>
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<td>6</td>
<td>Managing Disk and File Systems</td>
<td>Module 6 Week 6</td>
<td>Labs Module 5</td>
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<td>Windows 10 Security Features</td>
<td>Module 7 Week 7</td>
<td>Labs Module 6</td>
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<td>8</td>
<td>User Productivity</td>
<td>Module 8 Week 8</td>
<td>Labs Module 7</td>
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<td>9</td>
<td>Windows 10 Application Support</td>
<td>Module 9 Week 9</td>
<td>Labs Module 8</td>
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<td>10</td>
<td>Performance Tuning and System Recovery</td>
<td>Module 10 Week 10</td>
<td>Labs Module 9</td>
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<td>11</td>
<td>Enterprise Computing</td>
<td>Module 11 Week 11</td>
<td>Labs Module 10</td>
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<td>12</td>
<td>Managing Enterprise Clients</td>
<td>Module 12 Week 12</td>
<td>Labs Module 11</td>
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<td>13</td>
<td>Automating Windows 10 Deployment Kit</td>
<td>Review</td>
<td>Labs Module 12</td>
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<td>14</td>
<td>Makeup work</td>
<td>Makeup Work</td>
<td>Review and redo Labs</td>
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<td>15</td>
<td>Prep for final</td>
<td>Make up and adjust</td>
<td>Final week for Labs</td>
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<tr>
<td>16</td>
<td>Final prep</td>
<td>N/A</td>
<td>Final</td>
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</table>
COURSE EVALUATION
Final grades will be calculated according to the following criteria:
- Chapter Quiz or Test  40%
- Attendance   10%
- Labs    30%
- Final Exam  25%

GRADE SCALE
- 90-100     A
- 80-89       B
- 70-79       C
- 60-69       D
- 0-59         F

LIT does not use +/- grading scales

ACADEMIC DISHONESTY
Students found to be committing academic dishonesty (cheating, plagiarism, or collusion) may receive disciplinary action. Students need to familiarize themselves with the institution’s Academic Dishonesty Policy available in the Student Catalog & Handbook, accessible on the LIT website.

TECHNICAL REQUIREMENTS
The latest technical requirements, including hardware, compatible browsers, operating systems, etc. can be online at Online Learning Requirements. A functional broadband internet connection, such as DSL, cable, or Wi-Fi is necessary to maximize the use of online technology and resources.

DISABILITIES STATEMENT
The Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973 are federal anti-discrimination statutes that provide comprehensive civil rights for persons with disabilities. LIT provides reasonable accommodations as defined in the Rehabilitation Act of 1973, Section 504 and the Americans with Disabilities Act of 1990, to students with a diagnosed disability. The Special Populations Office is located in the Eagles’ Nest Room 129 and helps foster a supportive and inclusive educational environment by maintaining partnerships with faculty and staff, as well as promoting awareness among all members of the Lamar Institute of Technology community. If you believe you have a disability requiring an accommodation, please contact the Special Populations Coordinator at (409)-951-5708 or email specialpopulations@lit.edu. You may also visit the online resource at Special Populations - Lamar Institute of Technology (lit.edu).
STUDENT CODE OF CONDUCT STATEMENT
It is the responsibility of all registered Lamar Institute of Technology students to access, read, understand and abide by all published policies, regulations, and procedures listed in the LIT Catalog and Student Handbook. The LIT Catalog and Student Handbook may be accessed at www.lit.edu. Please note that the online version of the LIT Catalog and Student Handbook supersedes all other versions of the same document.

STARFISH
LIT utilizes an early alert system called Starfish. Throughout the semester, you may receive emails from Starfish regarding your course grades, attendance, or academic performance. Faculty members record student attendance, raise flags and kudos to express concern or give praise, and you can make an appointment with faculty and staff all through the Starfish home page. You can also login to Blackboard or MyLIT and click on the Starfish link to view academic alerts and detailed information. It is the responsibility of the student to pay attention to these emails and information in Starfish and consider taking the recommended actions. Starfish is used to help you be a successful student at LIT.

ADDITIONAL COURSE POLICIES/INFORMATION
- **Certification:** If a student passes the certification test that is associated with this class, you will receive an ‘A’ on the final exam and credit for 25% of your labs. If you have missed a previous test, you must still take the final exam to substitute for that grade.
- **Course Grade Requirement:** A grade of ‘C’ or better must be earned in this course for credit toward degree requirement.

CERTIFICATION REQUIREMENT
Cyber Security and Networking majors are required to earn a certification in at least one of the following areas prior to graduation.
- A+ Certification
- Network+ Certification
- Security+ Certification
- Linux+ Certification
- Cisco Certified Network Associate (CCNA)