Implementing and Supporting Client Operating Systems (ITNW 1308 6A1)

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

MODE OF INSTRUCTION
Hybrid

PREREQUISITE/CO-REQUISITE:
None

COURSE DESCRIPTION
The fundamentals of managing and configuring network clients.

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

INSTRUCTOR CONTACT INFORMATION
Instructor: Bonnie Cobb
Email: bscobb@lit.edu
Department Office Phone: (409) 839-2092
Department Office Location: TA-4, Room 103
Office Hours: 10:00 – 11:00 a.m. MW
By Appointment
REQUIRED TEXTBOOK AND MATERIALS

   a. **How to buy** your Course Materials
      i. Sign into Blackboard and click on this course.
      ii. Click on the **Getting Started** link in the **Course Content** section.
      iii. Create or sign into your Cengage account to access or purchase the materials for this course.
   
   **NOTE**: If you are taking additional courses that use Cengage materials, you can save money by purchasing a Cengage Unlimited plan, which gives you access to all Cengage eTextbooks and online homework platforms for one price. Visit [cengage.com/unlimited](http://cengage.com/unlimited) or your campus bookstore to learn more.

   b. **Beware of sites that are selling discounted codes.** These sources are likely unauthorized sellers who have acquired access codes illegally, and transactions with such sources may pose a risk to your personal information.

   c. **Need help?** Visit [startstrong.cengage.com](http://startstrong.cengage.com) for step-by-step registration instructions and videos.

2. Cyber Security and Networking Technology students are required to have one 64 GB or larger capacity USB Flash Drive to be used for the duration of the time to complete their degree.

ATTENDANCE POLICY
Three absences are allowed. If a student is tardy to class or departs early three (3) times, it will be equal to one (1) absence. Each absence beyond three absences will result in a 2-point deduction from your final grade.

DROP POLICY
If you wish to drop a course, you are responsible for initiating and completing the drop process. If you stop coming to class and fail to drop the course, you will earn an “F” in the course.
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<th>TOPIC</th>
<th>READINGS (Prior to the Weekly Lecture)</th>
<th>ASSIGNMENTS (Due at end of the Week)</th>
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<td>Week 1</td>
<td>Syllabus; Course Introduction; Cengage MindTap Access</td>
<td>Course Syllabus Course Orientation</td>
<td>Pre-Assessment Quiz Prerequisite Lab</td>
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<td>Week 2</td>
<td>Introduction to Windows 10</td>
<td>Module 1</td>
<td>Module 1 Labs Module 1 Practice Test Module 1 Quiz</td>
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<td>Week 3</td>
<td>Using the System Utilities</td>
<td>Module 2</td>
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<td>Week 4</td>
<td>User Management</td>
<td>Module 3</td>
<td>Module 3 Labs Module 3 Practice Test Module 3 Quiz</td>
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<td>Networking</td>
<td>Module 4</td>
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<td>Week 6</td>
<td>Managing Disks and File Systems</td>
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<td>Week 7</td>
<td>Windows 10 Security Features</td>
<td>Module 6</td>
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<td>User Productivity Tools</td>
<td>Module 7</td>
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<td>Week 9</td>
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<td>Performance Tuning and System Recovery</td>
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<td>Week 11</td>
<td>Enterprise Computing</td>
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<td>Week 12</td>
<td>Managing Enterprise Clients</td>
<td>Module 11</td>
<td>Module 11 Labs Module 11 Practice Test Module 11 Quiz</td>
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<td>Week 13</td>
<td>Automating Windows 10 Deployment</td>
<td>Module 12</td>
<td>Module 12 Labs Module 12 Practice Test Module 12 Quiz</td>
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<td>Week 14</td>
<td>Review Week</td>
<td>Modules 1-12</td>
<td>Final work on all assignments Study for Final Exam</td>
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<td>Week 15</td>
<td>Prepare for Final Exam</td>
<td>Modules 1-12</td>
<td>Final Exam: Modules 1-12</td>
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<td>Week 16</td>
<td>Final Exam Week</td>
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COURSE EVALUATION
Final grades will be calculated according to the following criteria:

- Module Labs 30%
- Practice Tests on MindTap 10%
- Module Quizzes 30%
- Final Exam (Post-Assessment Quiz) 30%

GRADE SCALE

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

TECHNICAL REQUIREMENTS
The latest technical requirements, including hardware, compatible browsers, operating systems, etc. can be found online at https://lit.edu/online-learning/online-learning-minimum-computer-requirements. A functional broadband internet connection, such as DSL, cable, or WiFi 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 by email to 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
Course Policies
1. No food, drinks, or use of tobacco products in class.
2. Electronic devices not being used for the class, such as phones and headphones, must be turned off while in class. Any device usage during class may result in a deduction of points on an assignment or test.
3. Do not bring children to class.
4. 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.
5. If you wish to drop a course, the student is responsible for initiating and completing the drop process. If you stop coming to class and fail to drop the course, you will earn an ‘F’ in the course.
6. Tools: Return all tools and/or software to their designated place.
7. A grade of ‘C’ or better must be earned in this course for credit toward degree requirement:
8. Additional course policies, as defined by the individual course instructor, will be outlined in the course addendum and provided by the instructor.

Certification Requirement
CSNT majors are required to earn certification in one of the following areas prior to graduation.
- A+ Certification
- Network+ Certification
- Security+ Certification
- Linux+ Certification
- Cisco Certified Network Associate (CCNA)