

Desktop Technician 2 – ETEK-2110 (3 Credits)

NIGHT CLASS

Instructor: Kevin Crawford

E-Mail: kcrawford@ccri.edu

Web Site for course: <http://faculty.ccri.edu/kcrawford>

Textbook: Eric Johnson and Erick Beehler, *MCITP: Microsoft Windows Vista Desktop Support Enterprise Study Guide*, Sybex

Course Objectives:

This book offers in-depth study of all the functions and features of installing, configuring, and maintaining Microsoft Windows Vista operating system. Throughout the book, we provide detailed Activities that let you experience firsthand the processes involved in desktop support. We then provide pointed Review Questions to reinforce the concepts introduced in each chapter and to help you prepare for the Microsoft certification exam. Finally, to put a real-world slant on the concepts introduced in each chapter, we provide Case Projects to prepare you for situations that must be managed in a live desktop environment.

Class Rules:

1. Every student must turn in their own work to receive a grade.
2. Safety is important in this lab. If a student arrives to the lab late, they may not be permitted to participate in the lab.
3. No assignments will be accepted late. If the assignment is not turned in on the day that is due, then a zero will be given.
4. If you are absent for a lab, you must see the instructor, by the next class, to find out when you can make it up or a zero will be given.
5. There will be an exam for each chapter along with a final exam. The chapter exams must be taken before the start of the next lecture. If you do not take the exam before the next chapter is covered, you will receive a zero on that exam. There will be no exception to this.
6. A notebook must be kept. The notebook will be collected multiple times during the semester and graded.
7. The instructor reserves the right to lower or raise grades based on subjective values such as attitude, class participation, preparation, and understanding the material.

Grading Policy:

Exams*	35%
Final Exam	20%
Project/In-class Exams	10%
Laboratory	25%
Notebook	10%

*Exams will come from the lecture, labs, reading of the chapters and review questions.

DATE	LECTURE	LAB/EXAM
9/15	Go over Syllabus/EXAM	WebCT
9/22	Chapter 1: Preparing to Deploy Windows Vista	Lab 1
9/29	Chapter 2: Deploying Windows Vista	Lab 2
10/6	Chapter 3: Configuring Windows Vista Security	Lab 3
10/13	Chapter 4: Troubleshooting Windows Vista Security	Lab 4
10/20	Chapter 5: Using the Windows Event Viewer and Task Scheduler	Lab 5
10/27	EXAM	
11/3	Chapter 6: Using the Windows Performance and Reliability Monitor	Lab 6
11/10	Chapter 7: Managing and Troubleshooting Group Policy	Lab 7
11/17	Chapter 8: Configuring Networking	Lab 8
11/24	Chapter 9: Troubleshooting and Repairing Networking	Lab 9
12/1	Chapter 10: Supporting and Maintaining Desktop Applications	Lab 10
12/8	PROJECTS/REVIEW	
12/15	Final Exam (1-10)	