

Desktop Technician 1 – ETEK-2100 (3 Credits)

Instructor: Tony Rashid

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Textbook: James Michael Stewart Michael Palmer, *MCDST 70-271: Supporting Users and Troubleshooting a Microsoft Windows XP Operating System*. Course Technology Incorporated, 2005, ISBN 0-619-21604-2

Course Objectives:

This book offers in-depth study of all the functions and features of installing, configuring, and maintaining Microsoft Windows XP 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.

Grading Policy:

Exams*	40%
Final Exam	20%
Laboratory	30%
Notebook	10%

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

Course Outline

Date	Topics	LAB
9/2	Go over Syllabus	WebCT
9/4	Chapter 1 - Planning the Installation of Windows XP	
9/9		Lab 1
9/11	Chapter 2 - Attended and Unattended Installation Troubleshooting Chapter 3 - Upgrade from a Previous Version of Windows	
9/16		Lab 2
9/18	Chapter 4 - Troubleshoot System Startup and User Logon Problems	
9/23		Lab 3
9/25	Chapter 5 - User Environment and Multiple Languages	
9/30		Lab 4
10/2	Chapter 6 - Configure and Troubleshoot Local User and Group Accounts	
10/7		Lab 5
10/9	Chapter 7 - Troubleshoot Security Settings and Local Security Policy	
10/14		Lab 6
10/16	Chapter 8 - Troubleshoot Storage Devices and Display Devices	
10/21		Lab 7
10/23	Chapter 9 - Troubleshooting Power Management	
10/28	Chapter 9 - Troubleshooting Power Management and I/O Devices	
10/30		Lab 8
11/4	NO CLASS – ELECTION DAY	
11/5	<u>Wednesday</u> Chapter 10 - Collect and Analyze System Performance Data	
11/6		Lab 9
11/11	NO CLASS – HOLIDAY	
11/13	Chapter 11 - Managing Access to Shared File System Resources	
11/18		Lab 10
11/20	Chapter 12 - Network Printing and Offline Files	
11/25		Lab 11
11/27	NO CLASS – HOLIDAY	
12/2	Chapter 13 - Troubleshoot TCP/IP	
12/4		Lab 12
12/9	Chapter 14 - Troubleshooting Remote Connections	
12/11	Chapter 15 - Internet Explorer and Remote Connectivity Tools, Review	
To be determined	FINAL EXAM (Chapters 1-15)	