

**NWACC Business & Computer Information Division
Computer Information Department Course Outlines**

NTWK 2153 MICROCOMPUTER SOFTWARE SUPPORT (On Demand)

Course Number and Title

NTWK 2153 Microcomputer Software Support

Catalog Description

Students will learn to install, configure, and maintain current Microsoft Windows operating systems and document common software issues while applying troubleshooting skills. IOS, Android, Mac OS, Linux, and Windows Phone, are covered from a user's perspective. Client-side virtualization concepts will be covered as will computer security. Students will develop the skills to provide appropriate customer support. Students completing this course will have begun the preparation necessary for success in the following industry-recognized certifications: CompTIA A+ 220-902

Prerequisites

CISQ 1103 or equivalent knowledge

Credit hours/Contact hours/Load hours

3/3/3

Target Audience/Transferability

The target audience includes but is not necessarily limited to the following:

- Students pursuing a career in Networking or other computer related field.
- Students who wish to enhance their understanding of PC software.
- Community members or networking professionals who wish to expand their understanding of computer hardware.

Student Learning Outcomes

Upon completion of this course, student will:

- Compare and contrast the features and requirements of various Microsoft Operating Systems.
- Install and configure operating systems using the most appropriate method.
- Given a scenario, use appropriate command line tools.
- Given a scenario, use appropriate operating system features and tools.
- Given a scenario, use Control Panel utilities
- Setup and configure Windows networking on a client/desktop.
- Perform preventive maintenance procedures using appropriate operating system tools.
- Explain the differences among basic operating system security settings.
- Explain the basics of client-side virtualization.
- Compare and contrast common OS security threats.
- Implement security best practices to secure a workstation.
- Given a scenario, use the appropriate data destruction/disposal method.
- Explain the basic features of mobile operating systems.
- Establish basic network connectivity and configure email.
- Compare and contrast methods for securing mobile devices.
- Execute and configure mobile device synchronization.
- Explain software troubleshooting theory.
- Troubleshoot common video and display issues.
- Troubleshoot operating system problems with appropriate tools.
- Troubleshoot common security issues with appropriate tools and best practices.

- Troubleshoot, and repair common laptop issues while adhering to the appropriate procedures.

Forms of Assessment

Lab assignments, quizzes, projects, skills tests and final exam