

NorthWest Arkansas Community College  
Business & Computer Information Systems Division  
**Computer Information Department Course Outline**

**NTWK 2153 MICROCOMPUTER SOFTWARE SUPPORT  
(On Demand)**

***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

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