CTS 220: Advanced Hardware/Software Support

COURSE DESCRIPTION:
Prerequisites: CTS 120
Corequisites: None

This course provides advanced knowledge and competencies in hardware and operating system technologies for computer technicians to support personal computers. Emphasis is placed on: configuring and upgrading; diagnosis and troubleshooting; as well as preventive maintenance of hardware and system software. Upon completion, students should be able to install, configure, diagnose, perform preventive maintenance, and maintain basic networking on personal computers. Course Hours per Week: Class, 2. Lab, 3. Semester Hours Credit, 3.

LEARNING OUTCOMES:
Upon completing requirements for this course, the student will be able to:
1. Install an operating system.
2. Perform preventative maintenance on installed systems.
3. Troubleshoot installed computer systems. Install and configure end-user systems.

OUTLINE OF INSTRUCTION:
   I.   Windows Versions and Customer Service
  II.   Installing Windows
 III.   Setting Up a Local Network
 IV.   Maintaining Windows
  V.   Troubleshooting Windows After Startup
 VI.   Troubleshooting Windows Startup
VII.   Securing and Sharing Windows Resources
VIII.   Security Strategies and Documentation
 IX.   Supporting Mobile Devices
  X.   macOS, Linux, and Scripting

REQUIRED TEXTBOOK AND MATERIAL:
The textbook and other instructional material will be determined by the instructor.