**COURSE INFORMATION FORM**

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<tr>
<th>DISCIPLINE</th>
<th>CSIS</th>
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<tr>
<td>COURSE TITLE</td>
<td>Desktop Client Support</td>
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| CR.HR | 3 |
| LECT HR. | 2.5 |
| LAB HR. | 1 |
| CLIN/INTERN HR. | |
| CLOCK HR. | |

**CATALOG DESCRIPTION**

This course prepares students to take the Microsoft Certified Technology Specialist exam. Students will learn to implement, administer and troubleshoot the Microsoft Windows client operating system. Topics include installation, upgrades, restoration, user profiles and accounts, and the TCP/IP protocol.

**PREREQUISITES**

None

**EXPECTED STUDENT OUTCOMES IN THE COURSE (ESO)**

Upon completion of this course, the student will be able to:

1. Perform a clean installation, upgrade install and migration install of Windows.
2. Deploy Windows using a system image and configure a virtual hard drive.
3. Configure hardware and applications
4. Configure network settings and access to resources.
5. Monitor and maintain systems running Windows.
6. Configure backup and recovery options.

**GENERAL EDUCATION OUTCOMES (ESO)**

Specify which general education outcomes, if any, are substantially addressed by the course. Numbers in parentheses identify the Expected Student Outcomes linked to the specific General Education Outcome.

<table>
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<tr>
<th>Outcomes</th>
<th>ESO</th>
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PROGRAM-LEVEL OUTCOMES

CAREER AND TECHNICAL EDUCATION PROGRAM OUTCOMES
Specify which Career and Technical program outcomes, if any, are substantially addressed by the course by completing the “Career and Technical Education template” to show the relationship between course and program outcomes to assessment measures.

The student will demonstrate:

1. The ability to use industry specific software and/or apply troubleshooting skills to solve problems. (1-6)
2. Create and defend solutions to real life business challenges. (1-6)

CLASS-LEVEL ASSESSMENT MEASURES
Student accomplishment of expected student outcomes may be assessed using the following measures. (Identify which measures are used to assess which outcomes.)

- Chapter Assessments (1-6)
- Final Exam (1-6)
- Skills Based Assessment (1-6)
Individual instructors may order this outline as fits the needs of their individual courses. In addition, they may place more emphasis on some areas than on others. What is assured is that this particular list is covered in the course. Other topics may be added to a course as the instructor sees fit, and as time and interest allow. An *asterisk can be used to mark an item as optional.

I. Install, Upgrade, and Migrate to Windows

II. Deploy Windows
   A. Capture and deploy a system image
   B. Configure a virtual hard drive

III. Configure Hardware and Applications
   A. Configure devices
   B. Configure application compatibility and restrictions

IV. Configure Network Connectivity
   A. Configure network settings
   B. Configure Windows Firewall
   C. Configure remote management

V. Configure Access to Resources
   A. Configure shared resources
   B. Configure authentication and authorization

VI. Monitor and Maintain Systems that Run Windows
   A. Configure updates to Windows
   C. Monitor systems
   D. Configure performance settings

VII. Configure Backup and Recovery Options