NET 120
Windows Desktop Operating System Administration

Course Description:
Students learn to install and deploy the Windows desktop OS, create users and groups, administer file and print resources, manage hardware devices and drivers, optimize system performance and reliability, configure the desktop environment using control panel, the registry and system policies, and configure network protocols and services. In addition, auditing of resources, managing data storage, monitoring network resources, and implementing security are covered. Additional topics include an introduction to DNS and Active Directory, and general troubleshooting is addressed. Hands-on exercises reinforce certification exam objectives.

Text(s): Reference Division Booklist

Minimal Prerequisite: Basic Computer Literacy

Credits: 3  Lecture Hours: 2  Studio/Lab Hours: 2

Food and Drink are strictly prohibited in classrooms as per Health and Safety Laws. Students may not bring in chemicals of any kind without the appropriate MSD sheets.

Course Coordinator: Jeff Weichert  Latest Review: Fall 2016
OVERVIEW OF THE COURSE

Students learn to install and deploy the Windows desktop OS, create users and groups, administer file and print resources, manage hardware devices and drivers, optimize system performance and reliability, configure the desktop environment using control panel, the registry and system policies, and configure network protocols and services. In addition, auditing of resources, managing data storage, monitoring network resources, and implementing security are covered. Additional topics include an introduction to DNS and Active Directory, and general troubleshooting is addressed. Hands-on exercises reinforce certification exam objectives.

The course is intended for those who administer Microsoft Windows desktops or who are on the Microsoft Certified Solutions Associate certification track.

This three-credit course uses a combination of lectures, demonstrations, discussions, online assignments, and hands-on labs.

PREREQUISITES

The following skills are required to complete the course successfully:

- Understanding of basic computer hardware components, including memory, hard disks, CPUs, communication and printer ports, display adapters, and pointing devices.
- Some proficiency using the Windows interface, including the ability to use file manager to locate, create, and manipulate folders and files, to create shortcuts, and to configure the desktop environment.
- Working knowledge of major networking components, including clients, servers, local area networks (LANs), network adapter cards, drivers, protocols, and network operating systems.

COURSE GOALS

At the completion of this course, with appropriate study, you will be able to:

- Install and configure Windows desktop
- Use Microsoft Management Console and Task Scheduler
- Use Windows Control Panel
- Use the Registry
- Manage Disks
- Install and configure Network Protocols
- Use the DNS Service
- Use Active Directory
- Set Up and Manage User Accounts
- Set up and manage groups
- Set up and configure printers
- Administer network printers
- Secure resources with NTFS Permissions
- Administer Shared Folders
- Audit resources and events
- Configure Local Security Policy
- Manage data storage
- Backup and restore data
- Monitor access to network resources
- Understand the Windows boot process
- Deploy Windows desktop
- Configure Windows for mobile computers
- Implement, manage and troubleshoot hardware devices and drivers

General Education Knowledge Goals
Goal 1. Communication - Students will communicate effectively in both speech and writing.
Goal 2. Mathematics - Students will use appropriate mathematical and statistical concepts and operations to interpret data and to solve problems.
Goal 3. Science - Students will use the scientific method of inquiry, through the acquisition of scientific knowledge.
Goal 4. Technology - Students will use computer systems or other appropriate forms of technology to achieve educational and personal goals.

MCCC Core Skills
Goal A. Written and Oral Communication in English - Students will communicate effectively in speech and writing, and demonstrate proficiency in reading.
Goal B. Critical Thinking and Problem-solving - Students will use critical thinking and problem solving skills in analyzing information.
Goal D. Information Literacy - Students will recognize when information is needed and have the knowledge and skills to locate, evaluate, and effectively use information for college level work.
Goal E. Computer Literacy - Students will use computers to access, analyze or present information, solve problems, and communicate with others.
Goal F. Collaboration and Cooperation - Students will develop the interpersonal skills required for effective performance in group situations.
UNITS OF STUDY

1. Evaluating hardware readiness and capability
2. Installing Windows desktop
3. Migrating user data
4. Working with disks and devices
5. Installing and configuring Desktop apps and Windows Store apps
6. Controlling access to local HW and apps
7. Configuring IE
8. Configuring Hyper-V
9. Configuring IP and network settings
10. Configuring network security
11. Configuring remote management
12. Configuring shared resources, file and folder access, and local security settings
13. Configuring authentication and authorization
14. Configuring remote connections
15. Configuring mobility options and security for mobile devices
16. Configuring and managing updates
17. Managing local storage and monitoring system performance
18. Configuring backup, system recovery, and file recovery options

EVALUATION

Final grades are determined by a weighted average of midterm and final examinations, quizzes, laboratory assignments, homework assignments, class participation, and attendance. Your final grade in the course will be based on the following:

- Class attendance and participation: 10%
- Homework assignments: 15%
- Laboratory assignments: 15%
- Quizzes: 20%
- Midterm examination: 20%
- Final examination: 20%

100%
Grades will be assigned in accordance with the following:

<table>
<thead>
<tr>
<th>Letter grade</th>
<th>Nominal %</th>
<th>QPA quality points</th>
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<tbody>
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<td>90-100</td>
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<td>B</td>
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<tr>
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<tr>
<td>F</td>
<td>0-59</td>
<td>0.0</td>
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**Attendance Policy:**
It is expected that students attend and be on time for all class meetings; attendance is taken at the beginning of every class. 3 lates count as an absence. To accommodate students’ reasonable, personal situations that might prevent them from attending classes, each student is entitled to excused absences amounting to the equivalent of one week’s class time in a semester. At the instructor's discretion, *students’ reasonable, personal situations may permit limited excused absences if proper documentation is provided.* Students with repeated unexcused absences may be subjected to a drop in letter grade or result in withdrawal from the course. Students are responsible for acquiring content that is covered, announcements made, and materials that may have been distributed.

**Assignment Policy:**
All assignments are expected to be handed in on the due date at the beginning of class. 10% will be deducted each week for assignments turned in late. All late assignments must be turned in two weeks prior before the final exam.

**Academic Integrity Statement**
Academic integrity is important to student success. Students who submit the work of another student will be penalized. Be mindful that MYITLAB indicates to the instructor when a student has uploaded the work of another student. According to the student handbook, “A student who, a) knowingly represents work of others as his/her own; b) uses or obtains unauthorized assistance in the execution of any academic work; or c) gives fraudulent assistance to another student is guilty of cheating. Violators will be penalized.”

**Classroom Conduct Statement**
The college welcomes all students into an environment that creates a sense of community and pride and respect; we are all here to work cooperatively and to learn together.

Students must follow ordinary rules of *courtesy* during class sessions. Engaging in private conversations, texting, answering a cell phone, sleeping, or other disruptive behavior during class time will not be tolerated.

**First Semester Students** A coach has been assigned to assist you with navigating your first semester in college. They help with understanding how Mercer works, finding appropriate help with course work, and establishing academic goals. Visit
www.mccc.edu/coaching to find your coach or Contact: Arlene Stinson, LB217, 570-3451, SOAR@mccc.edu

**Academic Advising after your first semester** Faculty advisors provide help with completing your major after your first semester. Meet your faculty advisors! Contact the division of your major to find out who is your faculty advisor.

- Liberal Arts Division Debbie Stotland LA162, 570-3378, Stotland@mccc.edu
- Bus STEM Division Doris Geck BS134, 570-3482, Geckd@mccc.edu
- Health Sciences Barbara Pieslak MS126, 570-3383, pieslakb@mccc.edu
- Undecided major Michael Glass SC201, 570-3530, glassm@mccc.edu

**Use your “MyMercer” Portal!** Your “MyMercer” portal contains your MercerMail, financial information, class schedule, grades, and other information. Check your “MyMercer” portal every day! Visit www.mccc.edu/mymercer to access your portal.

**Tutoring support** Academic support services are free and available for all students. Drop in or contact the following to make arrangements:

- Arlene Stinson (WWC), LB 217, 570.3422, stinsona@mccc.edu
- Joann Mia (TC), KC311, 570-3128, miaj@mccc.edu

**Reasonable Accommodations for Students with Documented Disabilities** Mercer County Community College is committed to ensuring the full participation of all students in all activities, programs and services. If you have a documented differing ability or think that you may have a differing ability that is protected under the ADA and Section 504 of the Rehabilitation Act, please contact Arlene Stinson in LB 216 stinsona@mccc.edu for information regarding support services. If you do not have a documented differing ability, remember that other resources are available to all students on campus including academic support through our Academic Learning Center located in LB 214.

**Career and Transfer Center** Planning to go to work or to transfer to a 4-year college after completing your Mercer degree? Contact the Career and Transfer Center for support and advice.

- Laurene Jones (WWC transfer services), SC201, 570-3307, jonesl@mccc.edu
- Michael Glass (WWC career services), SC201 570-3530, glassm@mccc.edu
- Kimberley Bowser (TC transfer and career), KC216, 570-3110, bowserk@mccc.edu

**Counseling Services** Are you experiencing personal challenges, feeling overwhelmed? Are you having stress and anxiety? Counseling services are available free of charge. Contact: Dorothy Gasparro (Counseling srvs), SC239, 570-3354, gasparrd@mccc.edu

**Veteran’s Services** If you are military, veteran, or family member, we offer free support for you. Contact: John Becker, SC220, 570-3240, vets@mccc.edu

**Financial Aid** It is recommended that students complete an application for financial aid to determine eligibility for financial assistance. The application is FREE and available for completion beginning **October 1**. Visit www.fafsa.ed.gov to complete your application.
Applications should be completed before December 1. Students who are interested in MCCC Foundation scholarships are expected to complete