

ITNW 1308 Implementing and Supporting Client Operating Systems

Fall 2017

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Office: 120A Lubbock Center
Course Name: ITNW 1308.151
Course Days: Internet - ARRANGED
Course Time: Internet - ARRANGED

Course Description

The fundamentals of managing and configuring network clients.

Course Outcomes

Install and configure network clients; setup users, groups, policies, and profiles; configure hardware components and applications; setup and maintain logon security and security for files and printers; configure and optimize clients in multiple environments.

Internet Format

This course will be conducted as an internet course. All instruction will be online via Blackboard and TestOut LabSim. Pay close attention to Blackboard for announcements, homework assignments, emails, and other course correspondence. Be sure to follow the course schedule closely as this course will move very fast.

Textbook and Hardware Requirements

We will be using TestOut LabSim 5.1.0 for this course. You will need to purchase an activation code from the SPC bookstore or online at the link mentioned below. Once activated, you will need to enroll in the course mentioned below. Also below is a link to a video with instructions on how to enroll in the LabSim course. This software will provide you with a virtual environment that we will use for labs, homework assignments and exams. It will also provide you with a wealth of information, reading materials, and videos to aid in your learning experience. This particular LabSim course will also prepare you for the TestOut Windows Client Pro Certification, Windows 10, Configuring 70-698.

LabSim:

Promo Code: 14-232TA
Course Product: TestOut Windows Client Pro
School Name: South Plains College
Instructor Name: Ben Walton
Course Name: INW1308.151 Impl & Support Client OS F2017 - 171S
Purchase Link: <http://www.testout.com/home/student-resources/student-purchasing>
Video Link: <http://www.testout.com/home/student-resources/how-to-tutorials>

(View the "[Getting Started - Student Accounts Not Activated by Teachers](#)" PDF)

Software Requirements

Because some of the assignments will be done and submitted outside of class, you will need access to the following programs outside of the classroom:

- Internet Connection and Web Browser (IE)
- TestOut Account

Assumed Knowledge

It is assumed that you possess basic computer skills relating to using the internet, applications and other basic computing tasks. Further, it is assumed that you have a basic understanding of networking and domain environments, possibly having taken ITNW1325 Fundamentals of Networking and ITSC1325 PC Hardware. It is also assumed that if you run into content you do not understand, you will research that content on your own as well as ask the instructor for assistance.

Communication

Communication for this class will be via SPC email. All email communication should be sent via the SPC email system. If you need to talk to me face-to-face, let me know and we will schedule a time.

Attendance Policy

Attendance will be based on the amount of logins, homework completion, and overall participation. If you miss several homework assignments you risk being dropped for non-participation.

Reading Assignments

Mandatory, assigned reading is a requirement for this course. The majority of the reading will be from within LabSim, however some reading will be assigned outside of LabSim and available on Blackboard.

Assignments and Lab Projects

Procrastination will not server you will in this course. Most assignments will be available through the LabSim software. Each chapter will have several small assignments and labs that will count toward your homework grade for the class. **NO LATE WORK IS ACCEPTED!**

Exams

There will be two exams given in this class, a midterm and a final exam. **Make-up exams will not be given.** If the midterm exam is missed, then the final exam grade will count as both the final and midterm grade. Also, if a student does better on the final than the midterm, I will substitute the final grade as the midterm grade.

Grades

Grades will be calculated as follows:

| | Possible Points |
|--------------------------|-----------------|
| Assignments/Lab Projects | 30% |
| Midterm | 30% |
| Final Exam | 40% |

All assignments are mandatory. **I reserve the right to drop or fail you if homework assignments are frequently missed or incomplete.**

Grades will be available through LabSim (Homework/Exam Grades).

In-Class Computer, Cell Phone and iPod Use

Students will **not** be allowed to surf the web, check their personal e-mail or social media accounts, or do work for any other course while class is in session.

Students will **not** be allowed to use their cell phones during class. If the student is found using social media, surfing the web, or using their cell phone, they will be asked to leave the class and they will be counted absent for that day. If the incident reoccurs, they will be reported to the dean of students. In cases of emergency, the student is asked to leave the classroom to use their cell phone.

Food and Drinks

No food or drinks are allowed in the Technology Center. Do not bring those to class. If you do, you will be asked to leave class and counted as absent. If this happens more than once you may be dropped from the class.

Academic Integrity

It is the aim of the faculty at South Plains College to foster a spirit of complete honesty and a high standard of integrity. The attempt of any student to present as his or her own any work which he or she has not honestly performed is regarded by the faculty and administration as a most serious offense and renders the offender liable to serious consequences and possible suspension. Please refer to the SPC General Catalog regarding consequences for cheating and plagiarism. **I reserve the right to administratively drop with an "F" any student whom I suspect of academic dishonesty.**

****Do not, under any circumstances, turn in another student's file as your own. Do not, under any circumstances, give your file to anyone else to turn in as their own. Both situations are representative of academic dishonesty and will be treated as such.****

Disclaimer

Because we will use Blackboard to conduct a portion of this class, please note that the materials you may be accessing in chat rooms, bulletin boards or unofficial web pages are not officially sponsored by South Plains College. The United States Constitution rights of free speech apply to all members of our community regardless of the medium used. We disclaim all liability for data, information or opinions expressed in these forums.

Diversity Statement

In this course, the teacher will establish and support an environment that values and nurtures individual and group differences and encourages engagement and interaction. Understanding and respecting multiple experiences and perspectives will serve to challenge and stimulate all of us to learn about others, about the larger world, and about ourselves. By promoting diversity and intellectual exchange, we will not only mirror society as it is, but also model society as it should be and can be.

Special Services

4.1.1.2 Disabilities Statement

Students with disabilities, including but not limited to physical, psychiatric, or learning disabilities, who wish to request accommodations in this class should notify the Disability Services Office early in the semester so that the appropriate arrangements may be made. In accordance with federal law, a student requesting accommodations must provide acceptable documentation of his/her disability to the Disability Services Office. For more information, call or visit the Disability Services Office through the Guidance and Counseling Centers at Reese Center (Building 8) 716-4606, or Levelland (Student Services Building) 716-2577.

Counseling

If at any point in the semester you find yourself having trouble with stress or feel depressed please stop in and see a counselor. Counseling services are available at all campuses. The number for the counseling office is 806-716-2366. Below is a link to SPC's personal counseling services.

<http://www.southplainscollege.edu/information-for/current-spc-students/counseling-current/personal-counseling.php>

SCANS COMPETENCIES

- C-1 **TIME**-Selects goal relevant activities, ranks them, allocates time, and prepares and follows schedules.
- C-2 **MONEY**-Uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives.
- C-3 **MATERIALS & FACILITIES**-Acquires, stores, allocates, and uses materials or space efficiently.
- C-4 **HUMAN RESOURCES**-Assesses skills and distributes work accordingly, evaluates performances and provides feedback.

INFORMATION-Acquires and Uses Information

- C-5 Acquires and evaluates information
- C-6 Organizes and maintains information.
- C-7 Interprets and communicates information.
- C-8 Uses computers to Process information.

INTERPERSONAL-Works With Others

- C-9 Participates as members of a team and contributes to group effort.
- C-10 Teaches others new skills.
- C-11 Serves clients/customers-works to satisfy customer's expectations.
- C-12 Exercises leadership-communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies.
- C-13 Negotiates-Works toward agreements involving exchanges of resources resolves divergent interest.
- C-14 Works with Diversity-Works well with men and women from diverse backgrounds.

SYSTEMS-Understands Complex Interrelationships

- C-15 Understands Systems-Knows how social, organizational, and technological systems work and operates effectively with them.
- C-16 Monitors and Correct Performance-Distinguishes trends, predicts impacts on system operations, diagnoses systems performance and corrects malfunctions.
- C-17 improves or Designs Systems-Suggest modifications to existing systems and develops new or alternative systems to improve performance.

TECHNOLOGY-Works with a variety of technologies

- C-18 Selects Technology-Chooses procedures, tools, or equipment including computers and related technologies.
- C-19 Applies Technology to Task-Understands overall intent and proper procedures for setup and operation of equipment.
- C-20 Maintains and Troubleshoots Equipment-prevents, identifies, or solves problems with equipment, including computers and other technologies.

FOUNDATION SKILLS

BASIC SKILLS-Reads, writes, performs arithmetic and mathematical operations, listens and speaks

- F-1 Reading-locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules.
- F-2 Writing-Communicates thoughts, ideas, information and messages in writing, and creates documents such as letters, directions, manuals, reports, graphs, and flow charts.
- F-3 Arithmetic-Performs basic computations, uses basic numerical concepts such as whole numbers, etc.
- F-4 Mathematics-Approaches practical problems by choosing appropriately from a variety of mathematical techniques.
- F-5 Listening-Receives, attends to, interprets, and responds to verbal messages and other cues.
- F-6 Speaking-Organizes ideas and communicates orally.

THINKING SKILLS-Thinks creatively, makes decisions, solves problems, visualizes, and knows how to learn and reason

- F-7 Creative Thinking-Generates new ideas.
- F-8 Decision-Making-specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternative.
- F-9 Problem Solving-Recognizes problems and devises and implements plan of action.
- F-10 Seeing Things in the Mind's Eye-Organizes and processes symbols, pictures, graphs, objects, and other information.
- F-11 Knowing How to Learn-Uses efficient learning techniques to acquire and apply new knowledge and skills.
- F-12 Reasoning-Discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem.

PERSONAL QUALITIES-Displays responsibility, self-esteem, sociability, self-management, integrity and honesty

- F-13 Responsibility-Exerts a high level of effort and preservers toward goal attainment.
- F-14 Self-Esteem-Believes in own self-worth and maintains a positive view of self.
- F-15 Sociability-Demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings.
- F-16 Self-Management-Assesses self accurately, sets personal goals, monitors progress, and exhibits self-control.
- F-17 Integrity/Honesty-Chooses ethical courses of action.

CAMPUS GUIDELINES

CHILDREN ON CAMPUS

Many of the students attending classes at South Plains College are also parents who value the opportunity to participate in higher education. Sometimes students are faced with the decision of whether to remain at home with their children, bring children with them to class, or be absent from class. The following guidelines address concerns for the safety of children on campus and provide for an environment conducive to learning:

1. **Students are not allowed to bring children to class** and will be asked to leave in the interest of providing an environment conducive for **all** students enrolled in the class. Students are responsible for adherence to the attendance requirements set forth by the instructor in the course syllabus.
2. **Children may not be left unattended.** In order to provide for the safety of children on campus, parents or other guardians are responsible for supervising children while utilizing services or conducting business on campus.
3. **Disruptive children will not be allowed to interfere with college business.** Parents or other guardians are responsible for supervising and controlling the behavior of children they have brought on campus.

AMERICANS WITH DISABILITIES ACT STATEMENT

Students with disabilities, including but not limited to physical, psychiatric, or learning disabilities, who wish to request accommodations in this class should notify the Disability Services Office early in the semester so that the appropriate arrangements may be made. In accordance with federal law, a student requesting accommodations must provide acceptable documentation of his/her disability to the Disability Services Office. For more information, call or visit the Disability Services Office at Levelland (Student Health & Wellness Office) 806-716-2577, Reese Center (Building 8) 806-716-4675, or Plainview Center (Main Office) 806-716-4302 or 806-296-9611.

DIVERSITY STATEMENT*

In this class, the teacher will establish and support an environment that values and nurtures individual and group differences and encourages engagement and interaction. Understanding and respecting multiple experiences and perspectives will serve to challenge and stimulate all of us to learn about others, about the larger world, and about ourselves. By promoting diversity and intellectual exchange, we will not only mirror society as it is, but also model society as it should and can be.

(*Developed by the Title III summer 2001 participants as part of the training opportunity, May-June 2001, South Plains College).

GENERAL SAFETY ON CAMPUS

South Plains College recognizes the importance of safety on campus. The protection of persons and property is a responsibility which we all share. Personal safety begins with the individual. The following guidelines are intended to assist you in protecting yourself and to encourage practices that contribute to a safe environment for our campus community.

- Never leave your personal property unsecured or unattended.
- Look around and be aware of your surroundings when you enter and exit a building.
- Whenever possible, avoid walking alone, particularly after dark. Walk to your vehicle with other class members or request that the Security Guard walk you to your car.
- When approaching your vehicle, keep your keys in your hand; look under your car and in the back seat and floorboard. Lock the doors as soon as you are inside your car.

FOOD AND DRINK IN CLASSROOMS

It is the policy of South Plains College not to permit food or drink in the classrooms or laboratories.

**In case of emergency, contact the following numbers but DO NOT leave a voice mail message:
716-2338 - Levelland Campus 716-4677 – Lubbock Center 716-2923 - Reese Center (mobile 893-5705)**