

CIT 101. PC MANAGEMENT AND MAINTENANCE.

Credit Hours: 5

Scheduled hours per week

Lecture: 4

Lab: 2

Other: 0

Catalog Course Description: This is an introductory course on PC management, maintenance and troubleshooting. Topics covered include operating systems and OS architecture, software/hardware relationships.

Pre-requisites: N/A

Co-requisites: N/A

Course Learning Outcomes:

- Maintain, troubleshoot, and repair PCs
- Install various operating systems
- Manage customer relations, techniques, and principles
- Recognize social and ethical issues related to the information society, such as privacy, licensing, copyright and job placement

Topics to be studied:

- Major Operating Systems Used on PC's
- Software and Hardware Relationships
- Computer Hardware
- Information Storage Devices
- Memory management
- Printers
- Networking essentials
- Preventive maintenance
- Troubleshooting
- Mobile devices
- Security
- Customer relations

Relationship of Course to Program or Discipline Learning Outcomes:

	Identify and describe layers of the OSI and TCP/IP models, and use them effectively in troubleshooting
	Describe and apply LAN and WAN technologies in wired and wireless environments
X	Demonstrate ability to apply workstation and server installation, configuration, management and troubleshooting techniques
	Demonstrate ability to install, configure, manage, and maintain routing and switching technologies
X	Describe and discuss different operating systems and their relationship with hardware, their functions, advantages and disadvantages, and their respective tools and software packages
X	Explain Information Systems and choose appropriate systems based on requirements
X	Describe basic information security and computer ethics

Relationship of Course to General Education Learning Outcomes:	
Composition and Rhetoric Students illustrate a fundamental understanding of the best practices of communicating in English and meet the writing standards of their college or program-based communication requirements.	X
Science & Technology Students successfully apply systematic methods of analysis to the natural and physical world, understand scientific knowledge as empirical, and refer to data as a basis for conclusions.	X
Mathematics & Quantitative Skills Students effectively use quantitative techniques and the practical application of numerical, symbolic, or spatial concepts.	X
Society, Diversity, & Connections Students demonstrate understanding of and a logical ability to successfully analyze human behavior, societal and political organization, or communication.	
Human Inquiry & the Past Students interpret historical events or philosophical perspectives by identifying patterns, applying analytical reasoning, employing methods of critical inquiry, or expanding problem-solving skills.	
The Arts & Creativity Students successfully articulate and apply methods and principles of critical and creative inquiry to the production or analysis of works of art.	
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Special requirements of the course:

- Project 1, in which students will be required to successfully assemble a computer system, including the operating system.
- Project 2, in which individual students will be required to troubleshoot a malfunctioning computer and repair it.

Additional information: This course is designed to prepare the student for a career in the computer industry. Along with the above stated course objectives this course will prepare the student to take their actual A+ certification exam.

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