**ITNW 1308
 Implementing and Supporting Client Operating Systems
Summer 2017**

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Office Number: (806) 716-2242
Course Name: ITNW1308.151

**Course Description**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 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. 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 Client Pro Certification and MCSA Windows 10 Certification.

**LabSim:**
Promo Code: 14-232TA
Course Product: TestOut Client Pro 5.0.x
ISBN: 978-1-935080-45-9
School Name: South Plains College
Instructor Name: Michael Slaughter
Course Name: SU2017-ITNW 1308.001
Purchase Link: <http://wwwnew.testout.com/courses/client-pro>

**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:

* Google Chrome Web Browser
* 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.

**Attendance Policy**

Attendance will be based on the mount 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 serve 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) and Blackboard. *Blackboard grades will show a running average of how you are performing throughout the semester.* Blackboard grades will be updated regularly throughout the semester.

**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>

**Course Schedule**
WARNING! This is a summer course and is greatly accelerated. The average amount per time per week in the regular semester is around 8 hours per week of homework. IN THE SUMMER THIS IS TRIPLED TO 24 HOURS PER WEEK!

|  |  |  |
| --- | --- | --- |
| **Week** | **Date** | **Assignments Due****All lab simulations and section assignments are taken as homework***(All due by Sunday of week listed by 11:59 PM)* |
| 1 | July 13-16 | * TestOut 1.0
* TestOut 2.0
 |
| 2 | July 17-23 | * TestOut 3.0
* TestOut 4.0
* TestOut 5.0
 |
| 3 | July 24-30 | * MIDTERM EXAM (Covers 1.0-5.0)
* TestOut 6.0
* TestOut 7.0
 |
| 4 | July 31-Aug 6 | * TestOut 8.0
* TestOut 9.0
 |
| 5 | Aug 7-13 | * TestOut 10.0
* TestOut 11.0
* Windows Client Pro Cert Exam (Opened if you make a 90% or higher on Windows Client Pro Practice Exam… If you pass certification you will get 30 EC points on Final Exam)
 |
| 6 | Aug 14-17 | **FINAL EXAM (Comprehensive)** |

# Dates are subject to change. All homework is due each Sunday at 11:59 pm.Appendix B: Approximate Time for the Course

The total time for the LabSim for TestOut Client Pro course is approximately **79 hours and 17 minutes**. Time is calculated by adding the approximate time for each section which is calculated using the following elements:

* Video/demo times
* Text Lessons (5 minutes assigned per text lesson)
* Simulations (5 minutes assigned per simulation)
* Questions (1 minute per question)

Additionally, there are approximately another **34 hours and 27 minutes** of Practice Test material at the end of the course.

The breakdown for this course is as follows:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Module** | **Sections** | **Time** | **Videos** | **Labs** | **Text** | **Exams** |
|  |  |  |  |  |  |  |
| **1.0: Course Introduction** |
|  1.1: Course Introduction | 20 | 15 | 0 | 5 | 0 |
|  1.2: Windows User Interface Overview | 78 | 38 | 20 | 10 | 10 |
|  1.3: Windows as a Client | 62 | 51 | 0 | 5 | 6 |
|  1.4: Active Directory | 84 | 55 | 10 | 10 | 9 |
| **Total** | **4:04** | **2:39** | **0:30** | **0:30** | **0:25** |
| **2.0: Hardware Management** |
|  2.1: Devices and Drivers | 81 | 50 | 10 | 10 | 11 |
|  2.2: Device Driver Troubleshooting | 34 | 23 | 0 | 5 | 6 |
|  2.3: Display Management | 69 | 51 | 5 | 5 | 8 |
|  2.4: Disk File Systems | 42 | 27 | 0 | 10 | 5 |
|  2.5: Partition and Volume Management | 87 | 58 | 5 | 15 | 9 |
|  2.6: Volume Resizing | 43 | 15 | 15 | 5 | 8 |
|  2.7: RAID | 55 | 29 | 5 | 10 | 11 |
|  2.8: Storage Spaces | 52 | 31 | 10 | 5 | 6 |
|  2.9: Disk Optimization | 49 | 26 | 10 | 5 | 8 |
|  2.10: Removable Storage | 35 | 19 | 5 | 5 | 6 |
|  2.11: OneDrive Storage | 36 | 21 | 5 | 5 | 5 |
|  2.12: Storage Troubleshooting | 42 | 17 | 5 | 5 | 15 |
| **Total** | **10:25** | **6:07** | **1:15** | **1:25** | **1:38** |
| **3.0: Network Configuration** |
|  3.1: IPv4 | 76 | 52 | 0 | 10 | 14 |
|  3.2: IPv6 | 37 | 14 | 0 | 15 | 8 |
|  3.3: IP Configuration | 81 | 49 | 10 | 15 | 7 |
|  3.4: IP Troubleshooting | 71 | 47 | 10 | 5 | 9 |
|  3.5: Wireless Networking Overview | 62 | 38 | 0 | 10 | 14 |
|  3.6: Wireless Networking Configuration | 51 | 22 | 10 | 10 | 9 |
|  3.7: Windows Firewall | 44 | 27 | 5 | 5 | 7 |
|  3.8: Windows Firewall with Advanced Security (WFAS) | 76 | 50 | 0 | 15 | 11 |
| **Total** | **8:18** | **4:59** | **0:35** | **1:25** | **1:19** |
| **4.0: Application Management** |
|  4.1: Desktop Applications | 65 | 44 | 10 | 5 | 6 |
|  4.2: User Account Control (UAC) | 66 | 37 | 10 | 10 | 9 |
|  4.3: Application Compatibility | 37 | 20 | 5 | 5 | 7 |
|  4.4: Application Virtualization | 28 | 18 | 0 | 5 | 5 |
|  4.5: Windows Store Apps | 39 | 23 | 0 | 10 | 6 |
|  4.6: Sideloaded Apps | 25 | 15 | 0 | 5 | 5 |
|  4.7: Cloud-based Applications | 48 | 33 | 0 | 10 | 5 |
| **Total** | **5:08** | **3:10** | **0:25** | **0:50** | **0:43** |
| **5.0: System Access** |
|  5.1: Authentication and Authorization | 30 | 18 | 0 | 5 | 7 |
|  5.2: Authentication Management | 95 | 45 | 25 | 10 | 15 |
|  5.3: User Rights and Account Policies | 34 | 16 | 5 | 5 | 8 |
|  5.4: Credential Management | 73 | 57 | 0 | 10 | 6 |
|  5.5: Alternative Authentication Options | 66 | 37 | 5 | 15 | 9 |
|  5.6: NTFS Permissions | 83 | 58 | 5 | 10 | 10 |
|  5.7: Auditing | 30 | 18 | 0 | 5 | 7 |
|  5.8: Dynamic Access Control (DAC) | 40 | 31 | 0 | 5 | 4 |
|  5.9: Encryption | 59 | 38 | 5 | 5 | 11 |
| **Total** | **8:30** | **5:18** | **0:45** | **1:10** | **1:17** |
| **6.0: Resource Sharing** |
|  6.1: Resource Sharing | 69 | 48 | 5 | 5 | 11 |
|  6.2: Shared Resource Troubleshooting | 42 | 31 | 0 | 5 | 6 |
|  6.3: Libraries and HomeGroups | 51 | 36 | 0 | 10 | 5 |
|  6.4: Distributed File System (DFS) | 35 | 25 | 0 | 5 | 5 |
|  6.5: Printer Management and Sharing | 80 | 53 | 15 | 5 | 7 |
| **Total** | **4:37** | **3:13** | **0:20** | **0:30** | **0:34** |
| **7.0: Windows Installation** |
|  7.1: Windows Versions | 43 | 17 | 0 | 15 | 11 |
|  7.2: Windows Installation | 57 | 37 | 0 | 10 | 10 |
|  7.3: Windows Activation | 34 | 23 | 0 | 5 | 6 |
|  7.4: Windows Post-Installation Configuration | 55 | 44 | 0 | 5 | 6 |
|  7.5: Web Browser Configuration | 91 | 41 | 15 | 20 | 15 |
|  7.6: Portable Windows Installations | 39 | 23 | 5 | 5 | 6 |
|  7.7: Windows Upgrade | 34 | 20 | 0 | 5 | 9 |
|  7.8: User Profile and Data Migration | 67 | 54 | 0 | 5 | 8 |
|  7.9: VHD Installation | 55 | 32 | 5 | 5 | 13 |
|  7.10: Client-Side Virtualization | 83 | 56 | 15 | 5 | 7 |
| **Total** | **9:18** | **5:47** | **0:40** | **1:20** | **1:31** |
| **8.0: System Imaging** |
|  8.1: System Images | 86 | 57 | 0 | 15 | 14 |
|  8.2: Image Deployment | 27 | 17 | 0 | 5 | 5 |
|  8.3: Image Servicing | 61 | 42 | 0 | 10 | 9 |
|  8.4: Provisioning Packages | 53 | 41 | 0 | 5 | 7 |
| **Total** | **3:47** | **2:37** | **0:00** | **0:35** | **0:35** |
| **9.0: Mobile Computing** |
|  9.1: Mobile Device Management | 61 | 50 | 0 | 5 | 6 |
|  9.2: Virtual Private Network (VPN) | 63 | 41 | 5 | 10 | 7 |
|  9.3: DirectAccess | 45 | 28 | 0 | 10 | 7 |
|  9.4: BitLocker | 73 | 41 | 5 | 15 | 12 |
|  9.5: BitLocker To Go | 26 | 16 | 0 | 5 | 5 |
|  9.6: Mobile Device Security | 56 | 39 | 5 | 5 | 7 |
|  9.7: Power Management | 57 | 34 | 10 | 5 | 8 |
|  9.8: Mobility Options | 97 | 63 | 5 | 15 | 14 |
|  9.9: Mobile Networking | 24 | 13 | 0 | 5 | 6 |
|  9.10: Mobile Apps | 31 | 20 | 0 | 5 | 6 |
|  9.11: User Experience Virtualization | 36 | 25 | 0 | 5 | 6 |
| **Total** | **9:29** | **6:10** | **0:30** | **1:25** | **1:24** |
| **10.0: System Monitoring and Maintenance** |
|  10.1: System Tools | 126 | 103 | 5 | 10 | 8 |
|  10.2: System Events | 70 | 48 | 0 | 10 | 12 |
|  10.3: Performance Management | 44 | 25 | 0 | 10 | 9 |
|  10.4: Resource Monitoring | 56 | 39 | 0 | 10 | 7 |
|  10.5: Reliability and Performance Maintenance | 36 | 25 | 0 | 5 | 6 |
|  10.6: Optimization | 58 | 38 | 5 | 5 | 10 |
|  10.7: Remote Management | 47 | 35 | 0 | 5 | 7 |
|  10.8: Remote Desktop and Remote Assistance | 76 | 45 | 10 | 10 | 11 |
| **Total** | **8:33** | **5:58** | **0:20** | **1:05** | **1:10** |
| **11.0: System Protection** |
|  11.1: System Updates | 86 | 57 | 5 | 15 | 9 |
|  11.2: System Protection | 59 | 34 | 5 | 5 | 15 |
|  11.3: System Backup | 53 | 29 | 5 | 5 | 14 |
|  11.4: System Restore | 58 | 32 | 10 | 5 | 11 |
|  11.5: File History | 44 | 24 | 10 | 5 | 5 |
|  11.6: Recovery Environment | 76 | 57 | 0 | 10 | 9 |
|  11.7: Malware Protection | 93 | 60 | 5 | 20 | 8 |
| **Total** | **7:49** | **4:53** | **0:40** | **1:05** | **1:11** |
| **Total Course Time 79:17** |
| **Practice Exams** |
| **A.0: Client Pro Practice Exams** | **Number of Questions** | **Time** |
| A.2: Client Pro Objective 1: Windows Installation and Configuration, All Questions | 12 | 60 |
| A.3: Client Pro Objective 2: Access, All Questions | 13 | 65 |
| A.4: Client Pro Objective 3: Applications and Services, All Questions | 9 | 45 |
| A.5: Client Pro Objective 4: Hardware, All Questions | 8 | 40 |
| A.6: Client Pro Objective 5: Storage, All Questions | 14 | 70 |
| A.7: Client Pro Objective 6: Networking, All Questions | 8 | 40 |
| A.8: Client Pro Objective 7: Printing, All Questions | 3 | 15 |
| A.9: Client Pro Objective 8: System Protection, All Questions | 10 | 50 |
| A.10: Client Pro Certification Practice Exam | 18 | 90 |
| **Total** | **95** | **7:55** |
| **B.0: MS 70-698 Practice Exams** | **Number of Questions** | **Time** |
| B.2: Objective 100. Implement Windows, All Questions | 163 | 2:43 |
| B.3: Objective 200. Configure and Support Core Services, All Questions | 282 | 4:42 |
| B.4: Objective 300. Manage and Maintain Windows, All Questions | 180 | 3:00 |
| B.5: 70-698 Certification Practice Exam | 90 | 1:30 |
| **Total** | **715** | **11:55** |
| **C.0: MS 70-697 Practice Exams** | **Number of Questions** | **Time** |
| C.2: Objective 100. Manage Identity, All Questions | 76 | 1:16 |
| C.3: Objective 200. Plan Desktop and Device Deployment, All Questions | 70 | 1:10 |
| C.4: Objective 300. Plan and Implement a Microsoft Intune Device Management Solution, All Questions | 18 | 90 |
| C.5: Objective 400. Configure Networking, All Questions | 90 | 1:30 |
| C.6: Objective 500. Configure Storage, All Questions | 57 | 0:57 |
| C.7: Objective 600. Manage Data Access and Protection, All Questions | 56 | 0:56 |
| C.8: Objective 700. Manage Remote Access, All Questions | 28 | 140 |
| C.9: Objective 800. Manage Apps, All Questions | 27 | 135 |
| C.10: Objective 900. Manage Updates and Recovery, All Questions | 73 | 1:13 |
| C.11: 70-697 Certification Practice Exam | 90 | 1:30 |
| **Total** | **585** | **14:37** |
| **Total Practice Exam Time 34:27** |