Course Objectives/Course Outline
Spokane Community College

Course Title:	**Small Office Home Office Computer Basics**
Prefix and Course Number:	**CIS 139**

Course Learning Outcomes:
By the end of this course, a student should be able to:

- Identify the primary components of a computer system
- Perform basic system upgrades, repairs, and maintenance
- Configure basic security settings
- Understand basic troubleshooting on a small office/home office computer network
- Perform regular security and maintenance tasks
- Understand and use proper terminology, error documentation, and communication techniques to effectively communicate with helpdesk/technical support technicians

Course Outline:

I.   Identify computer components and perform basic system upgrades
II. Perform basic computer system maintenance including system and data backup and restore
III. Install, identify and implement software and operating system upgrades and patches
IV. Install and configure a new network device
V.   Troubleshoot system, network, and device failures
VI. Communicate with a helpdesk or technical support technician to assist in troubleshooting
VII. Find, research, and use Internet resources for troubleshooting and maintaining systems
VIII. Configure security settings for various devices
IX. Design and implement maintenance and security plans