

**Computer & Network Support
IS 140**

COURSE LEARNING OUTCOMES (CLOs)

1. Students demonstrate the installation of an operating system.
2. Students compare several operating systems.
3. Students identify standard computer system installation and maintenance procedures.
4. Students recognize computer system hardware.
5. Students examine customer relations procedures.

Course Outline

Prerequisites:

- IS 103 or Basic knowledge of Hardware and Operating Systems

I. Introduction

- A. Define Computer Systems and Network Systems
- B. Computer Technology Today
- C. Needs
- D. What needs to be done

II. Advanced Study of computer platforms

- A. Relations and communication between hardware, the operating systems and applications
- B. Computer systems and Networking.

III. Hardware technology

- A. Motherboards
- B. CPU
- C. Storage media
- D. Memory
- E. Graphic devices
- F. Peripherals

IV. Operating Systems

- A. Review different OS
- B. Boot sequence description
- C. Installation, maintenance
- D. Troubleshooting

V. Maintenance procedures

- A. Diagnostics
- B. System upgrades
- C. Hardware and software troubleshooting

VI. Customer relations

- A. Servicing customer failure reports
- B. Installing and maintaining customers' computing resources
- C. Instructing customers/end users

D. Human relations in the business environment