Fresno City College
ITIS 110 / CIT 48B
A+ and Security Principles
An Online Course
Spring 2020 8w2

Instructor: Buddy Spisak

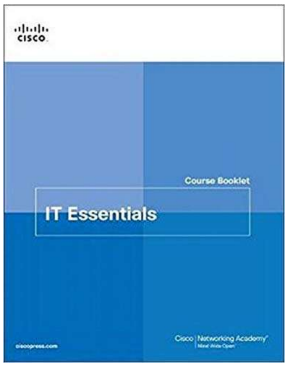
Online Office Hours: Mondays 6:00-8:00 p.m. (Jan. 13 to May 22)
CRC Campus Office BS-157: Tuesdays/Thursdays 1:30 to 2:30 pm

Phone: (916) 691-7062
E-mail: buddy.spisak@fresnocitycollege.edu The turnaround time for responding to most e-mails is about one to two days. Be sure to include your name and the course number in each e-mail so I can identify who you are and what the e-mail is about.
Course Web page: https://scccd.instructure.com
Instructor Web page: http://crc.losrios.edu/spisakj/

Prerequisites: None
Advisory: CISC 302 and CISC 310
Lecture/Lab: Online (38961) Tuesdays 6 to 8 p.m.

Accepted for Credit: CSU
Class Credits: 3 units

Textbook: No textbook is required for this course. All materials are available via the Cisco Networking Academy website at www.netacad.com. Note: There is a suggested textbook that can be purchased online (e.g., through *Amazon.com*).



Suggested Textbook: *IT Essentials Course Booklet, Version 7*
1st Edition (optional)
Authors: Cisco Networking Academy
Publishing Info: Cisco Press, 2019
ISBN: 978-0135612163

Suggested **Lab Manual:** *IT Essentials Lab Manual Version 7,* 1st Edition (optional)
Authors: Allan Johnson
Publishing Info: Cisco Press, 2020
ISBN: 978-0135645376

Resource Materials: CISCO Network Academy Curriculum

Labs: Some of lab activities are done through NDG Netlabs at https://netlabve6.coastline.edu.

Supplies: Standard PC technician tool kit to contain **screwdrivers** (flat blade and Phillips at a minimum) and an **ESD wrist strap** (other PC tools could be beneficial)

Ear buds or a headset could be beneficial when listening to videos.

A flash drive is also recommended (at least 8GB, but 16GB is preferred), and it should contain no other data**.**

Course Description:

Skills for personal computer software and hardware support; server software and hardware support: installation, configuration, diagnosing and troubleshooting system software, basic networking, memory management, server principles and configuration, and network security. Prepares students to take industry certification exams. Basic understanding information security in a business environment. Introduces network security, legal, ethical, and professional security issues, risk management, access control, and intrusion detection. Students learn the basics of information security. C-ID ITIS 110

Student Learning Outcomes and Course Objectives:

Upon completion of this course, the student will be able to:

1. Describe and identify the magnetic storage devices and how they work.
2. Name components and show how PC hardware and software interrelate.
3. Discuss the various video displays and display software drivers, and how they work.
4. Properly and safely diagnose, resolve, and document common hardware and software issues while applying troubleshooting skills.
5. Load in and describe print software drivers and show printer troubleshooting techniques.
6. Load in and describe components of the most current Windows operating system.
7. Explain the role of the system board as it relates to system software and software settings.
8. Describe and diagram how networking, network protocols and network software operate.
9. Name and describe the various input/output devices and how they interface with operating system software.
10. Describe the various multimedia concepts, files and software, and how they work.
11. Describe the components of a basic host/server system and theory of operation.
12. Describe and diagram the various server hardware and software, operations.
13. Describe and diagram the various server topologies, transmission media and troubleshooting.
14. Provide appropriate and effective customer support.
15. Understand the basics of virtualization, desktop imaging, and deployment.
16. Understand the basics of networking and security/forensics.
17. Understand how to implement security policies within an organization.

The CSLOs are:

1. Design and implement hardware and software documentation.
2. Demonstrate safe procedures for computer disassembly and reassembly.
3. Configure an operating system for network connectivity, including DNS, Gateway, IP address configuration.

Methods of Measuring Student Learning Outcomes:

- You will demonstrate knowledge of course concepts through class discussions and achievement on quizzes and a final examination.
- You will demonstrate competence in the coursework by completing lab work and participating in discussions during the semester.

Student Obligations:

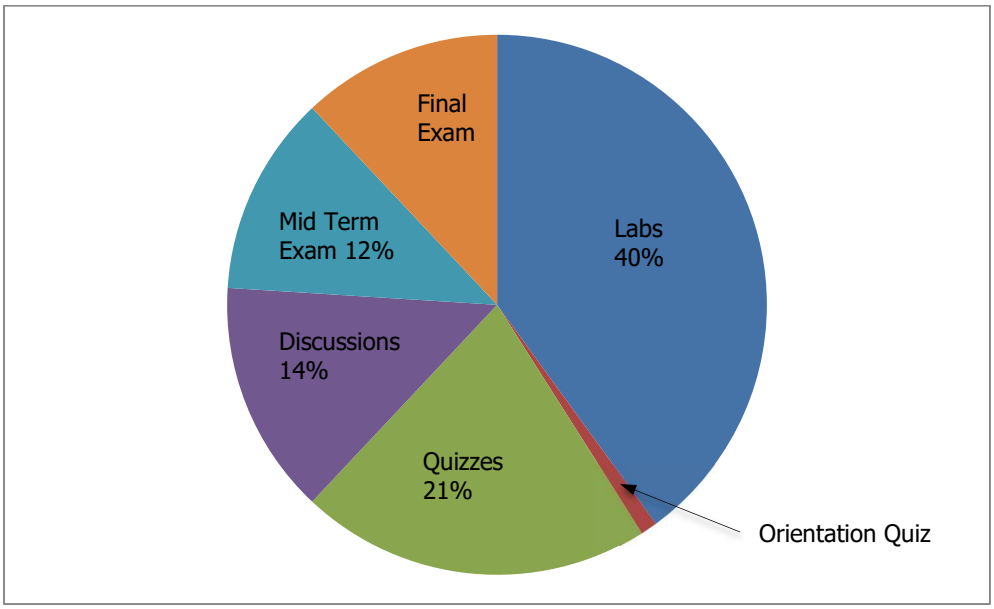
- **Attendance**: Since this course is online, it is important to participate frequently in the class.
- **Late Work**: Unless noted all assignments are due on Sunday by midnight each week. Late work will be accepted ONLY if you have contacted me prior to the due date either by e-mail or voice mail. In general, late work is due the next week, and no late assignments may be turned in after

one week from the original due date regardless of the reason. For every day an assignment is late, you will lose 10% of its grade.

- **Due Dates**: Unless noted, all assignments will be submitted in Canvas. If, for any reason, you cannot access Canvas or are unable to submit the assignment on time, please e-mail it to me instead so that you are not penalized for being late. Quizzes and the discussion items cannot be taken past their due dates. If you miss a quiz and you want to make up points, you can take advantage of the extra credit assignments posted in Canvas. Everyone is welcome to work on the extra credit assignments. Typically, they are five to ten points each, depending on the difficulty of the assignment.
- **Labs**: There will be seven labs credited for homework for the class. The due dates are in the **SCHEDULE** portion of this handout. We will spend a lot of time working on lab activities. Each lab has a set of review questions that you will need to answer in Canvas to receive points for that assignment.
- **Discussions**: I want everyone to take a pro-active approach to learning this material. This includes using the discussion feature in Canvas to ask questions and answer other students' questions. I will also post questions each week that you can answer to further your understanding of the material. I expect two postings each week unless otherwise noted.
- **Language Matters:** Part of communicating effectively with one another involves communicating correctly with one another. This is not an English class; however, I will be looking at and commenting on the basic accuracy of your written English, such as sentence boundaries, spelling, and other basic grammar issues. While you will not fail the class because of your English, you may lose some points for frequent and repeated errors. Keep in mind that your use of English can influence your readers positively—or negatively.
- **Mid-term and Final Exams**: These exams will be administered through Canvas.
- **Plagiarism Policy**: It is inappropriate, and a violation of academic policy, to copy information from any source (including, but not limited to, textbooks, magazine articles, newspaper articles and internet articles) without giving proper credit to the author by using standard quotation procedures such as in-line quotes, footnotes, endnotes, etc. Quotes may not exceed 25% of the assignment's total length. You will receive no credit (0 points) for any assignment that copies any material from any other source without giving proper credit to the author(s). Repeat offenders of this policy are subject to academic discipline as outlined in the policies published by the college.
- **Cheating**: Students who cheat will receive a failing grade for the course. (See the College catalogue for 2019-2020 on p. 60 posted on the college website (https://www.fresnocitycollege.edu/uploaded-files/documents/admissions-aid/catalogs/catalog_2019-2020.pdf.)
- **E-mail**: Every student will be required to have an email account. If you do not have an email account, the college provides free email accounts for all current students.
- **E-mail etiquette**: I will not tolerate rude and demeaning comments or e-mails to anyone in this class. Please keep your comments and e-mails topic-related. If I determine that a comment or e-mail to anyone else in the class is rude or demeaning, I will warn you once. If your behavior continues to be unacceptable, I will refer you to the administration of the college for disciplinary action.
- **Personal belongings**: All cell phones, beepers, pagers, etc. should be turned off or set to vibrate during any of the online lectures/labs.
- **Disabilities:** If you have a documented disability and wish to discuss academic accommodations, please contact me or contact the Office of Disabled Student Programs and Services at 559-442-8237 as soon as possible.
- **Canvas:** This class utilizes a product called "Canvas." It is highly recommended that you check the website frequently for scheduling updates and homework assignments. Most of the homework assignments and quizzes will be done on Canvas.
- **Online Course Responsibilities:** This course requires significant self-motivation. You must not get behind. Labs and weekly assignments can take up to 11 hours to finish. Please don't try to finish them in one day. Not all activities are created equal. Some may take a bit longer than others. You would normally spend 5.5 hours per week in class for this course: total of 162 hours. Allow yourself at least 9 hours per week to complete the activities online, including the time spent writing the class discussion postings. You should plan additional time to read the textbook

and study for the quizzes. Some people believe that an on-line format provides a much easier way to study this subject than an on-campus framework because they love to read and avoid the parking problems. Others feel very intimidated at first. Be patient as you work your way through the activities.

Grading:



Course Topic		Points	Total	Approximate % the of Grade
Labs (7)		50	350	40
Orientation Quiz (1)		10	10	1
Quizzes (6)		30	180	21
Discussions (6)		20	120	14
Mid Term Exam (1)		100	100	12
Final Exam (1)		100	100	12

Point System: There are 860 total assigned points.

Grade Ranges: A=774-860, B=688-773, C=602-687, D=516-601, F=0-515

Schedule: It is tentative and can change during the term. All changes will be located under the "Announcements" section in Canvas for the course.

	Day:		Lecture/Lab Schedule:	Assignment Due:	Due Date (By Midnight):
Week 1	Tues.	3/24	Orientation and Introductions	View the Online Orientation	Sun., Mar. 29
			Chapter 1: Introduction to the Personal Computer Hardware	Orientation Disc.	
			Chapter 2: PC Assembly	Orientation Quiz	
			Lab #1		
Week 2	Tues.	3/31	Chapters 3: Advanced Computer Hardware	Disc. #1 (Ch. 1-2)	Sun., Apr. 12
			Chapters 4: Preventive Maintenance and Troubleshooting	Lab Review #1	
			Lab #2	Quiz #1 (Ch. 1-2)	
			Spring Break (4/6-4/11) No classes		
Week 3	Tues.	4/14	Chapters 5: Networking Concepts	Disc. #2 (Ch. 3-4)	Sun., Apr. 19
			Chapters 6: Applied Networking	Lab Review #2	
			Lab #3	Quiz #2 (Ch. 3-4)	
Week 4	Tues.	4/21	Chapters 7: Laptops and Other Mobile Devices	Disc. #3 (Ch. 5-6)	Sun., Apr. 26
			Chapters 8: Printers	Lab Review #3	
			Lab #4	Quiz #3 (Ch. 5-6)	
			Finishing up the first half of the course		
Week 5	Tues.	4/28	Mid-term Exam		Sun., May 3
			Chapters 9: Virtualization and Cloud Computing	Disc. #4 (Ch. 7-8)	
			Chapters 10: Windows Installation	Lab Review #4	
			Lab #5	Quiz #4 (Ch. 7-8)	
Week 6	Tues.	5/5	Chapters 11: Windows Configuration	Disc. #5 (Ch. 9-10)	Sun., May 10
			Chapters 12: Mobile, Linux, and MacOS Operating Systems	Lab Review #5	
			Lab #6	Quiz #5 (Ch. 9-10)	
Week 7	Tues.	5/12	Chapters 13: Security	Disc. #6 (Ch. 11-12)	Sun., May 17
			Chapters 14: The IT Professional	Lab Review #6	
			Final Review	Quiz #6 (Ch. 11-12)	
			Lab #7		
			Finishing up the second half of the course		
Week 8	Tues.	5/19	Final Exam	Lab Review #7	Thu., May 21
					All work needs to be turned in.