

Network Support Course Syllabus

Technical Skills Focus

Week 1

Operational Procedures, The Visible Computer, and Microprocessors

Troubleshooting Steps, Labeling Motherboard Connectors, Windows Edition Features, Control Panel, Device Manager, System Tools, Administrative Tools, System Root, Task Manager, What is CPU-Z, Install a CPU

Labs: 3.0 - Computer Hardware Disassembly/Assembly
4.0 - Identifying CPU Characteristics using CPU-Z

Week 2

Ram, BIOS, Motherboards, and Power Supplies

Ram Speed, Label Motherboard, Label Motherboard 2, Label Motherboard 3, Label Motherboard 4, Label Motherboard Compendium, ID PSU Connector

Labs: 5.0 - Identifying RAM Characteristics using CPU-Z
7.0 - Identifying Motherboards
8.0 - Using a Multimeter to Test Voltage

Week 3

Hard Drive Technologies, Implementing Hard Drives, Essential Peripherals, and Building a PC - Exam #1

Storage Solution, The DiskPart Utility, Resize Partition, Simple Fat32 to NTFS Volume(CLI), Create and Delete NTFS, The CHKDSK Utility, Error Checking, The Defrag Utility, Partitions and Dynamic Disks, Build Thick Clients, Build More Thick Clients

Week 4

Windows Under The Hood

Users, Groups, and Permissions; Maintaining & Optimizing Operating Systems; and Working with Command-Line Interface, Midterm Registry Files Location, BCDEdit Utility, Manage Apps with Task Manager, Stopping a Service, Use Task Manager to Troubleshoot, Tasklist and Taskkill, Monitor Your Performance, Computer Management, Creating Users, Creating Groups, NTFS Security, Clean Up That Disk, Disk Defragmentation, System Configuration, Windows Components, Create a Restore Point

Labs: 14.0 - Managing Users in Windows
16.0 - Intro to Window's Command Prompt

Week 5

Troubleshooting Operating Systems, Virtualization, Display Technologies, and Essentials of Networking - Exam #2

Event Viewer, Action Center, System File Checker, Compatibility Mode, The DxDiag Utility, Mac Frame, 568B Wiring, Network Connectors, Physical Topologies

Labs: 20.0 - Creating a Straight-through and Crossover Cable
20.1 - Using a Punch-down Tool and Patch Panels

Week 6

Local Area Networking, Wireless Networking, The Internet, and Portable Computing - Exam #3

Check IP Address, Default Gateway, Check Subnet Mask, Default DNS Server, Configure IP in Windows

Resourcefulness - Discuss how to be resourceful in a job search campaign. The importance of building and using your network. Includes pitch practice.

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Professional Development Focus

- Week 7** **Understanding Mobile Devices, Care and Feeding of Mobile Devices, Printers and Multifunction Devices, and Securing Computers - Final Exams 901 & 902**
Wireless Speed Standards | Wireless Technologies | Protocols and Port Numbers | WIFI on Phone

Time Management - Guest speaker on job search strategies. Time management practices. How to properly prepare for an interview. Includes peer-to-peer mock interview practice.
- Week 8** **CompTIA A+ Testing**
Students to take 901 on Wednesday and 902 on Friday.

Perseverance - Perseverance in job search and on the job. Site visit to a networking event OR video documentation of your personal pitch.
- Week 9** **Network Fundamentals, and Physical Networks**
Lab: Fiber cabling and Copper cabling

Prepare for Mock Interviews - In-class time to ensure you have a final job search toolkit and have begun job search. Prepare for mock interviews, practice personal pitch.
- Week 10** **TCP/IP, and Internetworking**
Lab: OSI/TCP Model, and Packet Tracer

Mock Interviews - Discuss fears associated with interviewing. Participate in three mock interviews with professional volunteers with debrief of performance and set goals to improve. Includes review of steps to take to properly follow up after an interview.
- Week 11** **Wireless LAN, and WAN - Network+ Exam #1**
Lab: DHCP, and DNS

Customer Service - The importance of customer service in the 21st century. How to develop excellent customer service skills. Includes peer-to-peer pitch practice.
- Week 12** **Cyber Security Principles, Defending Networks, and Evolving Network Technologies**
Lab: WireShark

Balance - How to balance customer and business needs, work with dissatisfied customers, and effectively handle complaints. How to negotiate and accept an offer. How to prepare for success in the first day, week, month, and year on the job, including practices for long-term career success.
- Week 13** **Network Operations, and Creating Networks - Network+ Exam #2**
Lab: Advanced Routing

Workplace Success - The importance of understanding sexual harassment, embracing diversity, and managing anger for job success. Final personal pitch presentations. Students present on the six core values and reflect on own development of the values. Closing activity and evaluations.

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Professional Development Focus

Week 14

Network+ Review & Final Exam

Week 15

Network+ Certification Exam

This week focuses on preparing and passing CompTia Network+ Exam.

End of Course Activities
Closing activity and evaluations
Graduation

