

Byng High School
Business and information Technology
Computer Repair and Troubleshooting II
Syllabus

Instructor: Kristi Lofton
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Course Number:	8137 (OK Promise Approved)
Pre-requisite:	Computer Repair and Troubleshooting I
Career Cluster/Pathway	Information Technology/Information Support and Services, Network Systems
Career Major(s):	Cyber Security Professional (Networking Emphasis), Desktop Support Technician, Enterprise Network Associate, Enterprise Network Associate (Security Emphasis), Enterprise Network Professional, Home Technology Integrator, Home Technology Integrator (Construction Emphasis), Network PC Support Specialist, Network Security Compliance Technician, Network Security Professional (Networking Emphasis), Network Security Technician, Network Server Administrator, Network Systems Specialist, PC Support and Transaction Technologies, PC Support Technician, Supervisory Control and Data Acquisition Technician (SCADA)
Locations:	Various locations across Oklahoma
Length:	1 Carnegie Unit (85 class periods theory/90 class periods lab)

Course Description:

Students will prepare for positions related to the maintenance of computers and computer-related equipment through hands-on and project-based learning, textbook assignments, and Internet research. The focus of this course is software and operating systems.

Specific Learning Competencies - *Upon successful completion of this course, the student will be able to:*

1. Define the term "operating system" and explain different types of interfaces.
2. Understand how the operating system handles resources and files.
3. Gain a basic understanding of operating systems.
4. Use the functions of operating systems to manage folders and files, and use the unique features to customize the operating system.
5. Understand the basic functionalities of operating systems, use the control panel icons, set file and folder permissions, and use Network Neighborhood to share a network device.
6. Define local area network and wide area network.
7. Understand how operating systems manage resources on the network and install a shared printer.
8. Work within an operating system desktop environment, and in a terminal emulation program.
9. Properly shut down an operating system.
10. Install, configure and upgrade operating systems.
11. Diagnose and troubleshoot operating system problems.

Methods of Instruction:

Lectures, class discussions, hands-on-training, demonstrations, projects and performance evaluation.

Evaluation/Grading System:

- Time Sheets 100 points
- Work Orders 50 points
- Driving Forms 50 points
- Assignments 25 points
- Tests/Quizzes 50-100 points

Grading Scale:

- 90-100 A
- 80-89 B
- 70-79 C
- 60-69 D
- 0-59 F

Required Testing:

CompTIA: A+ (1504)

Testout PC Pro (226)

Brainbench:

- IT Terminology (1109)
- Technical Help Desk (1110)
- MS Windows Fundamentals (any version) (1111)

Recognized Primary Course Textbooks and Instructional Resources:

- A+ Guide to Managing & Maintaining Your PC, 8th Edition, Jean Andrews
ISBN-10: 1133135080
- CompTIA A+ Certification All-in-One Exam Guide, 8th Ed by Michael Meyers
ISBN-10: 007179512X
- Complete CompTIA A+ Guide to PCs Pearson uCertify Course and Textbook Bundle

Additional Resources:

Microsoft:

70-687 Configuring Windows 8.1 ISBN: 978-1-118-88275-7, Microsoft Official Academic Curriculum (MOAC), July 2014 © 2015

CompTIA:

A+ Guide to Managing & Maintaining Your PC, 8th Edition, Jean Andrews ISBN-10: 1133135080

CompTIA A+ Certification All-in-One Exam Guide, 8th Ed by Michael Meyers ISBN-10: 007179512X

Complete CompTIA A+ Guide to PCs Pearson uCertify Course and Textbook Bundle Cheryl Schmidt;
ISBN-10: 0789752492