ITIS 112: MICROSOFT DESKTOP SUPPORT

Citrus College Course Outline of Record

Heading	Value
Effective Term:	Fall 2022
Credits:	3
Total Contact Hours:	72
Lecture Hours :	54
Lab Hours:	18
Hours Arranged:	0
Outside of Class Hours:	108
Strongly Recommended:	ITIS 104; ENGL 101.
Transferable to CSU:	No
Transferable to UC:	No
Grading Method:	Standard Letter, Pass/No Pass

Catalog Course Description

This course provides students with the knowledge and skills needed to install, configure, and administer the Microsoft Windows Operating System environment. Students will get practical experience to prepare them for the MCSA Exam on installing and configuring Windows OS. 54 lecture hours, 18 lab hours.

Course Objectives

- Identify the new features of of the current version Windows.
- Identify the major similarities/differences between various versions of Windows.
- Install and configure a clean installation of the current version of Windows.
- Migrate to the current version Windows from earlier versions.
- Troubleshoot common installation problems.
- Maintain and document procedures used during the installation process.
- Configure devices and device drivers to properly communicate with the new OS installation.
- Install, configure, and secure applications in the current version of Windows.

Major Course Content

1. Installing, Updating, and Migrating to the current version of Windows
   a. Identify hardware requirements
   b. Installation methods
2. Deploying the current version of Windows
   a. Capture a system image
   b. Prepare a system image for deployment
   c. Configure a VHD (Virtual Hard Drive)
3. Configuring Hardware and Applications
   a. Configure devices
   b. Configure application compatibility
   c. Configure application restrictions
   d. Configure Internet Explorer
4. Configuring Network Connectivity
   a. Configure Windows Firewall
5. Configuring Mobile Computing
6. Monitoring and Maintaining Systems Running earlier versions of Windows
7. Working with the latest version of Windows
   a. Updating from earlier versions of Windows to the current version of Windows

Lab Content

1. Evaluate hardware readiness and compatibility
   - Choose between an upgrade and a clean installation.
2. Install current Windows
   - Install as Windows To Go
   - Migrate from previous versions of Windows to the latest version of Windows
   - Upgrade from previous versions of Windows to current version of Windows.
3. Migrate and configure user data
   - Migrate user profiles
   - Configure folder location; configure profiles.
4. Configure devices and device drivers
   - Install, update, disable, and roll back drivers
   - Resolve driver issues
   - Configure driver settings
5. Install and configure desktop apps and Windows Store apps
6. Control access to local hardware and applications
   - Configure application restrictions, including Software Restriction Policies and AppLocker
7. Configure current version of Internet Explorer and Internet Explorer for the desktop
8. Configure and manage updates
   - Configure update settings
   - Configure Windows Update policies
   - Manage and roll back update s,
   - Update Windows Store apps
9. Manage local storage
10. Monitor system performance
    - Configure and analyze event logs
    - Configure event subscriptions
    - Configure Task Manager
    - Monitor system resources
    - Optimize networking performance
    - Configure indexing options

Suggested Reading Other Than Required Textbook

Additional readings will be extracted from industry-based journals as well as the Microsoft Virtual Academy web site.

Examples of Required Writing Assignments

Write an essay comparing and contrasting the configuration procedures for two different versions of Windows OS. How are these procedures

the same? What differences exist between the two? What additional knowledge or skills are needed to migrate from one version to the next?

Examples of Outside Assignments

Complete the preparatory lessons and exams available from the Microsoft Certification site and the Microsoft Virtual Academy (i.e., "What's New in Windows 10 Management," "What's New in Windows 10 Deployment").

Instruction Type(s)

Lecture, Lab, Online Education Lecture, Online Education Lab