

Date Prepared: September 20, 2004

## COURSE OUTLINE

X  New          Revised

Effective Date: Spring 2005

1. **COURSE PREFIX NUMBER:** ITN 295                      **CREDIT HOURS:** 4
2. **COURSE TITLE:** Windows Help Desk I
3. **PREREQUISITES:** ITN 114 or equivalent
4. **COURSE DESCRIPTION:** Teaches the skills necessary to support and to successfully troubleshoot end users running windows operating system.
5. **CONTENT:**
  - a. Installing windows desktop operating system
  - b. Managing and troubleshooting access to resources
  - c. Configuring and troubleshooting hardware devices
  - d. Configuring and troubleshooting drivers
  - e. Configuring and troubleshoot user environment
  - f. Troubleshooting network protocols and services

6. **GENERAL COURSE OBJECTIVES:**

Upon successful completion of the course, the student will to:

- a. install the windows desktop operating system.
- b. manage and troubleshoot access to resources.
- c. configure and troubleshoot hardware devices and drivers.
- d. configure and troubleshoot user environment.
- e. troubleshoot network protocols and services.

