

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 II
3. **PREREQUISITES:** ITN 295 (Windows Help Desk I) or equivalent
4. **COURSE DESCRIPTION:** Teaches the skills necessary to support and to successfully troubleshoot desktop applications running windows operating system.
5. **CONTENT:**
 - a. Configuring and troubleshooting applications
 - b. Resolving usability issues
 - c. Resolving application customization issues
 - d. Configuring and troubleshooting connectivity for applications
 - e. Configuring application security

6. **GENERAL COURSE OBJECTIVES:**

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

- a. configure and troubleshoot applications.
- b. resolve usability and application customization issues.
- c. configure and troubleshoot connectivity for applications.
- d. configure application security.

