

**J. Sargeant Reynolds Community College**  
**Course Content Summary**

**Course Prefix and Number:** ITN 295    **Credits:** 4

**Course Title:** Windows Helpdesk II

**Course Description**

Teaches the skills necessary to support and to successfully troubleshoot desktop applications running a windows operating system. Lecture 4 hours per week.

**General Course Purpose**

This course provides an introduction to troubleshoot desktop applications in a business environment to support a windows help desk.

**Course Prerequisites/Corequisites**

ITN 295, Windows Help Desk I or equivalent

**Course Objectives**

Upon completing the course, the student will be able to:

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

**Major Topics to be Included**

- 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

**Effective Date of Course Content Summary:** 9/25/2008