

APPENDIX 2: Syllabus

IT Help Desk/End User Support Specialist Program
Troubleshooting System –Wide Issues - 555-200.15

Subject Description:	Learn how to Troubleshoot Operating Systems, Troubleshoot Wired Wireless Networks and Troubleshoot Common Security Issues.
Subject Hours:	12 Contact Hours (6 hours lecture, 6 hours lab)
Performance Objectives:	Acquire the essential skills and information you will need to install, upgrade, repair, configure, troubleshoot, optimize, and perform preventative maintenance of basic personal computer hardware and operating systems.
Prerequisites:	555-200.14 Troubleshooting Hardware Components
Required Textbooks:	CompTIA A+ Certification: Essentials - 2nd edition By: Axzo Press
Instructional Methods:	Lab, E-Learning, and Classroom Instruction
Maximum Student: Instructor Ratio:	16:1
Content Outline:	Troubleshoot Operating Systems Troubleshoot Wired and Wireless Networks Troubleshoot Common Security Issues
Basis of Grades:	Test/Quizzes 25% Final Exam 25% Class/Homework Assignments 25% Lab Assignments 25%