

MASTER COURSE OUTLINE

A. CPRO 1011 Windows Desktop Operating Systems

B. COURSE DESCRIPTION:

This course provides the skills and knowledge necessary to install, configure, and administer Microsoft Windows desktop operating systems. This course was developed for information technology (IT) professionals who support, administer, or implement Windows Server networks and for individuals preparing to take any of the MCTS Windows Server Network Infrastructure Configuration Exams. This course contains material that is intended to help prepare students for certification. Prerequisites: CPRO 1002 or general computer proficiency.

(3 Cr – 3 lect, 0 lab)

C. **Core Theme: Critical Thinking

D. MAJOR CONTENT AREAS:

- History of Windows desktop operating systems
- Windows desktop architecture
- Windows desktop storage
- Windows desktop installation
- Windows desktop configuration
- Windows desktop management
- Windows desktop troubleshooting
- Windows desktop migration
- Local user and group administration
- Windows printing
- Mobile computing

E. GOAL TYPES, OBJECTIVES, AND OUTCOMES:

| <u>GOAL</u> | <u>OBJECTIVES</u> | <u>OUTCOMES</u> |
|-----------------------------|---|---|
| ** <u>Critical Thinking</u> | Students will be able to imagine and seek out a variety of possible goals, assumptions, interpretations, or perspectives which can give alternative meanings or solutions to given situations or problems. | The student will successfully 1. analyze business requirements and determine the appropriate operating system (OS) or mix of OS technologies that provide highest return on investment (ROI) and productivity. |
| <u>CS</u> | identify and analyze the available | 1. demonstrate an understanding |

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|-----------|---|--|
| | deployment methods and determine the best option to use for an organization. | of Windows desktop operating system deployment and management. |
| <u>CS</u> | install, configure, and manage Windows desktop operating systems. | 1. complete laboratory assignments that require installation, configuration, and management of Windows desktop operating systems. |
| <u>CS</u> | install, configure, and manage local printing. | 1. complete laboratory assignments that require installation, configuration, and management of local printers using Windows desktop operating systems. |
| <u>CS</u> | communicate with end users by formulating questions and providing answers that are appropriate to the end users' level of technological literacy. | 1. guide a classmate through the resolution of a Windows desktop operating system misconfiguration problem using verbal communication in a simulated helpdesk scenario. |
| <u>CS</u> | demonstrate proper troubleshooting methodologies and techniques. | 1. resolve a Windows desktop operating system misconfiguration lab scenario using the command (CMD) line and graphical user interface (GUI) to monitor and troubleshoot the problem. |

F. SPECIAL INFORMATION:

This course may require use of the Internet, the submission of electronically prepared documents and the use of a course management software program. Students who have a disability and need accommodations should contact the instructor or the Student Success Center at the beginning of the semester. This information will be made available in alternative format, such as Braille, large print, or current media, upon request.

G. COURSE CODING INFORMATION:

Course Code T/Class Maximum 30; Letter Grade

Revision date: 12/08/10

AASC Approval date: 12/21/10

| *Riverland Community College Disciplines | MnTC Goal Number |
|---|-------------------------|
| Communication (CM) | 1 |
| Natural Sciences (NS) | 3 |
| Mathematics/Logical Reasoning (MA) | 4 |
| History and the Social & Behavioral Sciences (SS) | 5 |
| Humanities and Fine Arts (HU) | 6 |

| **Riverland Community College Core Themes | MnTC Goal Number |
|--|-------------------------|
| Critical Thinking (CT) | 2 |
| Human Diversity (HD) | 7 |
| Global Perspective (GP) | 8 |
| Ethical and Civic Responsibility (EC) | 9 |
| People and the Environment (PE) | 10 |

*These five MnTC Goals have been identified as Riverland Community College Disciplines.

** These five MnTC Goals have been identified as Riverland Community College Core Themes.

NOTE: The Minnesota Transfer Curriculum “10 Goal Areas of Emphasis” are reflected in the five required discipline areas and five core themes noted in the Riverland Community College program of study guide and/or college catalog.