SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE:	PC Management
CODE NO. :	OEL829
PROGRAM:	Computerized Business Systems
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DATE:	January 2005	PREVIOUS OUTLINE DATED:	January 2004

TOTAL CREDITS:	3
PREREQUISITE(S):	None
HOURS/WEEK:	3

I. COURSE DESCRIPTION:

Managing and maintaining the personal computer (PC) has become a skill that is demanded in today's workplace. COM200 will familiarize the student with the inner workings of both the hardware and operating

systems commonly in use and the routine procedures to maintain them. Students will also research hardware/ software purchases and troubleshoot problems that may arise during installation and operation of common hardware and software.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will:

1. Work with a variety of common operating systems (O/S) such as DOS, Windows 9x, Windows NT, Windows 2000, and Windows XP. Students will use a simulated environment to familiarize themselves with each O/S.

   Elements of the Performance:

   - Install or upgrade common operating systems
   - Compare and contrast common operating systems
   - Describe the BOOT process
   - Use system disks
   - Use commands in DOS
   - Perform basic functions in common operating systems
   - Create files and folders in each operating system
   - View the registry
   - Identify and install network components
   - Discuss the setup, configuration and testing of networks

2. Understand the operation and maintenance of the main inner components and common peripherals of a PC.

   Elements of the Performance:

   - Benchmark a PC
   - Change CMOS values
   - Follow and troubleshoot the Boot Process
   - Protect against electrostatic discharge
   - Identify system board components
   - Install memory and expansion cards
   - Work with ports
   - Resolve minor resource conflicts
   - Install and troubleshoot floppy drives
   - Discuss the installation and configuration of a hard drive
   - Manage a hard drive
   - Identify common problems with laptop accessories
   - Work with video cards, sound cards, modems, and printers
   - Examine and install different types of RAM
   - Manage memory

- Compare and contrast CD and DVD technology
- Discuss power supply problems and how to avoid them

3. Set up and execute appropriate maintenance routines for a personal computer.

   Elements of the Performance:

   - Utilize system tools provided by the operating system
   - Apply appropriate virus protection procedures
   - Apply advanced file handling techniques
   - Prepare backups
   - Create a preventative maintenance plan

4. Troubleshoot hardware/software problems using written/online documentation and the Internet.

   Elements of the Performance:

   - Identify errors and follow a logical solution path
   - Set up and tend an error/maintenance log
   - Access manufacturer's web sites to view product information and download patches
   - Participate in Internet user groups to find current information

5. Acquire and install/uninstall software and hardware.

   Elements of the Performance:

   - Search out and acquire available software from retailers and the Internet
   - Install/uninstall acquired software
   - Maintain documentation of install/uninstall procedures

III. TOPICS

1. Working with Operating Systems
2. Exploring Control settings
3. Learning Computer Hardware Basics
4. Working with Floppy Drives
5. Working with Hard Drives
6. Using Windows 9x/Me
7. Troubleshooting
8. Working with Peripherals
9. Installing and Managing Memory
10. Powering a System
11. Working with Multimedia
12. Looking at Communications
13. Networking with PC's

14. Maintaining a System
15. Installing Basic Components
16. Finding Resources

IV. REQUIRED RESOURCES / TEXTS / MATERIALS:

Enhanced A+ CBT for Managing and Maintaining Your PC - set of 2 CD-ROM's and a Pocket Guide, by Jean Andrews, published by Thomson/Course Technology, 2003. ISBN: 0-619-18621-6

V. EVALUATION PROCESS / GRADING SYSTEM

Tests:

Test 1 - Chapters 1 - 9	**40%**
Test 2 - Chapters 10 - 18	**40%**

Assignments:

Weekly Assignments	**20%**
Total	**100%**

Passing grade at Sault College is 50%. Your registering college will convert the percentage grade to the letter grade.

VI. SPECIAL NOTES:

1. If you are a student with a disability please identify your needs to the tutor and/or the Centre for Students with Disabilities at your registering college.
2. Students, it is your responsibility to retain course outlines for possible future use to support applications for transfer of credit to other educational institutions.
3. Course outline amendments: The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.