

**SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY**

**SAULT STE. MARIE, ONTARIO**



Sault College

**COURSE OUTLINE**

**COURSE TITLE:** SYSTEM INTEGRATION AND MAINTENANCE

**CODE NO. :** CST201 **SEMESTER:** 4

**PROGRAM:** Computer Engineering Technology,  
Computer Network Technology  
Computer System Support Technology

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**DATE:** Jan, 2007 **PREVIOUS OUTLINE DATED:** June,  
2006

**APPROVED:**

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**DEAN** **DATE**

**TOTAL CREDITS:** 5

**PREREQUISITE(S):** CST101

**HOURS/WEEK:** 4 hours/week

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**I. COURSE DESCRIPTION:**

This course develops PC system configuration and troubleshooting skills. A variety of peripherals such as hard drives, tape drives, monitors, printers, PDAs, and portable systems will be studied in addition to the issues involved in integrating and configuring hardware and software system components. The process of attaining A+ certification will also be discussed.

**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**

Upon successful completion of this course, the student will demonstrate the ability to:

1. Install and configure peripheral devices including: dual hard drives, CDROM drives, SCSI controllers and devices, video controllers, and infrared devices.

Potential Elements of the Performance:

- Install and configure a CDROM drive on its own channel and sharing a channel.
- Install a 2nd IDE hard drive and configure it as SLAVE and install a 2nd IDE hard drive on its own channel.
- Install a SCSI controller and two SCSI devices.
- Install a video controller and compare different video modes.
- Install a infrared transceiver and transfer files using the transceiver.

This learning outcome will constitute approximately 30% of the course.

2. Troubleshoot and repair PC system faults and configuration problems using software and hardware resources.

Potential Elements of the Performance:

- Given a set of system fault symptoms, suggest appropriate troubleshooting steps that should be followed in order to solve the problem
- Given a non functioning system, some spare parts, and a POST card, troubleshoot and repair the system
- Utilize system diagnostic tools to aid in PC Maintenance.

This learning outcome will constitute approximately 20% of the course.

3. Analyze system performance, describe factors that can affect performance and recommend the level of system components in order to satisfy a particular performance requirement.

Potential Elements of the Performance:

- Describe the features of a system (processor, bus, disk, video, ram etc) that can affect system performance
- Utilize a performance analysis utility to determine the relative performance of the various subsystems of a computer
- Demonstrate how system performance can be improved by fine-tuning the system's CMOS setup.
- Demonstrate how different hard drive controller types can improve system performance.
- Recommend the type of system and subsystems to use for a particular type of application such as for a CAD station or Fileserver
- Describe various types of system upgrades including various processors, memory types etc.

This learning outcome will constitute approximately 10% of the course.

4. Describe the features and maintenance issues associated with various printer technologies.

Potential Elements of the Performance:

- Understand the basic operations of inkjet, laser and dot matrix printers.
- Learn basic maintenance and troubleshooting for printers .

This learning outcome will constitute approximately 5% of the course.

5. Describe the typical features and maintenance issues associated with Laptop/Notebook type computers and Personal Digital Assistant devices.

Potential Elements of the Performance:

- Describe the type and features of laptop display technology
- Describe the types of I/O ports and pointing devices found on laptop computers
- Describe the purpose of a docking station
- Describe various Personal Digital Assistants (PDA) and their features and operating systems.
- Install PDA software and perform synchronizations.

This learning outcome will constitute approximately 5% of the course.

6. Utilize the Internet as a resource for PC maintenance information.

Potential Elements of the Performance:

- Identify sites that specialize in PC Maintenance
  - Locate a USENET thread where a problem is identified and a solution is suggested regarding a PC Maintenance problem
- This learning outcome will constitute approximately 5% of the course.

7. Demonstrate the knowledge and skill required to upgrade system BIOS.

Potential Elements of the Performance:

- Describe how to discover the system BIOS manufacturer and model.
- Demonstrate how to make a backup copy of the system BIOS and flash a new system BIOS.

This learning outcome will constitute approximately 10% of the course.

8. Describe the skills/knowledge required to attain an A+ certification.

Potential Elements of the Performance:

- Describe the objectives of the A+ certification examination.
- Explain the A+ certification examination process

This learning outcome will constitute approximately 5% of the course.

### III. TOPICS:

1. Peripheral Devices
2. Troubleshooting
3. System Performance
4. PC Maintenance Strategy
5. Laptops/Notebooks/Personal Digital Assistants
6. Utilize the Internet as a Resource
7. System BIOS
8. A+ Certification Process

### IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Upgrading and repairing PCs, 17th edition, by- Scott Mueller, QUE,  
ISBN: 0-7897-3404-4

**V. EVALUATION PROCESS/GRADING SYSTEM:**

2 WRITTEN TESTS	60%
LAB WORK/ATTENDANCE /QUIZZES/PRACTICAL TESTS	40%

(The percentages shown above may vary slightly if circumstances warrant.)

**NOTE:** *It is required to pass both the theory and the lab part of this course. For example, it is not possible to pass the course if a student has a failing average in the three written tests but is passing the lab portion, (or vice versa).*

The following semester grades will be assigned to students:

<b>Grade</b>	<b><u>Definition</u></b>	<b><i>Grade Point Equivalent</i></b>
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

UPGRADING OF INCOMPLETES

When a student's course work is incomplete or final grade is below 50%, there is the possibility of upgrading to a pass when a student meets all of the following criteria:

1. The student's attendance has been satisfactory.
2. An overall average of at least 40% has been achieved.
3. The student has not had a failing grade in all of the theory tests taken.
4. The student has made reasonable efforts to participate in class and complete assignments.

The nature of the upgrading requirements will be determined by the instructor and may involve one or more of the following: completion of existing labs and assignments, completion of additional assignments, re-testing on individual parts of the course or a comprehensive test on the entire course.

LABS:

Lab activities represent a very important component of this course. Because of this, **attendance is mandatory** and the satisfactory completion of all lab activities is required. *It is the student's responsibility to discuss absences from regularly scheduled labs with the instructor so that alternate arrangements (where possible) can be made to complete the lab requirements.*

**VI. SPECIAL NOTES:**Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Special Needs office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

Retention of Course Outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Rights and Responsibilities*. Students who engage in “academic dishonesty” will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

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.

Substitute course information is available in the Registrar's office.

Attendance:

Absenteeism will affect a student's ability to succeed in this course. Part of the course mark will be based on LAB attendance. Absences due to medical or other unavoidable circumstances should be discussed with the instructor.

**VII. PRIOR LEARNING ASSESSMENT:**

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

**VIII. DIRECT CREDIT TRANSFERS:**

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.