

I. COURSE DESCRIPTION:

This course focuses on the service and support role of a Network Technologist, applying knowledge learned in this and previous courses to actual problems and issues faced in networks. Through lectures, hands-on activities in the lab and case studies, the goal is to develop skills that will enhance the Technologist's ability to maintain and improve networks and their resources. In addition to the technical issues associated with failure modes, performance issues, upgrades and design, the human side of customer support will be emphasized. In this course, software including Windows 2008 Server, Microsoft Operations Manager, Microsoft Configuration Manager, Microsoft SQL Server and some 3rd party tools will be used.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

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

1. Troubleshoot Computer Networks

Potential Elements of the Performance:

- Utilize web-based and other resources such as FAQ files, newsgroups, vendor-based resources, resource kits, help files, etc. to facilitate solutions to network-related problems.
- Discuss and present case histories of network-related problems.
- Troubleshoot common problems in the Windows 2003 / 2008 Server environments using available resources including command line utilities.

2. Design Automated Recovery Procedures

Potential Elements of the Performance:

- Use network documentation or drawing utilities, such as Microsoft Visio, to document networks.
- Identify the weakest links on the Network and design a redundancy plan to eliminate failures on these links.
- Perform an 'Automated System Recovery' on your server.
- Investigate disk imaging techniques and best practices for deploying software and operating systems.
- Contrast Backup media types including aging of data vs. reliability of recovery

3. Plan Network UpgradesPotential Elements of the Performance:

- Research network operating system add-on components that allow for performance and reliability improvements over the existing network OS.
- Utilize project management software to prepare a timeline, equipment needs, human resources and scheduling of a network upgrade.
- Recommend viable upgrade paths for various LANs, WANs and Enterprise networks.

4. Provide Network Client SupportPotential Elements of the Performance:

- Provide customer service in a professional, effective manner employing appropriate behaviours.
- Understand the nature of support roles in various IT environments and current employment prospects in those job markets.
- Employ appropriate software and license management practices and maintain effective records of resources.
- Utilize network management tools to monitor and manage network resources.
- Create a disaster recovery plan for an organization.

5. Research New Network TechnologiesPotential Elements of the Performance:

- Research, discuss and compare various current network technologies such as VoIP, Blade Servers, SANs, Wireless Technologies, etc.

III. TOPICS:

1. Troubleshoot Computer Networks
2. Design Automated Recovery Procedures
3. Plan Network Upgrades
4. Provide Network Client Support
5. Research New Network Technologies

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

All resources for this course will be distributed to the student via web-links and handouts. Students will also access content from their Windows 2008 Server textbook used in the CSN305 Network Certification II Course.

V. EVALUATION PROCESS/GRADING SYSTEM:

Tests (2 @ 20% each)	40 %
LMS Quizzes	20 %
Participation and Attendance	10 %
Lab Assignments	30 %

Note: This evaluation scheme is subject to change if circumstances warrant. Any changes will be discussed with students and reported in writing before implementation.

The following semester grades will be assigned to students:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	3.00
B	70 - 79%	2.00
C	60 - 69%	1.00
D	50 – 59%	0.00
F (Fail)	49% and below	
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.	

VI. SPECIAL NOTES:

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.

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.

Prior Learning Assessment:

Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question. Please refer to the Student Academic Calendar of Events for the deadline date by which application must be made for advance standing.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.

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

Disability Services:

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

Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical, as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. A professor/instructor may assign a sanction as defined below, or make recommendations to the Academic Chair for disposition of the matter. The professor/instructor may (i) issue a verbal reprimand, (ii) make an assignment of a lower grade with explanation, (iii) require additional academic assignments and issue a lower grade upon completion to the maximum grade “C”, (iv) make an automatic assignment of a failing grade, (v) recommend to the Chair dismissal from the course with the assignment of a failing grade. 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.

Student Portal:

The Sault College portal allows you to view all your student information in one place. **mysaultcollege** gives you personalized access to online resources seven days a week from your home or school computer. Single log-in access allows you to see your personal and financial information, timetable, grades, records of achievement, unofficial transcript, and outstanding obligations, in addition to announcements, news, academic calendar of events, class cancellations, your learning management system (LMS), and much more. Go to <https://my.saultcollege.ca>.

Electronic Devices in the Classroom:

Students who wish to use electronic devices in the classroom will seek permission of the faculty member before proceeding to record instruction. With the exception of issues related to accommodations of disability, the decision to approve or refuse the request is the responsibility of the faculty member. Recorded classroom instruction will be used only for personal use and will not be used for any other purpose. Recorded classroom instruction will be destroyed at the end of the course. To ensure this, the student is required to return all copies of recorded material to the faculty member by the last day of class in the semester. Where the use of an electronic device has been approved, the student agrees that materials recorded are for his/her use only, are not for distribution, and are the sole property of the College.

Attendance:

Absenteeism will affect a student's ability to succeed in this course. Absences due to medical or other unavoidable circumstances should be discussed with the professor. Students are required to be in class on time and attendance will be taken within the first five minutes of class. A missed class will result in a penalty in your marks unless you have discussed your absence with the professor as described above. The penalty depends on course hours and will be applied as follows:

Course Hours	Deduction
5 hrs/week (75 hrs)	1% / hr
4 hrs/week (60 hrs)	1.5% /hr
3 hrs/week (45 hrs)	2% /hr
2 hrs/week (30 hrs)	3%/hr

Absentee reports will be discussed with each student during regular meetings with Faculty Mentors. Final penalties will be reviewed by the professor and will be at the discretion of the professor.

Tuition Default:

Students who have defaulted on the payment of tuition (tuition has not been paid in full, payments were not deferred or payment plan not honoured) as of the first week of November will be removed from placement and clinical activities. This may result in loss of mandatory hours or incomplete course work. Sault College will not be responsible for incomplete hours or outcomes that are not achieved or any other academic requirement not met as of the result of tuition default. Students are encouraged to communicate with Financial Services with regard to the status of their tuition prior to this deadline to ensure that their financial status does not interfere with academic progress.

Contact Information:

Dan Kachur - Professor
759-2554 Ext: 2648
dan.kachur@saultcollege.ca