

ITNW 7006 Course Syllabus

1. Name of Course: MCDST Win2K3 Series

2. Number of Clock Hours: 96

3. Course Description:

This course addresses the implementation and desktop support needs of customers that plan to deploy and support Microsoft Windows XP Professional in a variety of stand-alone and network operating system environments. It provides students with the knowledge and skills to troubleshoot and escalate or repair problems with Windows desktop operating systems by reacting to incident requests from end users. Students will be provided the basic knowledge of system architecture and security needed to provide the students with the requisite skills required to support end users and adhere to ITIL/MOF foundational operations. Prerequisites: A+ & Network+ certification or equivalent knowledge of computers and operating systems.

4. Course Objectives

Included in:
ITMT 1000
ITMT 1079

5. Rationale:

Upon completion of this course, students will have a better understanding of Microsoft Windows 2003, the most popular operating system in use today.

6. Required Materials:

Microsoft Official Curriculum included.

7. Evaluation

Those who participate in class discussions, complete course lab work, and miss no more than three class meetings will be awarded 9.6 continuing education units.

8. Course Outline

Included in:
ITMT 1000
ITMT 1079