



COURSE INFORMATION SHEET

Note: If a more detailed, instructor/section-specific course information sheet is required, please contact the department.

DEPARTMENT:

Business Administration/Economics

COURSE:

CIS123 A+ Guide to Computer Hardware: Technical Support

COURSE DESCRIPTION:

This course prepares students to take the CompTIA A+ 220-901 certification exam, which covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues. Students will assemble and disassemble personal computer hardware and peripherals to specification, and connect personal computers and mobile devices to network architectures. Students will configure small office home office (SOHO) multifunction devices and wireless routers, and troubleshoot common issues associated with the various hardware domains covered. Two class hours. Two lab hours. 3 Credits.

COURSE PREREQUISITES:

One of the following with a grade of C or better: CIS 100, CSC 101, CPT 114, or CPT 101

COURSE LEARNING OUTCOMES:

1. Assemble a personal computer.
2. Disassemble a personal computer.
3. Connect computers to various network architectures.
4. Connect mobile devices to various network architectures.
5. Troubleshoot common hardware issues with personal computers.
6. Troubleshoot common hardware issues with mobile devices.
7. Troubleshoot common hardware issues with peripheral equipment.