



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:

CIS124 A+ Guide to Computer Software: Technical Support

COURSE DESCRIPTION:

This course prepares students to take the CompTIA A+ 220-902 certification exam, which covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X and Linux. It also addresses security, the fundamentals of cloud computing, and operational procedures. 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. Install Windows, Linux, and Mac OS operating systems.
2. Maintain operating systems of Windows, Linux, Mac OS, and mobile devices.
3. Configure multi-device synchronization.
4. Maintain cloud computing and client-side virtualization technologies.
5. Troubleshoot common software issues with operating systems.
6. Configure proper security and network settings on operating systems.
7. Maintain proper security and network settings on operating systems.