



South Portland, Maine 04106

## Computer and Information Technology

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**Title: Microsoft Operating Systems**

**Catalog Number: CMIT 215**

**Credit Hours: 3**

**Lecture (or Lab):** Lecture-Lab

**Contact Information:** rtest@smccme.edu

**Office Location:** Remote – Zoom or Google Hangouts

**Total Contact Hours: 45**

**Instructor:** Rebecca Test

**Office Hours:** Remote appointments by email

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## Course Syllabus

### Course Description

This course covers the installation, configuration, and maintenance of Microsoft Windows. The operating systems utilized in this course include various current versions of Microsoft Windows operating systems. Other topics covered in this course shall include Windows desktop deployment, Windows desktop restrictions, and networking in peer to peer and client server environments. The class time for this course is a combination of lecture and hands-on practice.

**Prerequisite(s):** CMIT-100, CMIT-105 **Corequisite(s):** none

### **An ability to demonstrate core IT competency in configuring Microsoft Windows**

1. Install and configure various current versions of Microsoft Windows.
2. Use Windows to install, configure and manage aspects of different software and hardware components contained within the system.
3. Understand automated Windows operating system deployments.
4. Modify Windows in various configurations that prevent user modifications.
5. Install and configure Windows as a component of a peer to peer and a client / server network.
6. Utilize PowerShell to manage and configure current versions of Microsoft Windows.
7. Troubleshoot common problems encountered by Windows end users.
8. Utilize critical thinking skills when dealing with technology issues.
9. Understand and configure local group policies as they relate to a peer-to-peer environment.

10. Create complete and thorough documentation regarding processes and procedures utilized in the information technology field.

**An ability to read and interpret technical information, as well as listen effectively to, communicate orally with, and write clearly for a wide range of audiences**

### Student Evaluation and Grading

A	93 - 100	C+	77 – 79
A-	90 - 92	C	73 – 76
B+	87 - 89	C-	70 – 72
B	83 - 86	D+	67 – 69
B-	80 - 82	D	63 – 66
		F	0 – 62

Measure	% of total	Basis
Assessments, Discussion Board & Labs	30	Accurate Completion of Work
Quiz/Tasks	20	Percent Correct or Accurate Completion of Work
Project	20	Accurate Independent Completion of Work
Final Exam/Midterm	25	Percent Correct
Attendance	5	

### Text, Tools and / or Supplies

The student should have Internet access for class communication purposes. You will need a Windows PC/Laptop running Windows 10 or Macintosh client running a recent version of the MAC OS.

**Check with the bookstore concerning the ISBN number. One of the numbers should be an e-Book.**

Book Title	ISBN-10	New
<b>Exam 98-349 MTA Windows Operating System Fundamentals</b>	9781119308416	16.75
<b>Author(s):</b> Course		
<b>Copyright:</b> NA		
<b>Publisher:</b> John Wiley & Sons, Incorporated		
<b>Exam 98-349 Windows Operating System Fundamentals</b>	9781119060390	86.75
<b>Author(s):</b> Microsoft		
<b>Copyright:</b> NA		
<b>Publisher:</b> John Wiley & Sons, Incorporated		

## Attendance Policy

Attendance in an online course is defined as completing weekly graded work such as a test, discussion board, or assignment. Weekly regular attendance is expected of all students. If you do not complete weekly work, then you have not attended class for that week. **If you miss or 3 consecutive Zoom classes, you will be dropped from the course with an AF. If you miss 3 weeks of nonconsecutive class work and or 4 Zoom meetings, you will be dropped from the class. If you miss the first two classes, you will receive an AF as your final grade. (Exceptions are made for students who register later for the class.)**

## Attendance Grade

**In person classes** require students to attend to all Zoom meetings unless they have received permission from the instructor to miss an in-person Zoom meeting. **Students who don't attend class will receive a zero for their attendance grade unless the absence has been excused.**

**Students who arrive 7 minutes or later to class will receive a 50 percent deduction on their attendance grade unless permission has been granted to attend the class later than the starting time. Please show up even if you are late. We have a lot to cover in this course.**

*If you have work commitments that conflict with this class schedule, please send me an email.*

## Snow Day Policy

If SMCC cancels class due to power outages or weather, **Zoom classes will still meet.** Please check Brightspace as there may be a modified schedule to allow students to compensate for snow removal and childcare.

## Expectations

Students are expected to engage in all assignments. Readings/tasks should be done each week as assigned. Late work will receive a 10 percent penalty each day it is turned in beyond the due date. Please email me if you have any problems finishing the course work on time or if you need help. Tutors are also available. If you have difficulty with your password or accessing the SMCC network, you need to contact the IT HelpDesk. Note that if you wait until the end of the week to request assistance, late work will not be excused. Please start your assignments early. All assignments and correspondence should be done with your SMCC account. **You MUST notify your instructor four days before an assignment is due**, if you experience difficulty with completing it. **This assumes the that issue is a technical problem that requires assistance from the SMCC helpdesk.** If this is not done, a late penalty may be applied to any work that isn't turned in on time. **All correspondence must be from your SMCC email account.** I can't reply to personal email accounts.

## Zoom Requirements

Students should have the ability to listen and watch the Zoom meetings. A phone option may be available if a student is not able to connect with their laptop or desktop. Students must identify themselves when attending a Zoom meeting. This means that you should login with your real name. Use your SMCC account and when asked for a name that will be used in the class, Use your first and last name. Don't use nicknames like Bugs Bunny, etc. These names will be blocked from the class.

## Topical Outline of Instruction

The following schedule of lecture topics and reading/homework assignments is preliminary **and may be changed as the semester progresses depending on availability of the VMware infrastructure and other resources.** Please review the assignments on Brightspace several times weekly. Students are expected to have read the listed material before it is covered in class.

## Course Outline

Week	Lecture Topics	Readings
1	Course Introduction and Lab Setup	<ul style="list-style-type: none"> <li>• Reading Assignment</li> <li>• Syllabus Quiz</li>   <li>• Complete Assignment 1</li>   <li>• Install Windows</li> <li>• Windows Commands Batch Files Assignment</li> </ul>
		<ul style="list-style-type: none"> <li>• Complete the Brightspace Tutorial</li>   <li>• Demonstration "Using the MMC"</li> <li>• Demonstration "What are profiles?"</li> </ul>
2	Local Group Policy and the Registry	<ul style="list-style-type: none"> <li>• Reading Assignment</li> <li>• Lecture "Local Group Policy"</li>   <li>• Lecture-Demonstration "Event Viewer"</li>   <li>• Lecture-Demonstration "What is regedit?"</li> <li>• Demonstration NETSH and PowerShell</li> <li>• Practice Lab 1</li> <li>• Reading Assignment</li> </ul>
3	Remote Management and PowerShell	<ul style="list-style-type: none"> <li>• Reading Assignment</li> <li>• Install Server 2016</li> <li>• Event Viewer Assignment</li> <li>• Work on Practice Lab 1</li> <li>• Demonstration Powershell</li> <li>• Demonstration Remote Management</li> <li>• Server 2016 Install _Remote Access</li> </ul>
4	Printing and File Shares	<ul style="list-style-type: none"> <li>• Reading Assignment</li> <li>• Demonstration File and Print Shares.</li> <li>• Demonstration - Powershell Configure Printers.</li> <li>• Complete Netsh and Powershell Assignment</li> <li>• Mini-Task Regedit</li> </ul>

5	Windows PE - Installation of Windows Operating Systems	<ul style="list-style-type: none"> <li>• Reading Assignment</li> <li>• File and Print Shares Assignment</li> <li>• Demonstration "How to create a Windows PE disk"</li> <li>• Lecture: Windows Installation Methods</li> <li>• Online Assessment</li> </ul>
6	Part 2- Installation of Windows Operating Systems	<ul style="list-style-type: none"> <li>• Reading Assignment</li> <li>• Work on Practice Assignment Tasks 2.</li> <li>• Quiz 1</li> <li>• Demonstration "PowerShell Managing Services"</li> <li>• PowerShell - Assignment • Brightspace Online Questions.</li> <li>• Task 1 Due</li> </ul>

7	Introduction Active Directory	<ul style="list-style-type: none"> <li>• Reading Assignment</li> <li>• Practice Task 2 "Create a Windows PE disk."</li> <li>• Review Quiz Answers</li> <li>• Demonstration "Install and Configure DNS"</li> <li>• Demonstration "Install Active Directory"</li> <li>• PowerShell Scheduled Job - Assignment</li> </ul>
8	Active Directory Part II	<ul style="list-style-type: none"> <li>• Reading Assignment</li> <li>• Active Directory Lecture Part II</li> <li>• Task 2 Due "Create a Windows PE disk."</li> <li>• Practice Task 3 "Active Directory - DNS - File Shares"</li> <li>• Online Assessment</li> </ul>
9	Windows Deployment	<ul style="list-style-type: none"> <li>• Reading Assignment</li> <li>• Practice Task 3 "Active Directory - DNS - File Shares"</li> <li>• Windows Protection and Recovery Assignment</li> <li>• Lecture Sysprep</li> <li>• Lecture Windows Deployment</li> <li>• Study for Midterm</li> </ul>

10	Windows Deployment Part II	<ul style="list-style-type: none"> <li>• Lecture WDS</li> <li>• Reading Assignment</li> <li>• LAB – Powershell Script</li> </ul> <p><b>MIDTERM</b></p>
11	Answer Files and Sysprep	<ul style="list-style-type: none"> <li>• Review Midterm</li> <li>• Reading Assignment</li> <li>• Lecture Answer Files and Sysprep</li> <li>• LAB TBD</li> </ul>
12	DNS	<ul style="list-style-type: none"> <li>• DNS Task</li> <li>• Online Assessment</li> </ul>
13	Tasks and Projects	<ul style="list-style-type: none"> <li>• Active Directory Task 1</li> <li>• Reading Assignment</li> <li>• Project</li> <li>• Quiz 2</li> </ul>
14	Tasks and Projects	<ul style="list-style-type: none"> <li>• Active Directory Task II</li> <li>• Reading Assignment</li> <li>• Project</li> </ul>
15	Tasks and Projects	<ul style="list-style-type: none"> <li>• <b>Study for Final Exam</b></li> <li>• <b>Project</b></li> </ul>
16	Final Exam	<b>Final Exam</b>

### End-of-Course Evaluation

Students complete evaluations for each course attended at SMCC. Evaluations are submitted online and can be accessed through the student portal. Students can access the course evaluations beginning one week before the end of classes. The deadline for submission of evaluations occurs Monday at 5 p.m. following the last day of the class. You will receive an e-mail to your student e-mail account when course evaluations are available.

### ADA Statement

Southern Maine Community College is an equal opportunity/affirmative action institution and employer. For more information, please call (207) 741-5798. If you have a disabling condition and wish to request accommodations in order to have reasonable access to the programs and services offered by SMCC, you must register with the Disability Services Coordinator, Sandra Lynham, who can be reached at 741-5923. Further information about services for students with disabilities and the accommodation process is available upon request at this number. Course policies about online testing are modified to suit each individual's accommodations.

### **The Learning Commons:**

The library, tutoring and writing centers, and reference/research assistance (typically located on the second floor of South Portland's Campus Center and in the Midcoast's LL Bean Learning Commons and Health Science Center) will be fully available online during the fall 2020 semester.

Here you can find free academic support through individually scheduled and drop in, online tutoring. You can also find information literacy/research librarians, and professional academic strategy/planning mentoring online. While the physical space of the Learning Commons will not be available at this time, we can also work with you to set up zoom classrooms for small group study. Services are offered by appointment or as drop-in assistance.

To access services:

- Visit My Learning in My Maine Guide or
- Select the "tutoring needed" button if it appears inside your Brightspace course.

Whether On Site or Online, students have consistently reported that the Learning Commons is a friendly, risk-free, and helpful place to seek academic support. It has also been shown that those who make use of the Learning Commons do better in a course than those who do not. We strongly encourage you to take advantage of this valuable and enjoyable resource.

### **SMCC Pay-for-Print Policy**

Each semester students receive a \$20 printing credit. The balance resets at the end of the semester and any remaining credits are removed. The College's pay-for-print system monitors printing on all printers (including those in general access labs, library printers, Tutoring Services, Campus Center Lounge and technology labs). Be sure to log OUT of the system when you've finished your printing, to prevent unauthorized access to your account. Students can check the number of pages they have printed by using the Printing Balance tool available on SMCC computers (located in the lower right corner of the screen, near the clock). Departments with work study students who need to print documents for the department should contact the Help Desk at 741-5696 to have a special account set up. To find ways to reduce your printing charges, please go to the IT Help tab on My SMCC. If you have questions about the pay-for-printing policy or your printing charges, please contact the Help Desk at 741-5696 or send an e-mail to [helpdesk@smccme.edu](mailto:helpdesk@smccme.edu).

### **Refunds**

Print jobs are eligible for a refund in the event of mechanical or electronic error on the part of the printer, print server, or software used to submit the job. Jobs are not eligible for a refund in cases where the job was not set up correctly, was submitted multiple times, or the student is not satisfied with the result. To request a refund, please bring the offending print to the IT Department in the basement of the Ross Technology Center. Refunds will be granted in the form of a credit to the student's account.

### **Add-Drop Policy**

Students who drop a course during the one-week "add/drop" period in the fall and spring semesters and the first three days of summer sessions receive a 100% refund of the tuition and associated fees for that course.

Please note any course that meets for less than the traditional semester length, i.e., 15 weeks, has a pro-rated add/drop period. There is no refund for non-attendance.

### **Withdrawal Policy**

A student may withdraw from a course only during the semester in which s/he is registered for that course. The withdrawal period is the second through twelfth week of the Fall and Spring semesters and the second through ninth week of twelve-week Summer courses. This period is pro-rated for shorter-length courses, usually 75 percent of course meeting times; please check with the Registration Office. To withdraw from a course, a student must complete and submit the appropriate course withdrawal form, available at the Registration Office. This process must be completed either in person or by using SMCC e-mail accounts.

### **Plagiarism Statement**

If an instructor suspects that a student has knowingly committed a violation defined in the Maine Community College System Policy on Student Grade Appeals and Academic Misconduct, the instructor has the authority to review the alleged misconduct and determine the grade that the student should receive for the assignment and the course. The instructor may assign a failing grade for the assignment or course and may require the student to complete additional work for the course. The instructor may consult with the department chair and/or the College's chief academic officer prior to making such decisions. If a student seeks to challenge an instructor's determination, the student should submit a grade appeal. Grade appeal forms are available in the Advising Office on the South Portland Campus or in the administrative offices in the Learning Commons on the Midcoast Campus. An instructor may also refer the matter to the College's disciplinary officer for review under the procedures of the MCCS Student Code of Conduct