

WEBSTER UNIVERSITY
COURSE SYLLABUS

EDTC 5030.02

Maintaining Computer Systems

Term: Fall I 2003

Text Book: Computer Concepts 6th Edition

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Course Description: This course will take you from computer set up, through software installations and hardware upgrades. It will help you to maintain well running computer systems without the need of technical support.

Learning Outcomes: After completing this course, the student will be able to troubleshoot common computer problems while maintaining a well running system. They will be able to load software, add memory, configure new hardware and learn what steps to take in order to solve many computer errors and problems.

Attendance: Attendance is required for every class.

Unapproved absences will result in one of the following:

- The student's grade for the course will be lowered.. OR
- The credit hours earned for the course will be lowered.

Approved absences will result in one of the following:

- The student will be responsible for any missed work. OR
- The student's grade will be lowered.

Grades:

A = 90% and higher

B = 80 – 89%

C = 70 – 79%

Class participation is vital in this course!

Any grade average lower than 70% will result in an F.

All assignments must be turned in by 5:30 pm on the day that it is due.

Weekly Schedule:

Week One – August 28– Hardware

Topics to be covered:

- PC Setup
- Boot Process

Week Two – September 4 – Hard Drive Crashes

Topics to be covered:

- Using a boot disk
- Restoring from Back Up
- Saving to Floppy and Restoring
- Back up software & devices
- Besides data, what would you lose if you crashed?

Week Three – September 11 – Hardware Upgrades

Topics to be covered:

- Memory
- SCSI cards
- Drivers
- Ports
- Processors
- USB

Week Four – September 18 – Windows

Topics to be covered:

- Start up
- Control panel
- Windows Explorer
- Device Manager
- System Resources
- Customizing

Week Five – September 25 – Troubleshooting

Topics to be covered:

- Fundamental Rules
- Regedit
- Msconfig
- More Diagnostic Programs

Week Six – October 2 – Troubleshooting Scenarios

Topics to be covered:

- Given the symptoms, how would you go about solving a system problem

Week Seven – October 9 – Viruses

Topics to be covered:

- Different types of viruses
- Where viruses hide
- How infestations spread
- What to do for prevention / If you suspect a virus

Week Eight – October 16 – Final Wrap Up

Final Quiz

Mac Troubleshooting Handbook & Reference Sites