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Information Systems Support 1-2

Teacher: Mr. Bushard

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Room 112

Daily 1:22pm – 2:10pm

Office Hours: 7:15am – 7:45am & 2:10pm – 3:00pm

Course Overview

The goal of this course is for students to achieve a CompTIA Competency in IT Hardware, Network Support, Software & Systems Support Certification. This is a basic starting point for most any IT career and demonstrates basic competency as a computer technician. Additionally students can work towards the CompTIA A+ Certification, which is a more comprehensive industry standard for IT Service careers.

Outline – Topics by Quarter

Quarter 1

- PC Technician Responsibilities
- Installing Motherboards and Connectors
- Installing System Devices
- Troubleshooting PC Hardware
- Comparing Local Networking Hardware
- Network Addressing and Internet Connections
- Supporting Network Services
- Virtualization and Cloud Concepts

Quarter 2

- Supporting Mobile Devices
- Supporting Print Devices
- Managing Support Procedures
- Configuring Windows
- Managing Windows
- Supporting Windows
- Securing Windows
- Installing Operating Systems

Quarter 3

- Supporting Other OS
- Configuring SOHO Network Security
- Managing Security Settings
- Supporting Mobile Software
- Using Data Security
- Implementing Operational Procedures
- Certifications

Grading

Assignments are presented through Moodle links to the TestOut LabSim interface. Assignments are in the form of Videos, Demos, Labs, Practice Questions, and Tests. The average score for each Lab and Practice Question assignment at the due date will be recorded in powerschool. Module Tests are derived from a compilation of labs and quizzes from the unit assignments. The final and competency for this course is the PC Pro Certification Test.

Class Expectations

- All MTCHS Handbook policies will be followed
- Do your own work—cheating and plagiarism are not tolerated
- Students are responsible for checking due dates in PowerSchool
- In order to prepare for the internship, students will be instructed and assessed on the MTCHS Framework skills. This is done throughout the course and woven into various activities.

Late Work, Make-Up, and Redo Policy

Late Work

Work for the current module is considered due by midnight the day before a scheduled Module (unit) Test. Students may receive no more than 70% for any late assignment. Any missing or late assignment may be submitted up to two (2) school business days after the due date. Exceptions to this policy may be requested by the student in writing or email. The instructor will make the final determination on extension requests and will inform the student of the decision.

Make-Up Work

Students may be allowed up to two days per unexpected absence to complete make-up work. Unexpected absences are those due to sudden illness, injuries or death in a family. In general, tests will not be rescheduled, the instructor will make this final determination on a case by case basis.

Redos

If a student receives below a 70% on a test, a student may redo that test for a grade up to 70%. The instructor will determine the date by which the redo needs to be completed.

A+ Certification

As an industry standard certification, it is the ultimate goal for students to pass the CompTIA A+ Certification. While this is not a competency requirement, all students are strongly encouraged to study for, attempt, and pass this Certification. There are 2 tests that need to be completed and the total cost is \$190 which can be paid for by using Advanced Opportunity Funds.