**DESCRIPTOR: ITIS 110 UPDATE DRAFT**

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| Discipline: Information Technology and Information Systems | Proposed Sub-discipline (if applicable): |
| General Course Title: **Information & Communication Technology Essentials** | Min. Units 4 |
| General Course Description: This course provides an introduction to the computer hardware and software skills needed to help meet the growing demand for entry-level Information & Communication Technology (ICT) professionals. The fundamentals of computer hardware and software as well as advanced concepts such as security, networking, cloud computing, and the responsibilities of an ICT professional will be introduced. A special emphasis is placed on software, hardware, and network troubleshooting techniques. This course is intended to help students prepare for the CompTIA A+ certification exams. |
| Proposed Number: ITIS 110 | Proposed Suffix:  |
| Required Prerequisites: None |
| Required Co-Requisites[[1]](#footnote-1): None |
| Advisories/Recommended Preparation[[2]](#footnote-2): None. |
| Course Content: 1. Hardware
2. Networking
3. Mobile Devices
4. Operating Systems
5. Hardware & Network Troubleshooting
6. Virtualization & Cloud Computing
7. Software Troubleshooting
8. Security
9. Operational Procedures
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| Course Objectives: *At the conclusion of this course, the student should be able to:*1. Demonstrate baseline security skills for IT support professionals.
2. Configure device operating systems, including Windows, Mac, Linux, Chrome OS, Android and iOS and administer client-based as well as cloud-based (SaaS) software.
3. Troubleshoot and problem solve core service and support challenges while applying best practices for documentation, change management, and scripting.
4. Support basic IT infrastructure and networking.
5. Configure and support PC, mobile and IoT device hardware.
6. Implement basic data backup and recovery methods and apply data storage and management best practices.
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| Methods of Evaluation:Evaluation will include hands-on projects and a combination of examinations, presentations, discussions, or problem-solving assignments. |
| Sample Textbooks, Manuals, or Other Support Materials (do not include editions or publication dates):* Meyers, M., *Mike Meyers' CompTIA A+ Guide to Managing and Troubleshooting PCs (Exams 220-1001 & 220-1002)*, McGraw-Hill Education (Also consider using the accompanying Lab Manual.)
* Wempen, F. & Holcombe, J., *CompTIA A+ Certification Study Guide (Exams 220-1001 & 220-1002)*, McGraw-Hill Education
* Cisco Networking Academy, *IT Essentials Course Booklet*, Cisco Press
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| FDRG Lead Signature: Markus Geissler, PhD Date: 20Jan2021 |
| [For Office Use Only]  |  **Internal Tracking Number** |
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1. Prerequisite or co-requisite course need to be validated at the CCC level in accordance with Title 5 regulations; co-requisites for CCCs are the linked courses that must be taken at the same time as the primary or target course. [↑](#footnote-ref-1)
2. Advisories or recommended preparation will not require validation but are recommendations to be considered by the student prior to enrolling. [↑](#footnote-ref-2)