SYLLABUS

DATE OF LAST REVIEW: 02/2013
CIP CODE: 11.0901
SEMESTER: Departmental Syllabus
COURSE TITLE: Service and Support
COURSE NUMBER: CIST-0220
CREDIT HOURS: 4
INSTRUCTOR: Departmental Syllabus
OFFICE LOCATION: Departmental Syllabus
OFFICE HOURS: Departmental Syllabus
TELEPHONE: Departmental Syllabus
EMAIL: Departmental Syllabus

KCKCC-issued email accounts are the official means for electronically communicating with our students.

PREREQUISITES: CIST-0161 System Manager (Windows 2008 Server)

REQUIRED TEXT AND MATERIALS: Please check with the KCKCC bookstore, http://www.kckcbookstore.com for the required text for your particular class.

COURSE DESCRIPTION: This course covers the service and support of Microsoft 2008 Network Directory Services used by the server operating system. This class is designed to be a preparatory course for taking the Microsoft MCP exam. This class teaches skills needed to install, configure, and troubleshoot the Windows 2008 Active Directory components, DNS for Active Directory, and Active Directory security solutions.

METHOD OF INSTRUCTION: A variety of instructional methods may be used depending on content area. These include but are not limited to: lecture, multimedia, cooperative/collaborative learning, labs and demonstrations, projects and presentations, speeches, debates, and panels, conferencing, performances, and learning experiences outside the classroom. Methodology will be selected to best meet student needs.
COURSE OUTLINE:

I. Installing, Configuring, and Troubleshooting Active Directory
   A. Install, configure, and troubleshoot the components of Active Directory
   B. Backup and restore Active Directory

II. Installing, Configuring, Managing, Monitoring, and Troubleshooting DNS for Active Directory
   A. Install, configure, and troubleshoot DNS for Active Directory
   B. Manage, monitor, and troubleshoot DNS

III. Installing, Configuring, Managing, Monitoring, Optimizing, and Troubleshooting Change and Configuration Management
   A. Implement and troubleshoot Group Policy
   B. Manage and troubleshoot user environments by using Group Policy
   C. Manage and troubleshoot software by using Group Policy
   D. Manage network configuration by using Group Policy

IV. Managing, Monitoring, and Optimizing the Components of Active Directory
   A. Manage Active Directory objects
   B. Manage Active Directory performance
   C. Manage and troubleshoot Active Directory replication

V. Configuring, Managing, Monitoring, and Troubleshooting Active Directory Security Solutions
   A. Configure and troubleshoot security in a directory services infrastructure
   B. Monitor and analyze security events

EXPECTED LEARNER OUTCOMES:

A. Upon completion of the course the student will be able to install Active Directory, create sites, subnets, site links, site link bridges, and connection objects.
B. Upon completion of the course the student will be able to create global catalog servers, move server objects between sites, transfer operations master roles, verify Active Directory installation, implement an organizational unit (OU) structure.
C. Upon completion of the course the student will be able to backup Active Directory, perform an authoritative restore of Active Directory, and recover from a system failure.
D. Upon completion of the course the student will be able to install, configure, and troubleshoot DNS for Active Directory, integrate Active Directory DNS zones with non-Active Directory DNS zones, and configure zones for dynamic updates.
E. Upon completion of the course the student will be able to manage, monitor, and troubleshoot DNS, manage replication of DNS data, implement and troubleshoot Group Policy, create a Group Policy object (GPO), link an existing GPO, delegate administrative control of Group Policy, modify Group Policy inheritance, filter Group Policy settings by associating security groups to GPOs, modify Group Policy, manage and troubleshoot user environments by using Group Policy.
F. Upon completion of the course the student will be able to control user environments by using administrative templates, configure IPSec for transport mode or tunnel mode, assign script policies to users and computers, deploy and maintain software by using Group Policy, configure deployment options.
G. Upon completion of the course the student will be able to manage, move, locate, create Active Directory objects, delegate administrative control of objects in Active Directory,
monitor, maintain, troubleshoot domain controller performance and demonstrate an ability to meet deadlines.

COURSE COMPETENCIES:

Upon completion of the course the student will be able to install Active Directory, create sites, subnets, site links, site link bridges, and connection objects.

1. Student should be able to install Active Directory.
2. Student should be able to create sites.
3. Student should be able to create subnets.
4. Student should be able to create site links.
5. Student should be able to create site link bridges.
6. Student should be able to create connection objects.

Upon completion of the course the student will be able to create global catalog servers, move server objects between sites, transfer operations master roles, verify Active Directory installation, and implement an organizational unit (OU) structure.

7. Student should be able to create global catalog servers.
8. Student should be able to move server objects between sites.
9. Student should be able to transfer operations master roles.
10. Student should be able to verify Active Directory installation.
11. Student should be able to implement an organizational unit (OU) structure.

Upon completion of the course the student will be able to backup Active Directory, perform an authoritative restore of Active Directory, and recover from a system failure.

12. Student should be able to backup Active Directory.
13. Student should be able to perform an authoritative restore of Active Directory.
14. Student should be able to recover from a system failure.

Upon completion of the course the student will be able to install, configure, and troubleshoot DNS for Active Directory, integrate Active Directory DNS zones with non-Active Directory DNS zones, and configure zones for dynamic updates.

15. Student should be able to Install, configure, and troubleshoot DNS for Active Directory.
16. Student should be able to integrate Active Directory DNS zones with non-Active Directory DNS zones.
17. Student should be able to configure zones for dynamic updates.

Upon completion of the course the student will be able to manage, monitor, and troubleshoot DNS, manage replication of DNS data, implement and troubleshoot Group Policy, create a Group Policy object (GPO), link an existing GPO, delegate administrative control of Group Policy, modify Group Policy inheritance, filter Group Policy settings by associating security groups to GPOs, modify Group Policy, manage and troubleshoot user environments by using Group Policy.

18. Student should be able to manage, monitor, and troubleshoot DNS.
19. Student should be able to manage replication of DNS data.
20. Student should be able to implement and troubleshoot Group Policy.
21. Student should be able to create a Group Policy object (GPO).
22. Student should be able to link an existing GPO.
23. Student should be able to delegate administrative control of Group Policy.
24. Student should be able to modify Group Policy inheritance.
25. Student should be able to Filter Group Policy settings by associating security groups to GPOs.
26. Student should be able to modify Group Policy
27. Student should be able to manage and troubleshoot user environments by using Group Policy.

Upon completion of the course the student will be able to control user environments by using administrative templates, configure IPSec for transport mode or tunnel mode, assign script policies to users and computers, deploy and maintain software by using Group Policy, configure deployment options.

28. Student should be able to control user environments by using administrative templates.
29. Student should be able to configure IPSec for transport mode or tunnel mode.
30. Student should be able to assign script policies to users and computers.
31. Student should be able to deploy and maintain software by using Group Policy
32. Student should be able to configure deployment options.

Upon completion of the course the student will be able to manage, move, locate, create Active Directory objects, delegate administrative control of objects in Active Directory, monitor, maintain, troubleshoot domain controller performance and demonstrate an ability to meet deadlines.

33. Student should be able to manage, move, locate, and create Active Directory objects.
34. Student should be able to delegate administrative control of objects in Active Directory.
35. Student should be able to monitor, maintain, and troubleshoot domain controller performance.
36. Student should be able to demonstrate an ability to meet deadlines.

ASSESSMENT OF LEARNER OUTCOMES: Student progress is evaluated by means that include, but are not limited to, exams, written assignments, and class participation.

SPECIAL NOTES: This syllabus is subject to change at the discretion of the instructor. Material included is intended to provide an outline of the course and rules that the instructor will adhere to in evaluating the student’s progress. However, this syllabus is not intended to be a legal contract. Questions regarding the syllabus are welcome any time.

Kansas City Kansas Community College is committed to an appreciation of diversity with respect for the differences among the diverse groups comprising our students, faculty, and staff that is free of bigotry and discrimination. Kansas City Kansas Community College is committed to providing a multicultural education and environment that reflects and respects diversity and that seeks to increase understanding.

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