



COURSE OUTLINE : CS/IS 186
D Credit – Degree Applicable
COURSE ID 005218
Cyclical Review: August 2020

COURSE DISCIPLINE : CS/IS
COURSE NUMBER : 186
COURSE TITLE (FULL) : Workstation Security and Support
COURSE TITLE (SHORT) : Workstation Security/Support

CATALOG DESCRIPTION

CS/IS 186 familiarizes students with workstation security measures and workstation operations. Student learn to recognize threats and to combat multiple security issues that can affect the workstation. This course prepares students to maintain workstations operations and security in a medium and large network environment. This course includes labs to provide hands-on training.

Total Lecture Units: 2.00

Total Laboratory Units: 1.00

Total Course Units: 3.00

Total Lecture Hours: 36.00

Total Laboratory Hours: 54.00

Total Laboratory Hours To Be Arranged:0.00

Total Contact Hours: 90.00

Total Out-of-Class Hours: 72.00

Recommended Preparation: CS/IS 101.



ENTRY STANDARDS

	Subject	Number	Title	Description	Include
1	CS/IS	101	Introduction To Computer And Information Systems	Explain the concept of a network; identify hardware and software needed to create a network; compare and contrast wired vs. wireless networks; describe network security issues;	Yes
2	CS/IS	101	Introduction To Computer And Information Systems	demonstrate the importance of the technology infrastructure in an organization; identify major hardware components of a computer system; explain how to evaluate hardware components and what to look for in acquiring computer hardware; understand the interdependence of hardware and software; compare open vs. proprietary platforms;	Yes
3	CS/IS	101	Introduction To Computer And Information Systems	describe distinctions between system software and application software; explain common functions of system software; identify types of application software; understand how to evaluate software when planning a system; compare open vs. proprietary software;	Yes

EXIT STANDARDS

- 1 use various software to detect and remove viruses;
- 2 install and maintain software firewalls;
- 3 build and maintain workstations in a modern business environment.

STUDENT LEARNING OUTCOMES

- 1 Use the internet to research viruses and spyware and implement solutions on a workstation.
- 2 apply group policy objects (GPO) to manage a workstation.
- 3 ability to add, remove, and troubleshoot a workstation in a network environment

COURSE CONTENT WITH INSTRUCTIONAL HOURS

	Description	Lecture	Lab	Total Hours
1	Antivirus and Malware Software <ul style="list-style-type: none"> • Industry standard antivirus and malware software products • Installation • Configuration • Updating 	2	3	5
2	Computer and Network Attacks <ul style="list-style-type: none"> • Current examples • Why these attacks are conducted 	2	3	5



3	Social Engineering <ul style="list-style-type: none"> • Phishing • Fake web sites • Shoulder surfing 	2	3	5
4	Spyware and Ransomware <ul style="list-style-type: none"> • infection methods • infection removal • Why marketing organizations are using spyware 	2	3	5
5	Data Backup and Recovery <ul style="list-style-type: none"> • Backup strategies • Backup procedures • Recovery procedures 	2	3	5
6	Workstation Recovery Software <ul style="list-style-type: none"> • Setting recovery points • Recovery strategies 	2	3	5
7	Workstation Installation and Configuration <ul style="list-style-type: none"> • Why build a master? • Considerations in building the master • Testing the master 	8	12	20
8	Over-the-wire Installation and Update <ul style="list-style-type: none"> • Remote installation techniques • Updates and Upgrades 	8	12	20
9	Helpdesk and Support Strategies <ul style="list-style-type: none"> • Telephone and remote support techniques • Tools and methods for trouble-shooting computer problems • Onsite support 	4	6	10
10	Workstation Maintenance <ul style="list-style-type: none"> • Software and operating system issues • Hardware and network issues 	4	6	10
				90

OUT OF CLASS ASSIGNMENTS

- 1 research projects (i.e. latest methods of image broadcasting for recovery purposes);
- 2 practical exercises (i.e. create a PC image for broadcast to workstations).

METHODS OF EVALUATION

- 1 lab work;
- 2 projects;
- 3 role-play;
- 4 final examination.



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METHODS OF INSTRUCTION

- Lecture
- Laboratory
- Studio
- Discussion
- Multimedia
- Tutorial
- Independent Study
- Collaboratory Learning
- Demonstration
- Field Activities (Trips)
- Guest Speakers
- Presentations

TEXTBOOKS

Title	Type	Publisher	Edition	Medium	Author	ISBN	Date
Security Awareness: Applying Practical Security in Your World	Required	Cengage Learning	5		Ciampa, Mark D.	978130550 0372	2017