Implementation, administration, and troubleshooting workstations as a desktop operating system in any environment.

**Prerequisites:** IT 351  
**Credits:** 4

**Students will be able to . . .**

- Install a workstation networking software
- Implement and conduct administration of resources
- Implement, manage, and troubleshoot hardware devices and drivers

**Assessments**

- Perform an attended and unattended installation of Windows 2000 Professional Upgrade from a previous version of Windows to Windows 2000 Professional
- Deploy service packs
- Troubleshoot failed installations
- Monitor, manage and troubleshoot access to files and folders
- Manage and troubleshoot access to shared folders
- Connect to local and network print devices
- Configure and manage file systems
- Implement, manage and troubleshoot disk drives
- Implement, manage and troubleshoot display devices
- Implement, manage and troubleshoot mobile computer devices
| Monitor and optimize system performance and reliability | Implement, manage and troubleshoot driver signing  
Configure, manage, and troubleshoot the Task Scheduler  
Manage and troubleshoot the use and synchronization of offline files  
Optimize and troubleshoot performance of the Windows 2000 Professional desktop  
Manage hardware profiles  
Recover systems and user data |
| Configure and troubleshoot the desktop environment | Configure and manage user profiles  
Configure support for multiple languages or multiple locations  
Install applications by using Windows Installer packages  
Configure and troubleshoot desktop settings  
Configure and troubleshoot fax support  
Configure and troubleshoot accessibility services |
| Implement, manage and troubleshoot network protocols and services | Configure and troubleshoot the TCP/IT protocol  
Connect to computers by using dial-up networking  
Connect to shared resources on a network |
| Implement, monitor and troubleshoot security | Encrypt data on a hard disk using Encrypting File System (EFS)  
Implement, configure, manage and troubleshoot local Group Policy  
Implement, configure, manage and troubleshoot local user accounts  
Implement, configure, manage and troubleshoot local user authentication  
Implement, configure, manage and troubleshoot a security configuration |

Specific course faculty and materials will vary by quarter. Current information can be found on my.cwu.edu.

ITAM classes are often offered in online, hybrid or traditional formats. Visit my.cwu.edu for more details or contact our office at ITAMInfo@cwu.edu.
**University Policy on Academic Integrity**

Academic Integrity is a standard set for this course. Students are expected to complete all of their coursework and assignments using their original words and ideas and will properly cite the words and ideas of others.

Students are also expected to be honest in their interactions with the instructor. A student found to have not upheld these expectations is subject to failing this course and shall be subject to disciplinary action or sanction. The University catalog defines the term “academic dishonesty” in all its forms including, but not limited to:

- cheating on tests;
- copying from another student’s test paper;
- using materials during a test not authorized by the person giving the test;
- collaboration with any other person during a test without authority;
- knowingly obtaining, using, buying, selling, transporting, or soliciting in whole or in part the contents of an un-administered test or information about an un-administered test; bribing any other person to obtain an un-administered test or information about an un-administered test; substitution for another student or permitting any other person to substitute for oneself to take a test; plagiarism” which shall mean the appropriation of any other person’s work and the unacknowledged incorporation of that work in one’s own work offered for credit;
- “Collusion” which shall mean the unauthorized collaboration with any other person in preparing work offered for credit.

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**University Policy on Special Needs**

If you have a disability that may prevent you from meeting course requirements, contact the instructor immediately to file a Student Disability Statement and to develop an Accommodation Plan.

Course requirements will not be waived but reasonable accommodations will be developed to help you meet the requirements. You are expected to work with the instructor and the CWU Disability Support Specialist to develop and implement a reasonable Accommodation Plan. For more information please visit: [www.cwu.edu/disability-support/](http://www.cwu.edu/disability-support/)

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**Canvas TurnItIn**

The TurnItIn feature of Canvas helps students learn to use sources and citations appropriately. TurnItIn matches the material in student papers against material on the Internet and in our database of CWU papers. Representing the words or ideas of someone else as your own is a violation of the CWU Student Conduct Code and a serious infraction in this course. If you have questions about appropriate ways to include the words or ideas of other people in your papers, contact the instructor. Papers submitted to TurnItIn are added to the database of papers. Your instructor has the option of what papers and assignments may be submitted and/or randomly submitted to TurnItIn.
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