

Information Technology and Administrative Management Department
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ITAM

Information Technology &
Administrative Management

Central Washington University

**IT 465 (was IT 454)
Messaging Services
Course Syllabus - 4 credits**



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Course Description: Messaging Services provides students with the knowledge and skills needed to install and support a reliable, secure email messaging infrastructure in a medium-sized to large-sized (250 to 5,000 users) corporate environment. Prerequisite: IT 453, IT 463 or instructor permission

Course Objective: Information Technology career positions, especially those in network administration, require that students have experience implementing and supporting email messaging services.

Course Topics (not necessarily in this order):

Messaging services and directory services integration issues

Planning messaging services infrastructure

Configuring messaging services infrastructure

Installing, configuring and maintaining messaging services clusters

Managing recipient objects and address lists

Creating, configuring and administering public folders

Configuring and maintaining virtual servers for messaging services

SMTP protocol configuration and management

Configure security components for messaging services

Implement, configure and manage fault tolerance components for messaging services

Monitor and troubleshoot messaging services components

Specific Learner Outcomes:

This course will address the following goals and concepts:

Learner Outcomes	Assessment
Identify and recall key messaging services terminology and concepts.	Through completion of graded exams and laboratory assignments, students will be able to successfully identify and recall key messaging services terminology and concepts.
Identify, plan and configure messaging services infrastructure and integration components.	Through completion of graded exams and laboratory assignments, students will be able to successfully identify, plan and configure messaging services infrastructure and integration components.

Configure and manage Simple Mail Transfer Protocol (SMTP) messaging services components	Through completion of graded exams and laboratory assignments, students will be able to successfully configure and manage SMTP messaging services components.
Configure security and fault tolerance components for messaging services	Through completion of graded exams and laboratory assignments, students will be able to successfully configure security and fault tolerance components for messaging services.
Identify and implement monitoring and maintenance components for messaging services	Through completion of graded exams and laboratory assignments, students will be able to successfully identify and implement monitoring and maintenance components for messaging services.
Identify and troubleshoot messaging services components, including server health, data storage, clusters and fault tolerance mechanisms	Through completion of graded exams and laboratory assignments, students will be able to successfully identify and troubleshoot messaging services components, including server health, data storage, clusters and fault tolerance mechanisms.

Textbook and other required materials: *70-284 Implementing and Managing Microsoft Exchange Server 2003 and Lab Manual*, Ian McClean and Orin Thomas, Microsoft Official Academic Course, Wiley and Sons (2006). Or most recent edition – contact the instructor.

Instructional Methods and Activities:

This course employs instructor lecture, various assignments, instructor feedback, the use of Blackboard online course application.