Class of '26 -'27

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Monday through Friday; 7am to 12pm

Tom P. Haney Technical College
Computer Systems & Information Technology (CSIT)
Program Type: Career Preparatory - Information Technology
Program Number: Y100200
Program Length: 900 hours

OCP A - Computer Systems Technician (CTS0082 300 Hours)

CompTIA CertMaster Learn A+ Core 1 and Core 2

COURSE DESCRIPTION

The Tom P. Haney Technical College uses CompTIA CertMaster course curriculum to help you get the tech career you deserve with industry-leading certifications and expert knowledge. Today's job market demands individuals have demonstrable skills, and the information and activities in this course can help you build your network administration skill set so that you can confidently perform your duties in any entry-level network support technician role.

The CompTIA A+ certification, broken into a Core 1 exam and a Core 2 exam, is a foundational-level certification designed for professionals with 12 months hands-on experience in a help desk support technician, desk support technician, or field service technician job role.

This course can benefit you in two ways. If you intend to pass the CompTIA A+ Core 1 and Core 2 (Exams 220-1201 and 220-1202) exams to receive an A+ certification, this course can be a significant part of your preparation. However, certification is not the only key to professional success in the field of IT support. Today's job market demands individuals have demonstrable skills, and the information and activities in this course can help you build your skill set so that you can confidently perform your duties in any entry-level IT support role.

The course content is broken down to cover both Core 1 and Core 2 objectives:

- A+ Core 1 is covered in Modules 1-10.
- A+ Core 2 is covered in Modules 11-22.

GRADING SCALE	OCP A WEIGHTED GRADE CALCULATION
A = 90-100%	CertMaster Lab Assignments = 25%
B = 80-89%	CertMaster Formative Assessments (Exams) = 10%
C = 70-79%	Summative Assessment (Canvas Exams) = 50%
F = 0-69%	Employability Skills = 15%

NOTE: Your weighted grade in each OCP must be greater than or equal to 80% to pass this course.

COURSE ORGANIZATION

This instructor-led course utilizes online course materials via *haney.instructure.com* (Canvas) and CompTIA's CertMaster Learn A+ course material meaning that most activities are completed online. All email correspondence with students will take place via their student email account. Students need to check this email daily for information from the instructor and the college. Students will also need to log into Canvas daily to check for new announcements regarding any changes or information about instructional material, assignments. and activities and to upload their completed lab assignments. After every course chapter, students will complete the associated summative chapter exam. These assessments will have a time limit and allow for only one submission. Students will also complete hands-on labs to practice the skills learned in the lesson.

This course can prepare you for the CompTIA A+ (Exams A+ 220-1201 and A+ 220-1202) certification examination and a job role in network administration. It utilizes a learning progression model to help you learn and build skills related to the course objectives and job task requirements. This learning methodology uses a series of steps to contextualize what you're learning, elaborate on areas where additional instruction is needed, and provide relevance through practice and personalized feedback. You'll then apply what you learned and demonstrate the skills you've gained through a series of lab activities and quizzes.

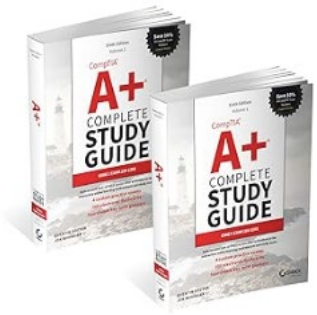
On course completion, you will be able to:

- Define the role of an IT Specialist
- Install Motherboards and Connectors
- Install System Devices
- Troubleshoot PC Hardware
- Compare Local Networking Hardware
- Configure Network Addressing and Internet
- Support Network Services
- Summarize Virtualization and Cloud Concepts
- Support Mobile Devices
- Support Print Devices
- Manage Support Procedures
- Configure Windows
- Manage Windows
- Support Windows
- Secure Windows
- Install Operating Systems

- Support Other OS
- Configure SOHO Network Security
- Manage Security Settings
- Support Mobile Software
- Use Data Security
- Implement Operational Procedures

REQUIRED TEXTS:

No textbook is required for this class. Below is a list of recommended reference books that can help you in class and/or study for your certification exam.



CompTIA A+ Complete Study Guide 2-Volume Set: Volume 1 Core 1 Exam 220-1201 and Volume 2 Core 2 Exam 220-1202 (Sybex Study Guide) 6th Edition by Quentin Docter and Jon Buhagiar; ISBN-13 : 978-1394330034

ATTENDANCE POLICY

Students are required to attend class Monday through Friday, 7 AM to 12 PM. Class will begin at 7 AM with morning announcements and chapter reviews. It is important to be on time each day. College policy requires that a student be present 90% of the enrollment period designated hours. For CSIT, an enrollment period is 450 hours (one semester), therefore a student is allowed to miss 45 hours per semester. If a student exceeds 45 hours absence in an enrollment period, the student will be withdrawn from the CSIT program. This policy is not negotiable. Withdrawal exceptions cannot and will not be made for any student exceeding their allowed 10% absences. Students will be responsible for any missed work or assignments. NOTE: Military veterans or dependents using VA assistance have a different attendance policy. Please refer to the Tom P. Haney Student Handbook for more information on Haney's attendance policy.

ACADEMIC INTEGRITY

Tom P. Haney Technical College is committed to providing an honest and fair learning environment and to preparing students for academic and career success. Students are expected to recognize

and uphold standards of intellectual and academic integrity. Integrity means being honest, responsible, respectful, and ethical, and applies whether working independently or collaboratively, regardless of the level of supervision. Integrity and honesty are a part of professionalism and demonstrate employability skills. The College will not tolerate any dishonest practices, including plagiarism, in the academic environment.

ELECTRONIC DEVICE POLICY

- Cell phones are not allowed to be used in the classroom. Students will be able to store their cell phones in a cell phone locker in the back of the classroom. Students are allowed to use their cell phones outside of class when on breaks or at lunch. Please refer to Haney's Student Handbook for more information on our cell phone policy.
- Personal laptops and tablets are not allowed to be used in the classroom. If laptops are required in this course, the college will provide one per student. Students are not allowed to take their assigned laptops home for any reason and must be placed in the laptop cart at the end of the day.

FOOD AND DRINK POLICY

Food is not allowed in the classroom. Snacks and lunches are to be eaten in the Bldg 3 atrium or outside while on breaks. Water is allowed in class provided you use a container with a secured top such as water bottles, Tervis or Stanley tumblers. Fast food cups and aluminum cans are not considered secure containers. If you doubt your drink container is allowed, then ask your instructor.

STUDENTS WITH DISABILITIES STATEMENT

If you have a disability that may affect your academic performance and are seeking accommodations, it is your responsibility to inform the Student Services (Bldg 1). You may contact Ms. Sandy Johnson at (850) 767-5500 ext. 767-5527 if you have any questions concerning accommodations and services. You may visit the Disability Services webpage or the Disability Services section of the Student Handbook to learn more about accommodations and special services. It is important to request accommodations early enough to give the Counseling Services office adequate time to consider your request and recommend reasonable accommodations. Students are encouraged to initiate the request process as soon as possible at the beginning of a semester or class. Accommodations are not retroactive and only become active after all required documents are submitted. Instructors will provide necessary accommodations based solely on the recommendations of the Disability Services office.

COURSE CHAPTERS/MODULES AND OBJECTIVES

Listed below are the current set of chapters/modules and their associated competencies outlined for this course. Each module is an integrated unit of learning that consists of content, activities and assessments that target a specific set of competencies. The size of the module will depend on the depth of knowledge and skill needed to master the competency.

Module 1.0 – What Does an IT Specialist Do?	Describe what an IT specialist is and their responsibilities. Describe the skills an IT specialist needs. Describe the role of certifications for an IT specialist.
Module 2.0 – Installing Motherboards and Connectors	Explain cable types and connectors. Install and configure motherboards. Explain legacy cable types.
Module 3.0 – Installing System Devices	Install and configuring power supplies and cooling. Select and install storage devices. Install and configure system memory. Install and configure CPUs.
Module 4.0 – Troubleshooting PC Hardware	Apply troubleshooting methodology. Configure BIOS/UEFI. Troubleshoot power and disk issues. Troubleshoot system and display issues.
Module 5.0 – Comparing Local Networking Hardware	Compare network types. Compare networking hardware. Explain network cable types. Compare wireless networking types.
Module 6.0 – Configuring Network Addressing and Internet Connections	Compare Internet connection types. Use basic TCP/IP concepts. Compare protocols and ports. Compare network configuration concepts.
Module 7.0 – Supporting Network Services	Summarize services provided by networked hosts. Compare Internet and embedded appliances. Troubleshoot networks.
Module 8.0 – Summarizing Virtualization and Cloud Concepts	Summarize client-side virtualization. Summarize cloud concepts.
Module 9.0 – Supporting Mobile Devices	Set up mobile devices and peripherals. Configure mobile device apps. Install and configure laptop hardware. Troubleshoot mobile device issues.

Module 10.0 – Supporting Print Devices	Deploy printer and multifunction devices. Replace print device consumables. Troubleshoot print device issues.
Module 11.0 – Managing Support Procedures	Understand industry best practices in support documentation. Understand and use professional communication. Identify various operating systems and their uses.
Module 12.0 – Configuring Windows	Configure Windows user settings. Configure Windows system settings.
Module 13.0 – Managing Windows	Use management consoles. Use performance and troubleshooting tools. Use command-line tools.
Module 14.0 – Supporting Windows	Perform OS installations and upgrades. Install and configure applications. Troubleshoot Windows OS problems.
Module 15.0 – Securing Windows	Configure Windows networking. Troubleshoot Windows networking. Configure Windows security settings. Manage Windows shares.
Module 16.0 - Installing Operating Systems	Explain OS types. Compare Windows editions.
Module 17.0 - Supporting Other OS	Identify features of Linux. Identify features of macOS.
Module 18.0 - Configuring SOHO Network Security	Explain attacks, threats, and vulnerabilities. Compare wireless security protocols. Configure SOHO router security. Summarize security measures.
Module 19.0 - Managing Security Settings	Configure workstation security. Configure browser security. Troubleshoot workstation security issues.
Module 20.0 - Supporting Mobile Software	Configure mobile OS security. Troubleshoot mobile OS and app software. Troubleshoot mobile OS and app security.
Module 21.0 - Using Data Security	Implement backup and recovery. Explain data handling best practices. Explain the basics of Artificial Intelligence.

Module 22.0 - Implementing Operational Procedures	Implement best practice documentation to track assets. Use common safety and environmental procedures. Explain basic scripting constructs and use cases.

NOTE: This syllabus may change at the instructor's discretion. It is the responsibility of the student to record changes.