BAKER COLLEGE
STUDENT LEARNING OUTCOMES

CIS1110A Computer Operating Systems and Maintenance
3 Semester Credit Hours

Student Learning Outcomes and Enabling Objectives

1. Examine the characteristics, accessories, scenarios, and components of various Mobile Devices.
   a. Install laptop hardware and components.
   b. Configure laptop hardware and components.
   c. Explain the function of components within the display of a laptop.
   d. Given a scenario, use appropriate laptop features.
   e. Explain the characteristics of various types of other mobile devices.
   f. Differentiate the ports and accessories of other mobile devices.
2. Examine the characteristics, scenarios, and components of Hardware, Network, Software and Troubleshooting.
   a. Install, configure and troubleshoot desktop devices, their components, printers and other small office/home office peripherals.
   b. Examine and troubleshoot various types of network characteristics, components, and protocols.
   c. Explore the various Wi-Fi networking standards and encryption and configure appropriate settings on a small office/home office wireless router.
3. Examine the characteristics, scenarios, and components of Operating Systems & Technologies.
   a. Install configure, and troubleshoot desktop Microsoft, Mac OS, and Linux operating systems and utilities.
   b. Install, configure and troubleshoot mobile device connectivity and applications.
   c. Setup and use client-side virtualization
   d. Identify the various basic cloud concepts.
4. Examine the characteristics of Security.
   a. Identify common security threats and vulnerabilities.
   b. Compare common prevention methods.

      c. Compare differences of basic Windows OS security settings.

      d. Given a scenario, deploy and enforce security best practices to secure a workstation.

      e. Compare various methods for securing mobile devices.

      f. Given a scenario, use appropriate data destruction and disposal methods.

      g. Given a scenario, secure SOHO wireless and wired networks.

5. Examine the characteristics and scenarios of Operational Procedures

      a. Given a scenario, use appropriate safety procedures.

      b. Given a scenario with potential environmental impacts, apply the appropriate controls.

      c. Summarize the process of addressing prohibited content/ activity, and explain privacy, licensing and policy concepts.

      d. Demonstrate proper communication techniques and professionalism.

      e. Given a scenario, explain the troubleshooting theory.

      f. Explore the certification process and its importance to the technical profession.

These SLOs are approved for experiential credit.

*This course meets the requirements to prepare for the CompTIA A+ exam.
*Objectivestaken from official CompTIA Exam objectives

Effective: Fall 2020