

Information Support Services and Networking

Information Support Services and Networking – Shop I

Grade 9, Course 01 Q.P. 1.00 4.50 Credits**

This course is designed to introduce students to industry help desk concepts, application support and operating system concepts with a focus on information support techniques. Students will experience hands-on system software and application installations focusing on computer support, driver maintenance, and Microsoft Active Directory management. Overall health and safety topics will be covered upon entry in the shop and reviewed in subsequent years.

Information Support Services and Networking – Related Theory I

Grade 9, Course 11 Q.P. 1.00 4.50 Credits**

This course is designed to instruct students on how a computer system functions. Topics covered will be a precursor to the CompTIA A+ certification offered in the junior and senior years. Trends in the workforce and work ethics will be introduced as part of help desk procedures, which include troubleshooting systems and proper phone support etiquette.

Information Support Services and Networking – Shop II

Grade 10, Course 02 Q.P. 1.00 4.50 Credits**

The sophomore level curriculum concentrates on computer hardware specifications related to the CompTIA A+ certification. Certification testing in CompTIA A+ will be offered at the end of the junior year. Hands-on training building and repairing computers along with OS installs and network maintenance will be taught. Installation, maintenance and configuration of servers, switches and firewalls are introduced in the sophomore year allowing the students to gain an understanding of network and workstation operations. Overall health and safety topics related to the field of study will be reviewed as a Segway to the OSHA test conducted in Related Theory.

Information Support Services and Networking – Related Theory II

Grade 10, Course 12 Q.P. 1.00 4.50 Credits**

This course teaches the sophomore student customer service skills related to end user and computer network support. The course also further explores concepts in preparation for the CompTIA A+ and Network+ certifications. Concepts taught in this course allow the students to put these related theories into practice in the shop environment as well as prepare for certifications in this field of study. OSHA testing during this year of study will allow students to test their understanding of health and safety concepts related to their chosen field of study.

Information Support Services and Networking – Shop III

Grade 11, Course 03 Q.P. 1.00 4.50 Credits**

The junior year will teach network administration including server maintenance, switch configuration and wireless access management with a review of trade Safety procedures. The junior student will also be introduced to cyber security principles which will be expanded upon in the final

year of the program. This course goes beyond the basics of help desk concepts and prepares the student for network level certifications. At this point, the junior student will be given the option to take the CompTIA A+ and Network + certifications. Basic programming principles and web administration will be covered to better prepare the students for the broad range of concepts associated with the ISSN field of study.

Information Support Services and Networking – Related Theory III

Grade 11, Course 13 Q.P. 1.00 4.50 Credits**

The junior year related theory program reviews network management and configuration concepts. Topics include server installation and management, wireless communication configuration and management and cyber security threats and prevention techniques. Students will learn topics that can be applied to network and system management. Exam Preparation and review will also be done to prepare students for the CompTIA tests offered in the shop environment.

Information Support Services and Networking – Shop IV

Grade 12, Course 04 Q.P. 1.00 4.50 Credits**

The senior year will focus on CISCO, HP and NETGEAR switch configuration, network management which includes firewall configuration and a review of safety procedures. The students will be trained to install and maintain a network environment running a host of physical and virtual servers. Cyber security will be one of the concentrations during the senior year and will allow the students to learn preventative security techniques.

Information Support Services and Networking – Related Theory IV

Grade 12, Course 14 Q.P. 1.00 4.50 Credits**

This capstone related theory course prepares the students for taking various certifications related hardware and network practices covered in past courses. Students will review CISCO Network and Microsoft Technical Associate certifications. As conducted in the junior year, certification testing on focused CISCO and Microsoft will be offered to all students as well as past CompTIA A+ and Network+ tests if students missed those opportunities. Cyber Security will also be covered which prepare the student to further their studies at the higher education level or enter the work force in an entry level position.