
COURSE PREFIX/NO: IST 253
COURSE TITLE: LAN Service and Support
LEC HRS/WEEK: 3.0
LAB HRS/WEEK: 0.0
CREDIT HRS/SEMESTER: 3.0

[Distance Learning Attendance/VA Statement](#)
[Textbook Information](#)

COURSE DESCRIPTION

This course focuses on installing, maintaining, and troubleshooting local area networks in a lab environment.

COURSE COMPETENCIES

Upon successful completion of this course, the student will be able to:

Module I – Server Deployment – File, Application, and Print and Fax servers

- Explain various server roles and features.
- Implement a plan for using various server roles in an Enterprise environment
- Install and use Windows Deployment services for desktop installations using images and unattended setup files.
- Design a file sharing strategy including:
 - Partitioning disks
 - Shadow copies
 - Disk mirroring
 - RAID
 - Backups.
 - Set up file share permissions and ownership.
 - Configure and use Distributed File Systems
 - Set up and manage a Print and Fax server

Module II – IIS and Web Applications

- Configure IIS and Web site security and authentication including:
 - Anonymous authentication
 - Challenge/Response authentication
 - Digital Certificates
 - GGI (Common Gateway Interface)
 - ISAPI (Internet Server Application Programming Interface)
 - SSI (Server Side Includes)
 - ASP(Active Server Pages) and ASP.NET
 - Application Pools

Module III – Terminal Services

- Deploy and configure Terminal Server
- Set up terminal Services Clients

- Use Remote Desktop
- Understand Terminal Services Licensing
- Install Terminal Services Web Access and remote applications

Module IV – Network Application Services and High Availability Technologies

- Plan for and understanding streaming media
- Install and configure Share Point Services
- Use Digital Rights Manager
- Deploy Storage Area networks and Clustering Servers

COURSE REQUIREMENTS

All students are responsible for attaining competencies through completion of the following course requirements:

- attending class
- reading assigned material
- completing assigned exercises
- completing lab assignments
- completing all tests

ATTENDANCE POLICY

The attendance policy as stated in the York Technical College Handbook will be enforced. Makeup tests will not be given for theory tests. If a student must miss a theory test, he/she will get a zero for that test. However, students have the option of taking the comprehensive final. The student's grade on the comprehensive final will replace his/her missed theory test grade. It is the student's responsibility to schedule a time for a make-up hands-on test with his/her instructor.

ACADEMIC INTEGRITY

The policies stated in the York Technical College Handbook will be enforced. Any student violating the policy will be subject to academic discipline.

METHOD OF INSTRUCTION

The instructor will discuss the principles introduced in each chapter and demonstrate the methods described there. The student will reinforce this lecture material by reading the textbook as assigned. During this course the student will be given opportunities to practice on a microcomputer the skills being learned by doing lab assignments. These lab assignments will be vital in learning to use sample software packages, and the student should expect to spend time outside the class period as well as time given during class to complete this work. Student will have an opportunity to review solutions in class. Should a student need additional assistance, a tutor will be available, as will instructors during their posted office hours.

EVALUATION STRATEGIES/GRADING PROCEDURE

A minimum of three tests and five labs will be given covering the above competencies. These tests and the lab work determine the final semester grade as described below. A minimum grade of C is required for students in computer technology programs.

If a student takes and passes the current Microsoft Certification Exam after the course has begun and before the final exam is given, the student will exempt the final exam.

This does not exempt the student from completing all labs, module written exams, and hands-on exams.

GRADING SCALE

| | | |
|-------------------|--------------------------------|----------------------------|
| Module I | Tests 60% Homework/Labs 40% | Percent of Final Grade 25% |
| Module II | Tests 60% Homework/Labs 40% | Percent of Final Grade 25% |
| Module III | Tests 60% Homework/Labs 40% | Percent of Final Grade 25% |
| Module IV | Tests 60% Homework/Labs 40% | Percent of Final Grade 25% |

LETTER GRADES

| | |
|---|----------|
| A | 90 – 100 |
| B | 80 – 89 |
| C | 70 – 79 |
| D | 60 – 69 |
| F | Below 60 |

ENTRY-LEVEL SKILLS

The student must have keyboarding ability and know the fundamentals of the Windows operating system. The student must be able to read and comprehend the assigned material.

PREREQUISITES: IST 251 or IST 252 with a minimum grade of “C”

CO-REQUISITES: None

DISABILITY STATEMENT: Any student who feels s/he may need an accommodation based on the impact of a disability should contact the Special Resources Office (SRO) at 803-327-8007 in the 300 area of Student Services. The SRO coordinates reasonable accommodations for students with documented disabilities.