

<b>Syllabus Title:</b>	<b>System Administrator Fast Track</b>
<b>Facilitator</b>	TBA
<b>Date(s)</b>	TBA
<b>Prerequisites</b>	Knowledge of Windows® networking terms and practices. Must be able to locate and manipulate files across a network. Familiarization with network hardware such as NIC, HUB, and the various connections involved is required. An awareness of security practices and file sharing will be helpful.
<b>Contact Hours</b>	Monday through Friday, 8:00am to 5:00pm
<b>Contact Avenues</b>	Phone: 800.686.9313 FAX: 937.836.1036 email: support@civicacmi.com Web: www.civicacmi.com U.S. Mail: 52 Hillside Court, Englewood, OH, 45322
<b>Course Description</b>	Course content is targeted for experienced PC users interested in expanding their knowledge of computer and networking concepts. Participants will be familiarized with concepts involving: TCP/IP standards and basic networking; printer and print queue configuration and troubleshooting; user account management; and basic PC security practices.
<b>Duration</b>	This course requires a full day commitment.
<b>Course Goals</b>	Upon completion of this course, participants will be familiar with: <ul style="list-style-type: none"><li>✓ Identifying basic network components</li><li>✓ Configuring TCP/IP settings</li><li>✓ Troubleshooting network connectivity</li><li>✓ Identifying different printer connection methods (parallel, serial, network)</li><li>✓ Print job workflow</li><li>✓ Configuring printer drivers</li><li>✓ Differences between Windows Domain users and Local users</li><li>✓ Differences between Windows Administrators, Power Users and Users</li><li>✓ Creating and using shared folders</li><li>✓ Managing viruses and spyware</li><li>✓ Configuring Windows Firewall</li></ul>
<b>Course Format</b>	Training is offered on this subject by using four separate modules, each one designed to focus on key network and hardware issues. The class is a mix of lecture and hand-on format where a facilitator will illustrate theoretical principles and guide the participants through “focused” tasks on a simulated “real world” network environment.

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**Reference Material**

Course Hand-Outs will be provided as needed.

**Class Rules of Conduct**

- ✓ Turn off cell phones.
- ✓ Food and drink are permitted in the classroom.
- ✓ Participate fully and share your ideas.
- ✓ Clients should respect their fellow students by refraining from holding private conversations during lectures and allowing other students to ask questions.

**Course Schedule**

**Module One: Networking**

*Theoretical Discussion:*

- ✓ Explanation of basic networking components
- ✓ TCP/IP Concepts
  1. IP addresses, subnet masks and default gateways
  2. Overview of DNS
  3. Purpose of a DHCP server
- ✓ CMI application networking
- ✓ UDBC/ODBC connections
- ✓ Telnet

**Module Two: Printing**

*Theoretical Discussion:*

- ✓ Differences between local printers and network printers
- ✓ Differences between serial/parallel/USB/network printers
- ✓ Description of how a print job is created and sent to a printer
- ✓ Creating a Windows print queue
  1. Selecting a print Driver

**Module Three: User account management**

*Theoretical Discussion:*

- ✓ Windows Local and Domain logins on the desktop
- ✓ Local files vs. network shares (inc. shared printers)
- ✓ How desktop login credentials grant access to resources on a server
- ✓ Administrative vs. Power Users vs. Users

**Module Four: Desktop Management Concepts**

*Theoretical Discussion:*

- ✓ Virus Prevention
- ✓ Spyware Removal
- ✓ Purpose of a firewall
  1. Windows XP firewall overview
- ✓ CMI Backup procedures
- ✓ CMI Modem concepts

**Additional Resources**

Students may continue to develop ideas and practices via our Hardware User Forum on the Web! Point your browser to "forum.civiacmi.com", login with your User ID and Password (registration required), and start a thread on any Hardware topic, - and feel free to respond with useful information to other postings! *This forum is moderated.*