

LSC Use Only No:	LSC Action-Date:	UWUCC USE Only No.	UWUCC Action-Date:	Senate Action Date:
		02-819	App 4/15/03	App-4/29/03

Curriculum Proposal Cover Sheet - University-Wide Undergraduate Curriculum Committee

Contact Person LeAnn Wilkie	Email Address wilkie@iup.edu
Proposing Department/Unit Technology Support and Training	Phone 724.357.3003

Check all appropriate lines and complete information as requested. Use a separate cover sheet for each course proposal and for each program proposal.

1. Course Proposals (check all that apply) ☐ New Course ☐ Course Prefix Change ☐ Course Deletion ☐ Course Revision ☐ Course Number and/or Title Change ☒ Catalog Description Change		
BTST 413 Enterprise Technology Support		
<u>Current Course prefix, number and full title</u>		<u>Proposed course prefix, number and full title, if changing</u>
2. Additional Course Designations: check if appropriate ☐ This course is also proposed as a Liberal Studies Course. ☐ Other: (e.g., Women's Studies, Pan-African) ☐ This course is also proposed as an Honors College Course.		
3. Program Proposals ☐ New Degree Program ☐ Program Title Change ☐ Program Revision ☐ New Minor Program ☐ New Track ☐ Other		
<u>Current program name</u>		<u>Proposed program name, if changing</u>
4. Approvals		
Department Curriculum Committee Chair(s)	LeAnn Wilkie	2-14-03
Department Chair(s)	Linda Spil	2-19-03
College Curriculum Committee Chair	Debra L. Smith	2-20-03
College Dean	R. Long	2/24/03
Director of Liberal Studies *		
Director of Honors College *		
Provost *		
Additional signatures as appropriate: (include title)		
UWUCC Co-Chairs	Gail Schuist	4/15/03

* where applicable

FEB 24 2003

LIBERAL STUDIES

Course revision: BTST 413 Enterprise Technology Support

Part II. Description of Curriculum Change

1. Syllabus of Record.

The new syllabus of record for this revised course is attached in Appendix A.

2. Summary of proposed revisions:

- a. Add corequisite of BTST 411
- b. Objectives and course outline were updated to reflect current technology
- c. Updated textbooks and bibliography.

3. Justification/rationale for the changes.

The corequisite of BTST 413 was added so that the two classes could be taken simultaneously, be taught from the same textbook, and work on some of the same projects in such a way as to make both of the classes more meaningful to the students. Additionally, students will become more aware of the connections to be made between hardware/software installation, security, and troubleshooting, and end-user support. Course objectives, course outline, textbooks and bibliography were changed to reflect current technology.

4. Old Syllabus of Record

The old syllabus of record is attached in Appendix B.

5. Liberal Studies course approval.

These changes do not affect the Liberal Studies requirements.

Part III. Letters of Support or Acknowledgment

See letter from MIS (p.11).

Appendix A: New Syllabus of Record

BTST 413 Enterprise Technology Support

3 class hours

0 lab hours

Prerequisite: BTST 273, BTST 383, COSC/IFMG 352
or permission of instructor

3 credits

(3c-0l-3cr)

Co-requisite: BTST 411

I. Catalog Description

Provides a comprehensive and practical knowledge of enterprisewide technology. Topics covered include knowledge management, remote user support, teleconferencing, and network management and enhancement. Students will have hands-on experience working with software, customizing user environments, managing technology security, and enhancing and troubleshooting the computing environment.

II. Course Objectives

Students will be able to:

1. Determine cost and return on investment relating to maintenance and management.
2. Administer the network relating to resource management, allocation and maintenance.
3. Capture, organize, and deliver knowledge to support the organization.
4. Determine how to implement and support the major networking components (including the server, operating system, and clients).
5. Distribute resources on the network.
6. Determine equipment needs and configure the equipment for remote access users.
7. Load collaboration, scheduling and conferencing software
8. Add enhancement components such as scanners, voice recognition and CD ROM to the network
9. Administer an intranet/extranet
10. Establish network resource security.
11. Use support tools and resources to repair network problems.

III. Course Outline

A. Introduction	1.5 hrs
1. End-user Information Systems	
2. Life in Networked Organizations	
B. Productivity Tools for Individuals	1.5 hrs
1. Understanding Needs of Individual Users	
2. Utilizing Work Group Computing	
C. Knowledge Management	1.5 hrs

EXAM 1 (Theory)	1.0 hrs
D. Management Issues	1.5 hrs
E. Client/Server Infrastructure	1.5 hrs
1. Analyzing current infrastructure	
2. Selecting infrastructure technologies	
3. Discussing ROI (Return on Investment)	
EXAM 2 (Theory)	1.0 hrs
F. Planning a Server Installation	4.5 hrs
G. Installing Network Operating System	3.0 hrs
EXAM 3 (Hands-on)	1.0 hrs
H. Managing a Network Server	15.0 hrs
I. Securing Internet and Intranet Environments	3.0 hrs
1. Protecting your network	
2. Implementing firewalls	
3. Eliminating threat from within	
EXAM 4 (Hands-on)	1.0 hrs
J. Trends and Future Directions	4.0 hrs
EXAM 5 (Theory)	1.0 hrs
K. Final Activity (During Final Exams Week)	<u>2.0 hrs</u>
Total Hours:	44.0 hrs

IV. Evaluation and Methods

20%	In-class Activities—Case Studies, Hands-on Computer Activities, Worksheets, Group Projects
30%	Out-of-class Activity—Case Studies, Group Projects, Readings
20%	Exams—Theories to include M/C, T/F, S/A, and Essay
20%	Hands-on Exams—Completion of Network Administration Activities
<u>10%</u>	Final Activity—Case Study and Presentation
100%	Total

Participation: Each student is required to participate in a minimum of 10 hours of outside classroom activities. In addition, participation in class discussion and completion of all assignments are necessary.

Assignments: Assignments will include readings, case studies, worksheets, and other relevant activities. Cross-class assignments will also be required. NOTE: Late assignments will not be accepted.

Grading scale: A: $\geq 90\%$ B: 80-89% C: 70-79% D: 60-69% F: $< 60\%$

V. Attendance Policy

Your attendance and professional attitude are critical for insuring your success in the course and for achieving course goals. You are responsible for all information presented in class and for submitting assignment on the due date. According to University policy, only two absences are permitted during the regular session. Absences greater than the allowance will result in a lowered final grade—a two-point reduction for each additional absence. Excused absences must be submitted immediately upon return to class; they will not be accepted at a later time. Please be on time for class; if you are late, you are considered absent. Missing an exam or hands-on evaluation activity without prior approval results in a zero for that activity. No makeup work is available.

VI. Required Textbooks

Regan, E. A., & O'Connor, B. N. (2001). *End-user information systems (2nd ed.)*. New Jersey: Prentice Hall.

Windows 2000 server—Installation and administration. (2001). Boston: Course Technology ILT.

VII. Bibliography

Bhatt, G.D. (2001). Knowledge management in organizations: examining the interaction between technologies, techniques, and people. *Journal of Knowledge Management*, 5(1), 68-75.

Campbell, P.T. (1996). *Networking the small office*. San Francisco: Network Press.

Caudle, K. & Glenn, W. (2000). *MCSE guide to Microsoft Windows 2000 networking*. Cambridge, MA: Course Technologies.

Comer, D.E. (1997). *Computer networks and internets*. New Jersey: Prentice Hall.

- Davis, D.C. (2002, February 22). *Computer technologies used in business and skills required in the workplace*. Paper presented at OSRA Conference. Abstract retrieved January 4, 2002 from <http://www.osra.org/2002/davis.pdf>
- Disterer, G. (2002). Management of project knowledge and experiences. *Journal of Knowledge Management*, 6(5), 512-520.
- Goldman, J.E. (1997). *Local area networks: A client/server approach*. New York: John Wiley & Sons, Inc.
- McC Campbell, A.S., Clare, L.M. & Gitters, S.H. (1999). Knowledge management: the new challenge for the 21st century. *Journal of Knowledge Management*, 3(3), 172-179.
- Rowley, J. (1999). What is knowledge management? *Library Management* 20(8), 416-419.
- Sheldon, B., & Wilansky, E. (2000). *Microsoft Windows 2000 Server*. Redmond, WA: Microsoft Press.
- Simmons, C. (2000). *Configuring Windows 2000 Server*. New Jersey: Prentice Hall.
- Smith, K. & Smith, T. (2001). *Microsoft Windows 2000 Server*. Cambridge, MA: Course Technologies.
- Spencer, K.L., & Goncalves, M. (2000). *Windows 2000 Server, management and control*. New Jersey: Prentice Hall.
- Stamper, D.A. (1994). *Local area networks*. California: The Benjamin/Cummings Publishing Company, Inc.
- Thomas, R.M. (1996). *Introduction to local area networks*. California: Sybex.

Wigg, K.M. (1997). Knowledge management: an introduction and perspective. *Journal of Knowledge Management*, 1(1), 6-14.

Appendix B: Old Syllabus of Record

I. Catalog Description

BTST 413 Enterprise Technology Support	3 credits
	3 lecture hours
	0 lab hours
	(3c-0l-3sh)

Prerequisite: BTST 313, COSC/IFMG 352, or permission of instructor

Provides a comprehensive and practical knowledge of enterprisewide technology. Topics covered include knowledge management, remote user support, teleconferencing, and network management and enhancement. Students will have hands-on experience working with software, customizing user environments, managing technology security, and enhancing and troubleshooting the computing environment.

II. Course Objectives:

The student will be able to:

1. Conduct a needs assessment to design an information processing system most appropriate for a given site.
2. Determine cost and return on investment relating to information processing technology.
3. Administer the network relating to resource management, allocation and maintenance.
4. Support the major networking components (including the server, operating system, and clients).
5. Set up and support remote access users
6. Load collaboration, scheduling and conferencing software
7. Add enhancement components such as scanners, voice recognition and CD-ROM to the computing environment.
8. Install and configure intranet/internet software
9. Manage video conferencing.
10. Capture, organize, and deliver knowledge to support the organization.
11. Provide support as first-level support personnel within an organization.

III. Course Outline:

- A. Introduction (1 hr)
- B. Building the Technology Infrastructure (3 hrs)
 - 1. Analyzing current infrastructure
 - 2. Selecting infrastructure technologies
 - 3. Discussing ROI (Return on Investment in Technology)
- C. Configuring & Optimizing the Network (4 hrs)
 - 1. Adding & sharing of network resources
 - 2. Determining user privileges & rights
 - 3. Maintaining network security
- D. Building, Supporting and Securing an Intranet (10 hrs)
 - 1. How to manage the resource
 - 2. How to administer
 - 3. Inclusion of an acceptable use policy
 - 4. Protecting your network from hostile intruders
 - 5. Using firewalls
 - 6. Recognizing and reducing threat from within
- E. Enhancing the Network Environment (6 hrs)
 - 1. Using collaborative/scheduling/conference software
 - 2. Adding a CD-ROM server
 - 3. Adding a scanner
 - 4. Determining add-ons for value
- F. Video Conferencing (3 hrs)
 - 1. Technology involved
 - 2. Training issues
 - 3. Geographic limitations
- G. Remote Access for Users (4 hrs)
 - 1. Determining need for remote access
 - 2. Supporting mobile workers
- H. Document Management (4 hrs)
 - 1. Relationship of pieces
 - 2. Importance of Archives
 - 3. Use of Search Engines

- I. Knowledge Management (7 hrs)
1. What is knowledge management?
 2. How to capture an organization's knowledge
 3. How to organize the knowledge
 4. How to deliver the knowledge to support the organization.

J. Final Activity (2 hrs)

Total Hours: 44 hrs

IV. Evaluation and Methods:

In-class Performance Assessments	40%
Readings (10 readings from Technological Resources)	20%
Exams (2 @ 10%)	20%
Final Activity (Includes report & oral presentation)	<u>20%</u>
Total	100%

Grading Scale:	A	=	90—100%
	B	=	80—89%
	C	=	70—79%
	D	=	60—69%
	F	=	59% and below

V. Instructional Materials & Supplies:

Required Textbooks:

Comer, D. E. (1997). *Computer Networks and Internets*. New Jersey: Prentice Hall.

Pepper, J. (1992). *We're Off to Seize the Wizard: The Revolution in Service Automation*.

VI. Special Resource Requirements

Other than the required text no additional resources will be required of each student.

VI. Bibliography:

Goldman, J. E. (1997). *Local Area Networks: A Client/Server Approach*. New York: John Wiley & Sons, Inc.

Igor, T. H. (1997). *Designing the Networked Enterprise*. Norwood MA Artech House.

Maran, R. (1997). *Networking Visually Foster City*. IDG Books Worldwide.

Miller, C.K. (1998). *Multicast Networking and Applications*. Boston Addison Wesley Publications Co.

Stamper, D. A. (1994). *Local Area Networks*. California: The Benjamin/Cummings Publishing Company, Inc.

Thomas, R. M. (1996). *Introduction to Local Area Networks*. California: Sybex.