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CSTP 2102: Enterprise Systems Support

EFFECTIVE DATE

September 2019

DEPARTMENT

Computer Systems Tech Diploma

DESCRIPTION

In this course students will gain valuable expertise in assessing, documenting and responding to an assortment of help desk situations. Learners will acquire knowledge regarding computer deployment in an enterprise environment. Additionally, learners will also deploy anti-virus software, monitor software license compliance, and perform network resource inventory in an enterprise environment.

CREDITS

3.0

YEAR OF STUDY

2nd Year Post-secondary

PREREQUISITES

CSTP 1104 Computer Systems Administration

COREQUISITES

None

COURSE LEARNING OUTCOMES

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

- Demonstrate Appropriate Responses to Help Desk Situations
- Describe Systems Management Software
- Use Software to Discover and Organize Network Resources
- Manage Inventory in A Large Organization
- Create Queries and Reports in Systems Management Software
- Demonstrate Software Deployment
- Use Endpoint Protection to Protect Client Computers
- Manage Software License Compliancy
- Use Enterprise Level Hardware

PRIOR LEARNING ASSESSMENT & RECOGNITION (PLAR)

None

HOURS

Lecture: 20

Lab: 40

INSTRUCTIONAL STRATEGIES

Instructional strategies include classroom lectures, demonstrations, group discussions, computer lab and hands-on practical work.

GRADING SYSTEM

Letter Grade (A-F)

PASSING GRADE

C

EVALUATION PLAN

Type	Percentage	Assessment activity
Assignments	40	4 assignments at 10% each
Midterm Exam	30	
Final Exam	30	

COURSE TOPICS

- Appropriate Responses to Help Desk Situations

- Systems Management Software
- Software to Discover and Organize Network Resources
- Inventory in A Large Organization
- Queries and Reports in Systems Management Software
- Software Deployment
- Endpoint Protection to Protect Client Computers
- Software License Compliancy
- Enterprise Level Hardware

LEARNING RESOURCES

None

Notes:

- Course contents and descriptions, offerings and schedules are subject to change without notice.
- Students are required to follow all College policies including ones that govern their educational experience at VCC. Policies are available on the VCC website at:
<https://www.vcc.ca/about/governance--policies/policies/>.
- To find out how this course transfers, visit the BC Transfer Guide at <https://www.bctransferguide.ca>.

Broadway campus
1155 East Broadway
Vancouver, B.C. Canada
V5T 4V5

Downtown campus
250 West Pender Street
Vancouver, B.C. Canada
V6B 1S9

Annacis Island campus
1608 Cliveden Avenue
Delta, B.C. Canada
V3M 6P1

604.871.7000
vcc.ca

Generated at: 1:46 am on Jun. 17, 2021