



CST8202

Windows Desktop Support

Course Outline

2025-2026

Pre-requisite(s)	N/A
Co-requisite(s)	N/A
Prepared by	Joseph Odiete
Approved by	John Dallas, Chair
Approval date	Tuesday, May 27, 2025
Normative hours	56.00
Grading system	A+ Through F

Applicable Program(s)	Level	Core/Elective
0150X01FWO - Computer Systems Technician	1	Core
0150X03FWO - Computer Systems Technician	1	Core
0156X01FWO - Computer Systems Technology - Security	1	Core
1560X01FWO - Computer Systems Technician - Networking	1	Core
1560X03FWO - Computer Systems Technician - Networking	1	Core

Land Acknowledgement

Algonquin College campuses in Ottawa, Perth and Pembroke are located on the traditional unceded, and unsundered territory of the Anishinàbe Algonquin People. The Algonquin People have inhabited and cared for these lands since time immemorial. We take this time to express our gratitude and respect to them and to the land for all that it has provided and will continue to provide.

As a post-secondary institution, we acknowledge the harms done to Indigenous Peoples and are committed to learning from the past. We pledge to promote healing and resilience as we move forward in partnership with the Algonquin Nations, First Nations, Métis, and Inuit Peoples in a spirit of reconciliation.

While we recognize that territorial acknowledgements are only one step in cultivating greater respect and inclusion of Indigenous Peoples, we commit to accompanying these words with actions. We are dedicated to building a future and community that is better for all.

We pledge to continue exploring and making meaningful contributions to the Truth and Reconciliation Commission of Canada's Calls to Action.

Learn more about the College's commitment to Truth and Reconciliation: <https://www.algonquincollege.com/tri>

Course Description

Microsoft Windows desktop is a commonly implemented desktop operating system in industry. Students prepare a MS Windows client system for participation in a Windows-based network. Through a combination of theory and hands-on lab, students install and configure the operating environment of a Windows desktop operating system, manage resources by applying common security principles, automate tasks using PowerShell and troubleshoot common error conditions.

Vocational Learning Outcomes

This course provides the opportunity for you to achieve the following outcomes:

0150X01FWO - Computer Systems Technician

- VLO 2** Contribute to the diagnostics, troubleshooting, documenting and monitoring of technical problems using appropriate methodologies and tools. (T)
- VLO 8** Adhere to ethical, legal, and regulatory requirements and/or principles in the development and management of computing solutions and systems. (T)
- VLO 9** Assist with the implementation of computer systems and cloud solutions. (T)
- VLO 11** Automate routine tasks using scripting tools and programming languages. (T)

0150X03FWO - Computer Systems Technician

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0156X01FWO - Computer Systems Technology - Security

- VLO 2** Diagnose, troubleshoot, document and monitor technical problems using appropriate methodologies and tools. (T)
- VLO 8** Adhere to ethical, social media, legal, regulatory and economic requirements and/or principles in the development and management of the computing solutions and systems. (T)
- VLO 10** Analyze, plan, design, implement and administer computer systems and cloud solutions. (T)
- VLO 12** Select and apply scripting tools and programming languages to automate routine tasks. (T)

1560X01FWO - Computer Systems Technician - Networking

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Assessment Levels —**T**: Taught **A**: Assessed **CP**: Culminating Performance

Essential Employability Skills

This course contributes to your program by helping you achieve the following Essential Employability Skills:

- EES 2** Respond to written, spoken or visual messages in a manner that ensures effective communication. (T)

- EES 4** Apply a systematic approach to solve problems. (T)
- EES 11** Take responsibility for one's own actions, decisions and consequences. (T)

Assessment Levels —**T**: Taught **A**: Assessed **CP**: Culminating Performance

Course Learning Outcomes / Elements of Performance

When you have earned credit for this course, you will have demonstrated the ability to:

1. Describe Microsoft Windows operating system components and their functionality.

- Describe the architecture of Microsoft Windows.
- Create and manage user accounts and environments.
- Describe the Administrator role.

2. Set up Microsoft Windows desktop in a virtualized environment.

- Install and configure virtual machine software.
- Install and configure Microsoft Windows desktop.
- Manage the Microsoft Windows Boot Process.

3. Troubleshoot common Microsoft Windows desktop error conditions.

- Describe the basic structure of the Windows Registry and the associated system files
- Troubleshoot the Microsoft Windows Boot Process.

4. Customize Microsoft Windows desktop system functionality and resource access.

- Customize system settings using Microsoft Windows.
- Configure and manage Network system.
- Manage Microsoft Windows file system.
- Manage shared resources.
- Manage Microsoft Windows processes.

5. Explore strategies and tools to increase the robustness of Microsoft Windows desktop.

- Implement a backup strategy.
- Work with backup and recovery tools.
- Secure a standalone Microsoft Windows system with antivirus and firewall software.
- Explain the purpose of business continuity (BC) and disaster recovery (DR) planning.
- Manage (edit, backup, restore) the Registry using regedit and other tools.

6. Automate routine tasks in Microsoft Windows.

- Explore the command line interface (CLI) and command-line utilities.
- Create, modify and test Scripts.

7. Describe Windows Cloud Computing options.

- List current available cloud computing options.
- Identify and distinguish options in cloud computing.

Learning Resources

Course notes will be available on the College LMS.

To access your course list, learning resources and costs, visit [Booklist](#).

Please note that a learner must be registered in a specific course or program to view this information.

Program tuition and fees can be found on the [Tuition and Fees Estimator for Full-time Programs](#) page.

Learning Activities

Samples of learning activities include:

- Classroom lectures
- Laboratory work
- Practical and reading assignments
- Research of course-related material
- Independent preparation for labs

Pre-defined Evaluation / Earning Credit

The following list provides evidence of this course's learning achievements and the outcomes they validate:

Lab Activity(ies) (40%)

Validates Outcomes: CLO 1, CLO 2, CLO 3, CLO 4, CLO 5, CLO 6

Midterm Exam(s) (25%)

Validates Outcomes: CLO 1, CLO 3, CLO 4, CLO 5, CLO 6

Final Exam (20%)

Validates Outcomes: CLO 1, CLO 3, CLO 4, CLO 5, CLO 6, CLO 7

Practical Skills Assessment (15%)

Validates Outcomes: CLO 1, CLO 2, CLO 3, CLO 4, CLO 5, CLO 6, CLO 7

Prior Learning Assessment and Recognition

Students who wish to apply for Prior Learning Assessment and Recognition (PLAR) need to demonstrate competency at a post-secondary level in all outlined course learning outcomes. Evidence of learning achievement for PLAR candidates includes:

- Challenge Exam
- Performance Test

Course Related Information

Please refer to the Weekly Schedule for specific course-related information as provided by your professor.

Test Questions will be generated from classroom discussion. It is strongly advised that students attend, take notes and participate in the classroom discussion.

- Course policy for missed in class tests:
- At the discretion of the professor, any major assessment that was missed with an acceptable and documented reason will either;
- A) be added to the weighting of a future assessment, to a MAXIMUM weighting of 50%.
- B) be addressed with a makeup assessment that may be a different format than the original.
- Any missed assessment without an acceptable and documented reason will receive a 0 grade.
- There is no provision for making up missed exams, regardless of the reason.

In order to pass the credit course, students must achieve a minimum contribution of:

- 22.5% from an average from Evaluation Items # 2 and 3 (Midterms Exams & Final Exam)
- 27.5% from an average of Evaluation Items # 1 and 4 (Lab Activities & Practical Skills Assessment)
- Achieving a higher mark in one evaluation area can not be used to offset a low mark in the other.

Program Information

0150X01FWO - Computer Systems Technician

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- All students are encouraged to prepare before class, attend class regularly, and actively participate while in class to enrich their learning experience.
- Policy AA42 outlines the requirements for posting class notes or information to Brightspace. Any such information made available by professors is done solely to assist students in understanding the material presented and is not intended to replace attendance to theory class.
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- Satisfactory attendance and participation in the lab.
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Final Examination:

All students are expected to write the final exam. There are no provisions for "making up" a missed final exam outside of AA21 Deferred Evaluation.

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Program Progression Requirements

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In this program, any student who falls into the following categories, will be issued a Learning Contract:

- Fails or Withdraws once from: CST8182; CST8207; CST8202.
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Required:

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0150X03FWO - Computer Systems Technician

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0156X01FWO - Computer Systems Technology - Security

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If, as a result of being off-track in your program or some unforeseen circumstance, you note that there is a scheduling conflict in your final exam schedule, it is your responsibility to alert the your program coordinator no later than one week before final exams start, to allow for any special arrangements.

1560X01FWO - Computer Systems Technician - Networking

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Department Information

STUDENT ACADEMIC RESPONSIBILITIES

Each student is responsible for:

- Knowing the due dates for marked out-of-class assignments.

- Attending all classes and knowing the dates of in-class marked assignments and exercises.
- Arriving to class on time and remaining for the duration of the scheduled class.
- Maintaining a folder of all work done in the course during the semester for validation claims in cases of disagreement with faculty.
- Keeping both paper and electronic copies of all assignments, marked and unmarked, in case papers are lost or go missing.
- Regularly checking both Brightspace announcements as well as one's Algonquin e-mail account for important messages from both professors and college administration.
- Participating in on-line and classroom exercises and activities as required.
- Retaining course outlines for possible future use to support applications for transfer of credit to other educational institutions.

Harassment/Discrimination/Violence will not be tolerated. Any form of harassment (sexual, racial, gender or disability-related), discrimination (direct or indirect), or violence, whether involving a professor and a student or amongst students, will not be tolerated on the college premises. Action taken will start with a formal warning and proceed to the full disciplinary actions as outlined in Algonquin College Policies - HR22 and SA07.

Harassment means one or a series of vexatious comment(s) (whether done verbally or through electronic means), or conduct related to one or more of the prohibited grounds that is known or ought reasonably to be known to be unwelcome/unwanted, offensive, intimidating, derogatory or hostile. This may include, but is not limited to: gestures, remarks, jokes, taunting, innuendo, display of offensive materials, offensive graffiti, threats, verbal or physical assault, stalking, slurs, shunning or exclusion related to the prohibited grounds.

For further information, a copy of the official policy statement can be obtained from the Student Association.

Violation of the Copyright Act

General – The Copyright Act makes it an offence to reproduce or distribute, in whatever format, any part of a publication without the prior written permission of the publisher. For complete details, see the Government of Canada website at <http://laws.justice.gc.ca/en/C-42> . Make sure you give it due consideration, before deciding not to purchase a textbook or material required for your course.

Software Piracy - The Copyright Act has been updated to include software products. Be sure to carefully read the licensing agreement of any product you purchase or download, and understand the terms and conditions covering its use, installation and distribution (where applicable). Any infringement of licensing agreement makes you liable under the law.

Disruptive Behaviour is any conduct, or threatened conduct, that is disruptive to the learning process or that interferes with the well being of other members of the College community. It will not be tolerated. Members of the College community, both students and staff, have the right to learn and work in a secure and productive environment. The College will make every effort to protect that right. Incidents of disruptive behaviour must be reported in writing to the departmental Chair as quickly as possible. The Chair will hold a hearing to review available information and determine any sanctions that will be imposed. Disciplinary hearings can result in penalties ranging from a written warning to expulsion.

For further details, consult the Algonquin College Policies AA32, SA07 and IT01 in your Instaguide.

College Related Information

Algonquin College's policies have been developed to ensure the health, safety and security of all students, faculty and staff, and the proper and fair operation of the College as an academic institution and employer. Please refer to the Algonquin College Policies website for the most current policy information available at <http://www.algonquincollege.com/policies/>.

Students are especially encouraged to be aware of the following College expectations

Academic Integrity

Algonquin College is committed to the highest standards of academic integrity, and students are expected to uphold these standards throughout their learning journey with the College and post-graduation. Any academic work submitted by a student is expected to be their own work, unless designated otherwise, all human and technological assisted generated sources must be attributed. Refer to the College's [Library web site](#) for attribution support and resources. All students are expected to be familiar with the College's [AA48: Academic Integrity](#) policy which outlines student and staff roles and responsibilities, the process for addressing, determining and ruling final academic decisions regarding violations of academic integrity as well as what represents academic misconduct. Students with any questions about academic integrity course expectations including but not limited to use of technology, generative AI and other resources to support completion of coursework, are encouraged to speak to their professor and refer to the course weekly schedule, assessment instructions, course announcements and materials.

Centre for Accessible Learning (CAL)

Students with visible and/or non-visible disabilities are encouraged to register with the [Centre for Accessible Learning \(CAL\)](#) in order to

be eligible for appropriate learning supports and/or accommodations. Students are strongly encouraged to make an appointment with the Centre for Accessible Learning as early as possible when starting a program. Once your needs are identified, a Letter of Accommodation (LOA) will be issued which you can share with your professors through the [CAL Student Portal](#). If you are a returning student, please ensure that professors are given a copy of your LOA each semester.

Test Accommodations for Students Registered with CAL

Students who require testing accommodations will book their tests/exams through the [CAL Student Portal](#). It is important to note the posted test/exam booking deadlines for the term. Test booking deadlines are communicated through CAL Disabilities Counsellors, CAL Testing Services, and other college wide communication. Additional information on the steps to book accommodated tests/exams with CAL Test Services can be found at [Step-by-Step Overview](#).

Retroactive Accommodations

Students are expected to meet evaluation and completion deadlines as stated in course outline and weekly schedule documents. In circumstances where evaluation deadlines are missed or student performance has been affected by a temporary, significant and/or unanticipated change in functional ability related to disability (including mental health), interim or retroactive accommodations may be considered. For these instances it is advised you reach out to CAL or your professors as soon as possible. For other situations where deferral of evaluations may be warranted, please consult Algonquin College Policy [AA21: Deferred Evaluation](#).

Network Credentials and College Email

Students at Algonquin College are provided with a college email account. This is the address that will be used when the College, your professors, or your fellow students communicate important information about your program or course activities. Your network credentials can be found in the [ACSIS portal](#) and you are expected to check your Algonquin email regularly and to use it to send and receive college-related email. Students are required to maintain the privacy of their AC login credentials. Sharing network credentials poses a security risk and is subject to disciplinary action. Your responsibility to protect your login credentials is governed by the [Information Security Policy IT01](#). Support is available through the college Information Technology Service (ITS) at: <https://www.algonquincollege.com/its/>

Mental Health and Wellness Supports

Canada has launched a national Suicide Helpline at www.988.ca and a wide range of mental health and wellness resources for Algonquin students are available at www.algonquincollege.com/SSS/student-health-wellness.

Student Course Feedback

Algonquin College invites students to share their course experience by completing a student course feedback survey for each course they take. For further details consult Algonquin College Policy [AA25: Student Course Feedback](#).

Use of Mobile Devices in Class

With the proliferation of small, personal mobile devices used for communications and data storage, Algonquin College believes there is a need to address their use during classes and examinations. During classes, the use of such devices unless authorized by your professor can be disruptive and disrespectful to others. During examinations, the use of such devices is generally prohibited unless authorized by your professor. Otherwise use is considered academic dishonesty in the form of cheating. For further details consult Algonquin College Policy [AA32: Use of Electronic Devices in Class](#)

Technology Requirements

Students are required to have access to a computer and to the internet. There may also be additional technology-related resources required to participate in a course that are not included in the course materials fee, such as headphones, webcams, specialized software, etc. Details on these requirements can be found in the Weekly Schedule document of the course for each course available on Brightspace.

Transfer of Credit

It is the student's responsibility to retain course outlines for possible future use to support applications for transfer of credit to other educational institutions.

Safe Harbour

In the event of an unexpected major event (pandemic, etc.), your course may have changes that are not reflected in the Course Outline. Should this happen, the Weekly Schedule document will have updated information about your course.