Las Positas

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#### Course Outline for CIS 77

#### **SOHO & VIRTUAL OFFICE TECH**

Effective: Spring 2014

I. CATALOG DESCRIPTION:

CIS 77 — SOHO & VIRTUAL OFFICE TECH — 2.00 units

Examine from a practical viewpoint the technologies, technical terminology, installation, and operation of a small office/home office (SOHO) or virtual office. Explores steps in creating a virtual office, setting up a home office using technology to support a business, and other topics related to communication and business operations. Hardware, software, tools and gadgets for the virtual, computer-based small office/home office business are evaluated.

2.00 Units Lecture

Strongly Recommended

CIS 50 - Intro to Computing Info Tech

### **Grading Methods:**

Letter or P/NP

### Discipline:

MIN **Lecture Hours:** 36.00 No Unit Value Lab 18.00 **Total Hours:** 54.00

- II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: 1
- III. PREREQUISITE AND/OR ADVISORY SKILLS:

Before entering this course, it is strongly recommended that the student should be able to:

A. CIS50

IV. MEASURABLE OBJECTIVES:

## Upon completion of this course, the student should be able to:

- A. Examine the evolution of the virtual office or SOHO
   B. Define terms that relate to telecommuting or virtual environments
   C. Evaluate technology needed in a virtual office environment.
- C. Evaluate technology needed in a virtual office environment
  D. Practice virtual communications skills through email, website construction, chats, online conferencing
- Design a virtual office for efficiency and comfort
- Develop a plan to create an Internet site to share with prospective clients.
- G. Research effective communication tools and techniques
- V. CONTENT:
  - A. Evolution of the SOHO or virtual office
    - Mainstreaming of technology
       a. Types of virtual offices
       b. Home offices

      - c. Telecommuting centers
      - d. Mobile offices
      - e. Hoteling
  - B. Efficiency and comfort in a virtual office
    - 1. Identifying physical space
    - 2. Equipment placement
    - Organizing systems
    - 4. Home office ergonomics
    - Virtual office technologys Computers and services
    - Printers and copiers
    - 8. Fax machine
    - 9. Multi-function systems
    - 10. Telephone and services

- 11. Personal communicators
- 12. Renting or leasing technology C. Hardware and Software
- - 1. Personal computers

  - Networking components
     Operating systems
     Applications
- D. Communication tools and techniques
  - 1. Telephone techniques
  - 2. Video conferencing
  - 3. Cellular phones
  - 4. Fax machines
  - 5. Email
- 6. Groupware
  E. Networking Components
  1. Network Interface Cards
  2. Hubs, switches, routers

  - Servers
     Cabling vs Wireless
- F. Internet Access
  - Connecting to the Internet
     a. Cable modem
     b. DSL

    - c. Dial-up
    - d. ISDN
  - 2. Internet connection sharing

    - a. Routersb. Firewalls

#### VI. METHODS OF INSTRUCTION:

- A. Lecture -
- B. Classroom discussion
- Computer demonstrations with overhead display panel
- D. Discussion boards
- Lab experience: hands-on lab assignments and projects
- PowerPoint presentations
- G. Chat rooms
- H. Read text and other supplemental sources (example, Internet sites)

#### VII. TYPICAL ASSIGNMENTS:

A. Lecture a) Wireless networking b) SOHO uses and applications B. Reading a) Read the chapter on Internet Connection Sharing b) Read the website: http://www.howstuffworks/virtual-office-9.htm C. Assignment, such as: a) Create a layout for a home office, including furniture and equipment b) Identify the hardware and software needed to provide services to clients

## VIII. EVALUATION:

# A Methods

- 1. Exams/Tests
- Quizzes
- Class Participation
- Other:
  - a. Methods
    - 1. Quizzes and final examination

      - a. Typical questions: Objective
        1. What three ways can you connect to the Internet in our area?
        2. Name three sources for posting webpages
    - 2. Graded assignments
    - 3. Web site evaluation
    - 4. Relevant active participation

## B. Frequency

- - a. Two to three quizzes, examinations (mid-term, final)
  - b. Weekly assignments to reinforce and demonstrate mastery of the various tools

# IX. TYPICAL TEXTS:

- 1. Moulton, Pete SOHO Networking A Guide to Installing a Small-Office/Home-Office Network., Prenhall, 2003.
- 2. Ennen & Poelker Up Close & Virtual: A Practical Guide to Starting Your Own Virtual Assistant Business. 2nd ed., Self-published,

- X. OTHER MATERIALS REQUIRED OF STUDENTS:
  A. Mobile storage device: zip disk, flash drives, CD RW
  B. Access to the World Wide Web with any major Web browser