Course Outline for CIS 77

SOHO & VIRTUAL OFFICE TECH

Effective: Fall 2005

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
   D. Practice virtual communications skills through email, website construction, chats, online conferencing
   E. Design a virtual office for efficiency and comfort
   F. 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
      1. 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
      3. Organizing systems
      4. Home office ergonomics
      5. Virtual office technologys
      6. Computers and services
      7. 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
    2. Networking components
    3. Operating systems
    4. 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
    3. Servers
    4. Cabling vs Wireless
F. Internet Access
    1. Connecting to the Internet
        a. Cable modem
        b. DSL
        c. Dial-up
        d. ISDN
    2. Internet connection sharing
        a. Routers
        b. Firewalls

VI. METHODS OF INSTRUCTION:
A. **Lecture** -
B. Classroom discussion
C. Computer demonstrations with overhead display panel
D. Discussion boards
E. Lab experience: hands-on lab assignments and projects
F. 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
    2. Quizzes
    3. Class Participation
    4. 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**

    1. 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, 2003.

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