Part	INFO-124	1 IT Technical Support, William A Loring												
Module 1 Stage-port and   Module 2 Stage-port and   Module 2 Stage Concept April 2   Content to Protect to P					In class work	1	After class work		Pts		class	Total		
Parties of Exchange Companies Agent Register   19   20   20   20   20   20   20   20   2	Otv			min.		min.		min.			nours			
The profit of the foreign and a service of the control of the cont														
Professional Communications   10   20   20   20   20   20   20   20						120	Read Getting Started Information	30		2.40	3.13	5.53		
189   189	40	Read Module 1 and 3	19	126.32	Getting Started Discussion	15	Getting Started Quiz	15	22	0.30	0.30	0.60		
Contractive the On Course Converted (1)   Contractive the On Course Converted (1)   Contractive the On Course Converted (1)   Contractive the One Course Course (1)   Contractive the One Course (1)   Contractive the One Course Co	1													
Control of the Cont	ek :													
Control of the Cont	We													
Marchael Supporting Processors and Ungermited Network   15   12-522   12-														
Models 2 Supporting Processors and Upgrading Memory   10 Discript Options   10 Discrip							A+ Pre Assessment	30	50	-				
Compared Memory   Compared Memory   Compared Memory   Compared   Compared Memory   Compared   Compared Memory   Compared   Compare								Total		- 2.70			0.43	
Marganger Memory   130					0, 5 , 5 , ; 5 , ; 5 , ;			Iotai		2.70	6.43	9.13	9.13	
Page					Class: Face to Face, Live Streaming, or Recording		Realize Ontions	20	20	2.40	0.00	2.00		
March   Marc			10	126.22		120								
Page	40	Read Chapter 5	19	126.32										
Mondule 2 Supporting Hard Drives and other			+	<del>                                     </del>										
Marchane   Casts   Face   Casts   Face   Live Streaming, or Recording   Casts   Live Streaming, or Recording   Live Streaming, or Reco	k 2		+											
Chapter Quiz	lee /ee		+	<u> </u>										
Module 5 Supporting Hard Drives and other Storage Devices   120 Lab 5-1 Inside the Hard Drive (Thursday)   30 20 2	>		+					30	- 55					
Module 5 Supporting Hard Drives and other Storage Devices of Class: Face to Face, Live Streaming, or Recording 120 Lab 5-1 Usade the Hard Drive (Thursday) 30 20 2.00 0.50 0.30 0.00 0.00 0.00 0.00 0.00 0			+	1			Chapter Quiz	30	30					
Module Supporting Hard Drives and other   Storage Module Support Module   Storage and Fortable Media (Thurday)   30   20   2.40   0.00   3.00   0.0			1					1 30		+				
Module 1 Supporting Hard Drives and other storage provides and storage provides provides and storage provides provides and storage provides provides and storage provides and storage provides provides provides provides and storage provides provides provides and storage provides provides provides and storage provides prov			1							_				
Storage Devices   10   120								Total		2.40	7.93	10.33	10.33	
Storage Devices   120   126-31 minds the Hard Drive (Thursday)   30   20   2.0   0.0   3.00		Module 5 Supporting Hard Drives and other			Class: Face to Face, Live Streaming, or Recording									
Module 12 Installing Windows							Lab 5-1 Inside the Hard Drive (Thursday)	30	20	2.40	0.60	3.00		
Team Project: Quick Assist	40	Read Chapter 7	19	126.32	Think Aloud The Social Dilemma		Lab 5-2 Using SD Storage and Portable Media (Thursday)	30	20	-	3.13	3.13		
Module 12 Installing Windows	3						Identify the Hardware on Your PC with Software	45	40	-	0.90	0.90		
Module 12 Installing Windows	*									-				
	We													
Module 12 Installing Windows														
Module 12 Installing Windows							Chapter Quiz	30	30					
Module 12 Installing Windows														
A   120   Lab 12-2: Media Creation Tool (Thursday)   15   20   2.40   0.30   2.70								Total		2.40	7.03	9.43	9.43	
40   Read Chapter 8   19   126.32   Lab 12.2: Hyper-V (Thursday)   30   30   -     3.13   3.13		Module 12 Installing Windows			Class: Face to Face, Live Streaming, or Recording			4.5		2.40		2.70		
Chapter 13 Maintaining Windows   Class: Face to Face, Live Streaming, or Recording   Shortcuts and Mishifo   Shortcuts and M			- 10	405.00		120								
	40	Read Chapter 8	19	126.32										
Team Project: TeamViewer														
Note	4		-				OneDrive on a Mobile Device	30	20					
Note							Team Project: Team\/iewer	60	60					
Note	>	<u> </u>	+				reality roject. realitylewei	00	- 50					
Total   Tota			+	<u> </u>										
Module 11 The Complex World of IT			1				IT Customer Support Part 4	30	25					
Module 11 The Complex World of IT   Professionals   Class: Face to Face, Live Streaming, or Recording   120   120   120   150   150   150   16														
Module 11 The Complex World of IT   Professionals													9.43	
Professionals   Personal Development Discussion   120   Personal Development Discussion   30   Lab 11.2 Using the System Information Utility (Thursday)   15   20   0.60   0.30   0.90   0.00		Module 11 The Complex World of IT			Class: Face to Face, Live Streaming, or Recording									
Virtual Lab 11-1 Managing a Windows Device using a GUI   120   150   -   2.40   2.40										2.40	-	2.40		
Virtual Lab 11-1 Managing a Windows Device using a GUI   120   150   -   2.40   2.40					Personal Development Discussioin			15	20		0.30			
Shortcuts and Msinfo							Virtual Lab 11-1 Managing a Windows Device using a GUI							
Create a Local Account	40	Read Chapter 10	19	126.32										
	2													
	ě		1				Create a Local Account	10	10	-				
	We		1						ļ	-				
IT Customer Support Part 5   30   50   0.6										1				
Chapter Quiz   30   30   - 0.60   0.60			1	1		<u> </u>								
Chapter 13 Maintaining Windows Class: Face to Face, Live Streaming, or Recording			1	1										
Chapter 13 Maintaining Windows Class: Face to Face, Live Streaming, or Recording			-	-		<u> </u>	Chapter Quiz		30	+			46.55	
		Character 42 Marintalists 127		1	Class Face to Face this St	-		Total		3.00	7.23	10.23	10.23	
12U Lab 13-1: Using System Restore (Thursday)   15   20   2.40   0.30   2.70		Chapter 13 Maintaining Windows			Class: Face to Face, Live Streaming, or Recording		Lab 42 4. Union Contant Bactons (The				2.25	2.76		
				1		120	Lab 13-1: Using System Restore (Thursday)	15	20	2.40	0.30	2.70		

	Ja Jaj , 44	40	400.00		Little and of the months of the little and the litt	4.5	20		2.02	2.02		
40	Read Chapter 11	19	126.32		Lab 13-2: Verifying TCP-IP Settings (Thursday)	15	20	-	2.83	2.83		
					Routine Maintenance	60	60	-	1.20	1.20		
<u>ـــ</u>					Backup and Restore (Windows 7)	60	40	-	1.20	1.20		
Week 6								-	-	-		
Š –					Command Line	60	45	-	1.20	1.20		
>					Batch Files	30	30		0.60	0.60		
					IT Customer Support Part 6	30	40	-	0.60	0.60		
					Chapter Quiz	30	30	-	0.60	0.60		
l					Chapter Quiz	30	30	-	-	-		
-												
						Total		2.40	8.53	10.93	10.93	
	Chapter 14 Troubleshooting Windows after			Class: Face to Face, Live Streaming, or Recording								,
	Startup			120	Lab 14-1 Registry Editor (Thursday)	30	20	2.40	0.60	3.00		ı
40	Read Chapter 12	19	126.32	Think Aloud	Lab 14-2 Using Event Viewer (Thursday)	30	20	-	3.13	3.13		
					System Restore	30	15	-	0.60	0.60		
					Clean Boot	15	15		0.30	0.30		
\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \					Registry Edit and Restore	15	15	-	0.30	0.30		
Week					Create Synchronicity	15	20	_	0.30	0.30		
≥						10	10		0.20	0.20		
l —					Steps Recorder			-				
					IT Customer Support Part 7	30	30	-	0.60	0.60		
					Chapter Quiz	30	30		0.60	0.60		
I L								-	-	-		
						Total		2.40	6.63	9.03	9.03	,
	Chapter 15 Troubleshooting Windows Startup			Class: Face to Face, Live Streaming, or Recording								
					15-1 Lab Startup Repair (Thursday)	15	20	2.40	0.30	2.70		,
40	Read Chapter 13	10	126.32	120	15-2 Lab Startup Repair (Thursday)  15-2 Lab Practicing Using System Recovery Options (Thursday)	15	20	-	2.83	2.83		<del> </del>
40	nead chapter 13	13	120.32		15-1 Lab Backup and Recovery Implementation	60	100	-	1.20	1.20		<del> </del>
-					15-1 Lab Backup and Recovery Implementation	60	100					
l								-	-	-		
					Windows Full Shutdown	15	10	-	0.30	0.30		
Week 8					Windows Reset	30	30	-	0.60	0.60		
×					Belarc Advisor	15	10	-	0.30	0.30		
					Lab 7-1 Investigating Network Connection Settings	15	20		0.30	0.30		
					Lab 7-2: Clearing DNS Cache	15	20	-	0.30	0.30		
					Lab 7-1: Work with IP Addresses and Subnets	60	60	-	1.20	1.20		
					IT Customer Support Part 8	30	50	-	0.60	0.60		
					Chapter Quiz	30	30		0.60	0.60		
					Chapter Quiz	Total	50	2.40	8.53	10.93	10.93	
	Mandala 7 Nationalisa Francisco de la			Class Face to Face Live Character and Base with a		Total		2.40	8.33	10.93	10.93	
	Module 7 Networking Fundamentals			Class: Face to Face, Live Streaming, or Recording								,
				120				2.40	-	2.40		
40	Read Chapter 14	19	126.32	Warriors of the Net 30				0.60	2.53	3.13		
	Fall Break							-	-	-		,
					Lab 7-3 Connect a Computer to a Network	60	60	-	1.20	1.20		
					Lab 7-4: Install and Configure a SOHO Router	60	60	-	1.20	1.20		
6					Visualize: How Subnets and Subnet Masks Work	5		-	0.10	0.10		
ž 🗆					****				-	-		
Week 9					Ping, Traceroute, and PingPlotter	45	40		0.90	0.90		
-   —						43	40		-	-		
l ⊨			<b>-</b>		IT Customer Cunnert Bort 0	30		-				
<b>⊢</b>	<u> </u>				IT Customer Support Part 9	30	50	-	0.60	0.60		
<b>!</b>								-	-	-		
								-	-	-		
						Total		3.00	6.53	9.53	9.53	,
	Chapter 8 Network Infrastructure and Cloud			Class: Face to Face, Live Streaming, or Recording								
	Computing				Lab 8-2: Cable Tester (Thursday)	15	20	2.40	0.30	2.70		,
40	Read Chapter 16	10	126.32	120	Lab 8-1: Setup Wi-Fi and Configure Port Forwarding	60	60	-	3.73	3.73		
1 40	ness shapter 10	13	120.32		Lab 8-3: Select and Install Network Hardware	60	60	-	1.20	1.20		
<b> </b>	+				Luo o S. Sciect and install Network Halluwale	00	UU					
8 -					ZM F		~~	-	- 0.20	- 0.20		
* —					ZenMap Enumerate a Network	15	20	-	0.30	0.30		
Week 10					Linkedin Profile	30	20	-	0.60	0.60		
								-	-	-		
L					IT Customer Support Part 10	30	35		0.60	0.60		
									-	-		
					Team Project: Video Conference Project	60	60	-	1.20	1.20		
					· · · · · · · · · · · · · · · · · · ·	_						
						Total		2.40	7.93	10.33	10.33	' l
	Module 16 Security Strategies			Class: Face to Face, Live Streaming or Recording		Total		2.40	7.93	10.33	10.33	' <del></del>
	Module 16 Security Strategies			Class: Face to Face, Live Streaming, or Recording	Lab 16-1: Downloading and Using Anti-Malware Software (Thursday)	Total 15	20	2.40	<b>7.93</b>	<b>10.33</b> 2.70	10.33	!

	40	Read Chapter 17	10	126 22	Internet Speed Test Discussion	15	Lab 16-2: Creating and Using an Anti-Malware Software Rescue Disk (Thursd	15	20	0.30	2.83	3.13		1	
1	40	nead Chapter 17	19	120.32	internet opeed rest discussion	12	Lab 16-1: Implementing Physical Security Measures	15		- 0.30	0.30	0.30			
	<u> </u>						Lab 16-1: Implementing Physical Security Measures  Lab 16-3: Malware and Social Engineering Prevention Methods	60		-	1.20	1.20			
11													-		
농							Lab 16-4: Secure Data Disposal Methods	60	40	-	1.20	1.20			
Week	<u> </u>			1			Packet Tracer SOHO Network	60	40	-	1.20	1.20			
1	<u> </u>									-	-	-			
							IT Customer Support Part 11	30		-	0.60	0.60			
							Chapter 16 Quiz	30	20	-	0.60	0.60			
										-	-	-			
								Total		2.70	8.23	10.93	10.93		
		Module 17 Securing and Sharing Windows			Class: Face to Face, Live Streaming, or Recording										
		Resources				120	Lab 17-1: Using Password Manager (Thursday)	30	20	2.40	0.60	3.00			
	40	Read Chapter 17	19	126.32			Lab 17-4: Troubleshooting Personal Computer Security Settings	30	20	-	3.13	3.13			
		·								-	-	-			
١										-	-	-			
12							Network Settings Project	30	20	-	0.60	0.60			
Week										-	-	-			
>							Screen Recording Software	30	20	-	0.60	0.60			
							IT Customer Support Part 12	20		-	0.40	0.40			
							Chapter 17 Quiz	30	30	-	0.60	0.60	-		
	<b>—</b>						onapici 17 quil	30	30		-	- 0.00			
1	$\vdash$							Total		2.40	5.93	8.33	8.33		
$\vdash$	├	Madula 19 Mahila Daviss County		-	Class Face to Face Live Street In a Rev. "			rotal		2.40	5.95	0.33	0.33		
		Module 18 Mobile Device Security			Class: Face to Face, Live Streaming, or Recording	425	Al Company the short Company Chaire			2.40		2 1			
		la 101 1 10	40	405.00		120	Al Conversation about Career Choice	15	25	2.40	0.30	2.70	-		
	40	Read Chapter 19	19	126.32			Mobile Device Security	60	40	-	3.73	3.73			
13	<u> </u>						Packet Tracer Routing Between Two Networks	60	40	-	1.20	1.20			
							Remote Desktop on Two Computers	60	30	-	1.20	1.20			
Week							Network Two Computers	60	40	-	1.20	1.20			
_										-	-	-			
1	L						Chapter Quiz	30	30	-	0.60	0.60			
1	<u> </u>									-	-	-			
								Total		2.40	8.23	10.63	10.63		
		Module 19 Network Security and			Class: Face to Face, Live Streaming, or Recording										
		Troubleshooting				120	Lab 19-1: Scanning a Network for Connected Devices (Thursday)	15	20	2.40	0.30	2.70			
	40	Read Chapter 20	19	126.32			Lab 19-2: Setting up a Persistent Network Drive (Thursday)	15	20	-	2.83	2.83			
14		Thanksgiving								-	-	-			
							User Accounts with Data Access	60	40	-	1.20	1.20			
Week							Corrupted User Profile (Delete and Recreate)	30	20	-	0.60	0.60			
>							Anti-Malware Lab	30	40	-	0.60	0.60			
										-	-	-			
							Chapter Quiz	30	30	-	0.60	0.60			
								Total		2.40	6.13	8.53	8.53		
		Module 20 Supporting macOS			Class: Face to Face, Live Streaming, or Recording										
1		-				120	Lab 20-1: Practicing Using the macOS Desktop (Thursday)	15	20	2.40	0.30	2.70			
		]			IT Career Discussion		Lab 20-2: Practicing macOS Commands (Thursday)	15	20	0.30	0.30	0.60			
1,							Apply Local Security Policies	15	15	-	0.30	0.30			
15							Ubuntu Desktop and Linux Commands	90	60	-	1.80	1.80			
Week							Anti-Virus Lab	15	15	-	0.30	0.30			
Š	$\vdash$						Chapter Quiz	30		-	0.60	0.60			
								55	- 55	-	-	-			
	$\vdash$									-	-				
1								Total		2.70	3.60	6.30	6.30		
$\vdash$		Module 21 Linux and Scripting		<del>                                     </del>	Class: Face to Face, Live Streaming, or Recording			. otal		,0	5.00	3.30	5.50		
		Wiodule 21 Liliux and Scripting			ciass. I ace to race, Live Streaming, or Recording		Lab 21-1 Linux File System	1.	20		0.30	0.30			
1	<b>—</b>	1		-	Lessons Learned Discussion	15	Lab 21-1 Linux File System Lab 21-2 Linux Commands	15 15	20	0.30	0.30	0.30			
	<u> </u>				Lessons Learned Discussion	15		90							
16	<u> </u>		-	-			Lab 21-1: Tools for Managing and Maintaining Linux Operating Systems	90	100	-	1.80	1.80			
송	<u> </u>									-	-	-			
Week	<u> </u>		-	-					2.5	-	-	-			
1	<u> </u>						Chapter Quiz	30	30	-	0.60	0.60			
1	<u> </u>									-	-	-			
1	<u> </u>									-	-	-			
	ĺ							Total		0.30	3.00	3.30	3.30		
	-				1										1
ek							Post-Assessment Quiz	180	180	-	3.60 1.80	3.60			

Finals									
			Total	0	30 5.4	5.40	5.40		
				In	Out				
		Gran	d Totals	38	40 114.2	152.67			
					Averag	9.54			
							Folder Op	10	10
							Shortcuts	15	20
							Create a L	10	10
							Install and	10	10