

# Welcome to

## CISA 1320 – Desktop Support and Maintenance

### Welcome to the Desktop Support and Maintenance Course!

---

Dear Students,

Welcome to the "Desktop Support and Maintenance" course in the Network Administrator Technician program. We are excited to have you join us for this journey into the world of computer hardware, operating systems, and essential support skills.

### Land Acknowledgement:

---

Before we commence, I would like to take a moment to acknowledge that the British Columbia Institute of Technology campuses are located on the unceded traditional territories of the **Coast Salish Nations of Skwxwú7mesh** (Squamish), **səlilwətaʔ** (Tseil-Waututh), and **xwməθkwəy̓əm** (Musqueam). We express our gratitude for the opportunity to hold this course on this land.

### Course Information:

---

<b>School:</b>	School of Energy
<b>Applicable Program:</b>	Network Administrator Technician
<b>Course Title:</b>	Desktop Support and Maintenance
<b>Course Code:</b>	CISA 1320
<b>Credit:</b>	5
<b>Minimum Passing Grade</b>	50%
<b>Course Hours:</b>	75 Hours
<b>Course Duration:</b>	15 Weeks
<b>Effective Date (Start Date):</b>	September 3, 2025
<b>End Date:</b>	December 13, 2025
<b>Hours/Week:</b>	5 Hours
<b>Delivery Type</b>	Lecture/Lab
<b>Class Meeting Times:</b>	8:30 AM
<b>Classroom:</b>	SE1-Room 123

## Instructor Detail:

---

- Name: Joutiar Ghaderyan
- Email: [Joutiar\\_ghaderyan@bcit.ca](mailto:Joutiar_ghaderyan@bcit.ca)
- Location: SE1 – Room 123
- Office Hours: 8:30 AM to 3 PM. Monday to Friday except for statutory holidays.

## Course Description:

---

This course equips students with skills to provide end-user support for computers and operating systems. Students will learn hardware and operating system diagnostics, computer assembly, peripheral integration, network configuration, and basic system security. Focus is primarily on Windows OS, with introductions to Linux, Mac, and mobile operating systems.

## Learning Outcomes:

---

Upon course completion, students will be able to:

- Describe computer hardware components.
- Explain operating system functions.
- Install and configure Windows OS.
- Utilize built-in Windows tools for management.
- Implement basic security on Windows.
- Troubleshoot hardware and Windows issues.
- Add and remove peripherals on Windows.
- Configure printer settings, including networked printers.
- Build, repair, or upgrade a personal computer.
- Customize BIOS settings and demonstrate boot options.
- Load an OS into a virtual machine.
- Display knowledge of mobile, OS X, and Linux systems.
- Upgrade laptop RAM, hard disk, and firmware.
- Define IT professional roles and responsibilities.

## Aim:

---

The goal of the "Desktop Support and Maintenance" course is to give students a thorough understanding of **computer hardware, operating systems, computer networking** and the key skills needed to support end-users effectively. By the end of the course, students will be able to **diagnose hardware and software problems, perform basic computer assembly and repairs, configure operating systems, and implement security measures**. Additionally, students will be introduced to various operating systems, including Windows, Linux, Mac, and mobile platforms. This course aims to prepare students to confidently offer desktop support, troubleshoot common issues, and contribute effectively to IT support roles.

## Learning Resources:

---

**Required:** Access to Testout PC Pro 7.0

**ISBN:** 978-1-935080-42-8

Purchase information has been provided in the Learning Hub at the beginning of the course.

**Important Note:** This is an online lab simulator designed to provide hands-on practice. It is a mandatory resource for this course.

**Recommended Textbook:** CompTIA A+ Guide to IT Technical Support, 12th Edition.

**Authors:** Jean Andrews, Joy Dark Shelton and Nicholas Pierce

**ISBN:** 978-0-357-67416-1

**Copyright** 2023 Cengage Learning

## Course-Specific Required Materials

---

- **USB flash memory stick** (Recommended size: 64GB)
- **SSD External storage device** (Recommended size: 500GB)

## Evaluation Criteria and Mark Breakdown:

---

Your performance in this course will be assessed through various assignments, quizzes, a final project, and class participation. The following breakdown outlines the contribution of each component to your final grade:

Quizzes	
Chapter Quizzes:	10%
Labs	
TestOut Labs	10%
Hands-On Labs:	15%
Group Presentation:	4%
Role-Play Scenarios:	1%
Exams	
Final Skills Exam:	15%
Midterm Exam:	20%
Final Exam:	25%
Total	100.00%

### Note:

- Students will be graded collectively for small group assignments, role-play, and presentations.
- Homework, and checkpoint will be graded independently.
- To successfully receive the credits for this course, a passing grade of 50% or higher is required.

### Grades will be assigned based on the following scale:

• <b>A:</b> 86 -100%	• <b>C+:</b> 67-72%	• <b>C-:</b> 50-59%
• <b>B:</b> 73-85%	• <b>C:</b> 60-66%	• <b>F:</b> Below 50%

## Class Schedule:

---

- Each class: 3 hours (2 hours and 45 minutes lecture + 15 minutes break)

## Attendance Requirements:

---

Regular attendance in lectures and labs is considered integral to student success and will be closely monitored. Students are expected to be punctual and attend class for the full duration.

## Instructional Delivery and Course Activities:

---

- In-class lectures and demonstrations
- Self-directed exercises and activities
- PowerPoint presentations
- Practical exercises and group activities
- Independent research
- homework

## Homework and Assignments:

---

- Homework assignments will be provided after each class session to reinforce the concepts learned and encourage self-directed practice.

### Assignment Due Dates:

- Assignments are due by announcements in the class.
- Check the course calendar for exact deadlines.
- Submit assignments online.

### Guidelines and Expectations:

- Follow assignment guidelines for details and expectations.
- Refer to the grading rubric for assessment criteria.

### Late Submission:

- Late assignments are accepted with a **5% daily deduction**.
- **Maximum late submission of 3 days.**

### Unsubmitted Assignments:

- Failure to submit by the due date results in a grade of zero.

### Absences or Unforeseen Circumstances:

- In case of challenges, **discuss with the instructor**.
- Adherence to BCIT Policy and Procedures.
- Refer to the Student Handbook for more details.

## Student Responsibilities:

---

Throughout this course, students are expected to fulfill the following responsibilities:

- Attend all lectures and laboratory periods consistently.
- Comply with all course regulations and requirements.
- Adhere to the principles of academic integrity and student conduct as outlined by BCIT policy.
- Keep cell phones on silent mode during class sessions.
- Be punctual, arriving on time for all class sessions.
- Exhibit a respectful and courteous demeanour towards both classmates and the instructor.
- Engage in effective and appropriate communication in the classroom.
- Refrain from playing games on computers designated for professional use.

## BCIT Policy:

---

### Attempts:

As stated in Policy 5103, Evaluation of Students, students must successfully complete a course within a maximum of three (3) attempts at the course. Students with two attempts in a single course will be allowed to repeat the course only upon permission from the Associate Dean. Students who have not successfully completed a course within three attempts will not be eligible to graduate from their respective programs. For those courses or programs that have Education Council approval, the number of attempts as stated in the evaluation section of the course outline shall apply.

Any student who needs special assistance in the event of a medical emergency or building evacuation (either because of a disability or for any other reason) should promptly inform their course instructor(s) and Accessibility Services of their circumstances.

### Human Rights, Harassment and Discrimination:

The BCIT community is made up of individuals of every ability, background, experience and identity, each contributing uniquely to the richness and diversity of the BCIT community as a whole. In recognition of this and the intrinsic value of our diversity, BCIT seeks to foster a climate of collaboration, understanding and mutual respect between all members of the community and ensure an inclusive accessible working and learning environment where everyone can succeed.

Respect, Diversity, and Inclusion is a supportive resource for both students and employees of BCIT, to foster a respectful learning and working environment. Any student who feels that they are experiencing discrimination or harassment (personal or human rights-related) can confidentially access this resource for advice and support. Please see Policy 7507 – Harassment and Discrimination and the accompanying procedure.

Students should make themselves aware of additional Education, Administration, Safety and other BCIT policies listed at <https://www.bcit.ca/about/administration/policies.shtml>.