

## **Syllabus for CSIT 321: Client Support Systems (Spring 2019)**

### Contact Information:

Thomas E. Blum  
Office: Holroyd-133 (but also look in H-124)  
Phone: 215.951.1139  
e-mail: blum@lasalle.edu  
Web: <http://www1.lasalle.edu/~blum>  
Department office: Holroyd 123  
Department phone: 215.951.1130

### Office Hours:

Mon. 10:00 - 11:00 (Holroyd 133 or Holroyd 124)  
Wed. 10:00 - 11:00 (Holroyd 133 or Holroyd 124)  
Fri. 10:00 - 11:00 (Holroyd 133 or Holroyd 124)  
Or by appointment

### Topics:

Installation, maintenance, and customization of a PC client operating system (OS), additional system and application software; hardware installation. Survey of OS utilities, services, and settings, including command-line instructions, menus, start-up processes, purposes of essential OS files, browser options, the task manager, the registry, firewall, etc. Certain aspects of professionalism and job searching.

### Holidays:

MLK: Jan. 21  
Spring break: Mar. 11-15  
Easter: Apr. 19-22

### Other important dates:

Classes start: Jan. 14  
Mid-semester grades (for freshmen) due: Mar. 6  
Last day to withdraw: Apr. 1  
Classes end: May 3  
Finals week: May 6 - May 10  
Commencement: May 12  
Senior grades due: May 13 Other spring grades due: May 15

### Course Calendar Link:

<http://www1.lasalle.edu/~blum/c321-cal-s19.htm>

Text: None

Other requirements: This course requires a student to have two virtual client machines. These are typically installed on an external hard drive. Virtual clients minimally use up around 20GB.

Learning Objectives:

Students should be able to:

- Install a Linux/Ubuntu client operating system.
- Install a Windows client operating system.
- Install applications.
- Utilize technical vocabulary.
- Use basic command-line instructions.
- Operate system monitoring tools.
- Manage local user accounts.
- Customize settings, e.g. firewalls and browser settings.
- Discuss the client-server model, e.g. in a webpage context.
- Communicate technical instructions to a user.
- Summarize current Information Technology news articles.
- Discuss issues of professionalism and job searching.

Assessment:

There will be weekly labs and/or classwork as well as weekly homework. There will be two exams, a project and a final. The various components of the course will be weighted as follows:

Homework:	14%
Lab/Class:	28%
Tests:	32%
Project:	10%
Final:	16%

- The plus/minus grading system will be used.
- Attendance will be taken.
- Absences, lateness, inattention, etc. will be factored into the lab/class component of the grade.
- Over three unexcused absences may result in the reduction of your final grade.
- Unless stated otherwise, lab reports are due the week after the lab. Labs submitted after the test on the relevant material will not be eligible for full credit. Similarly, homework assigned two weeks before a test must be submitted before the test to be eligible for full credit.
- All tests are cumulative, though they will tend to focus on and give more weight to the new material.
- It is your responsibility to keep copies of all of your assignments, tests and so forth at least until you receive your final grade for the course.

Classroom Behavior:

While in the classroom, students should behave in a manner that is neither distracting to nor disrespectful to the professor or other students.

### Cheating:

When using materials from a book, website, etc., the source must be cited, otherwise it is considered plagiarism. Claiming another's work as your own is cheating. A student caught cheating will receive a score of zero. Repeated cheating can result in a failing grade for the course. Asking another for help on a step or two in a many step homework is acceptable; handing in duplicate or nearly duplicate work is not. If you require a significant amount of assistance, you should seek my help. Finally, openly allowing your work to be copied is also cheating.

Be aware that if I am called as a job reference, that I may be placed in a position to comment on your trustworthiness and that such questions are phrased like “do you have any reason to ...” rather than “can you prove ...” A bad answer to a question like that can be very detrimental if you are going to be in a position handling sensitive data.

### Some Tutoring:

Tutoring for various subject areas (70+ courses) is available for La Salle undergraduates. Subject tutors help students identify what as well as how to learn, clarify course content, and help students understand their strengths and weaknesses regarding the subject matter. Students should take advantage of tutoring at the first indication of difficulty in a course or whenever they wish to improve their performance or knowledge in a course, for example, to improve grades or to maintain high grades. Students can make tutoring appointments through GradesFirst located under Tools in the mylasalle portal.

### Student Resources:

<https://lasalle.instructure.com/courses/1772> includes links to

Student Guide on how to use Canvas

Student Guide to Resources, Rights and Responsibilities

Academic Integrity Policy

American Disabilities Act

IT Help Desk Support

Academic and Learning Support Services

Library Resources in Canvas

Library