

Network Troubleshooting and Support

ITNW-2335

Spring 2019 Section 383 CRN-25873 3 Credits 01/14/2019 to 05/09/2019 Modified 01/23/2019

Meeting Times

Lecture

Tuesday, Thursday, 4:00 PM to 5:50 PM, Student Center 241

Lab

Thursday, 5:00 PM to 5:50 PM, Student Center 241

Contact Information

Program Coordinator: Major Robert Carl Nelson II

Email: rnelson@blinn.edu

Office: Student Center 242

Phone: 979-209-7430

Website: cit.blinn.edu

Office Hours

Tuesday, Thursday, 6:00 PM to 6:30 PM, Student Center 242

Schedule an appointment for best results.

Description

Troubleshoot and support networks with emphasis on solving real world problems in a hands-on environment. Topics include troubleshooting and research techniques, available resources, and network management hard/software.

Requisites

Successful Completion of ITNW 1325 and ITSC 1325 or instructor approval

Core Curriculum Statement

This course is not a core curriculum course.

Outcomes

1. Utilize research tools to assist in network support
2. Create or revise documentation of network physical layouts, software installations, licensing, and network operation logs
3. Demonstrate capability to identify and resolve network problems

Materials

CCNA Routing + Switching Study Guide

Author: Todd Lammle

Publisher: Wiley

Edition: 2nd

ISBN: 9781119288282

Availability: Campus Bookstore and Online

Flash Drive

USB Flash thumb drive

Course Requirements

Cisco CCNA certification exam.

Transfers to BAAS degree at SHSU.

Transfers to BAS-IT degree at UHCL.

Evaluation

Criteria

Type	Weight	Notes
Exams	50	Five major exams and a comprehensive final exam.
Labs	40	Numerous hands-on labs
Participation	10	Daily contributions to discussion and assignments

Breakdown

A [90, 100] Exceptional knowledge of the material covered

B [80,90] Above average knowledge of the material covered

C [70,80] Average knowledge of the material covered

D [60,70] Less than average knowledge of the material covered

F [0,60] Very little knowledge of the material covered

Blinn College Policies

All policies, guidelines, and procedures in the [Blinn College Catalog \(http://catalog.blinn.edu/\)](http://catalog.blinn.edu/), [Blinn College Board Policies \(http://pol.tasb.org/Home/Index/1204\)](http://pol.tasb.org/Home/Index/1204), and the [Blinn College Administrative Regulations \(https://www.blinn.edu/administrative-regulations/\)](https://www.blinn.edu/administrative-regulations/) are applicable to this course.

[Specific information on civility, attendance, add/drop, scholastic integrity, students with disabilities, final grade appeal, alternative retailers, campus carry and proctoring arrangements and cost. \(http://www.blinn.edu/syllabus-policies/\)](http://www.blinn.edu/syllabus-policies/)

Notice of any action taken under these protocol and procedures, by Blinn College or its employees, may be delivered by hand, through

the U.S. Postal Service, or electronically to the student's Blinn Buc e-mail account. Notice shall be deemed received upon actual receipt, on deposit in the U.S. Mail, or upon entering the information processing system used by Blinn College for Blinn Buc e-mail accounts, whichever first occurs.

* Course Policies

[Student Email](#), [Exam Review Procedures](#), [Deadlines for Assignments and Labs](#), [Make-up Policy](#), [Reading and Research](#), [Lab Hours and Decorum](#), [Removable Hard Drives](#), [Professional Disclaimer](#), and [Learning Activities](#) are found here.

📅 Schedule

Spring 2019

Week		Day	Meeting Details	Weekly Contact Hours
1	T	01/15/19	Orientation	4
	R	01/17/19	Internetwork	
2	T	01/22/19	Ethernet	4
	R	01/24/19	TCP/IP	
3	T	01/29/19	Subnet	4
	W	01/30/19	Important - Day of Record	
	R	01/31/19	VLSM	
4	T	02/05/19	Exam One (Chapters 1-5)	4
	R	02/07/19	IOS	
5	T	02/12/19	Managing Internetwork	4
	R	02/14/19	Managing Cisco Devices	
6	T	02/19/19	IP Routing	4
	R	02/21/19	Exam Two (Chapters 6-9)	
7	T	02/26/19	Switching	4
	R	02/28/19	VLAN	
8	T	03/05/19	ACL	4
	R	03/07/19	NAT	
Spring Break	T	03/12/19	Holiday - College Closed	
	R	03/14/19	Holiday - College Closed	
9	T	03/19/19	IPv6	4
	R	03/21/19	Exam Three (Chapters 10-14)	
10	T	03/26/19	Enhanced Switches	4

	R	03/28/19	Network Device Management	
11	T	04/02/19	EIGRP	4
	R	04/04/19	OSPF	
12	T	04/09/19	OSPF	4
	R	04/11/19	Multi-Area OSPF	
13	T	04/16/19	Exam Four (Chapters 15-19)	4
	R	04/18/19	Troubleshooting	
14	T	04/23/19	WAN	4
	R	04/25/19	WAN	
	F	04/26/19	Last Day to Drop with a "Q"	
15	T	04/30/19	Intelligent Networks	4
	R	05/02/19	Exam Five (Chapters 20-22)	
	F	05/03/19	Last Day of Classes	
16	T	05/07/19 from 1515-1730	Comprehensive Final Exam	4
			Total Contact Hours	64