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359-01 Hardware, Software and Security Overview

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Xavier University Williams College of Business

INFO 359 – HARDWARE, SOFTWARE AND SECURITY OVERVIEW
INSTRUCTOR: Gwen White **OFFICE:** Smith 221 **E-MAIL** whiteg@xavier.edu

OFFICE HOURS: Online Monday – Friday 1:00-5:00pm (email primarily)

Please email prior to office visit TELEPHONE: 745-2943

Course Meets: Online

TEXT: TestOut PC Pro 5.0 978-1-935080-42-8 TestOut Corporation 2018 (online simulation)

DESCRIPTION: Introduction of computer hardware, client operating systems and basic hardware and software security. Covers computer hardware components; troubleshooting, repair, and maintenance; operating system interfaces; networking components; computer security; and operational procedures. Analysis of the architecture of micro computers, workstations, and small mid-range computers, with emphasis on comparative operating systems and environments.

Prerequisite: INFO 220

WILLIAMS COLLEGE OF BUSINESS MISSION: "We educate students of business, enabling them to improve organizations and society, consistent with the Jesuit tradition."

COURSE OBJECTIVES*:
Upon completion of this course module, the student will be able to:
1. Identify and explain motherboard components.
2. Identify, install, configure, and upgrade personal computer components.
3. Perform device driver installation, scheduled maintenance, and memory and firmware updates.
4. Identify common tools, basic diagnostic procedures, troubleshooting techniques, and preventive maintenance methods.
5. Explain and apply the troubleshooting process to diagnose and repair common hardware and software problems.
6. Demonstrate an understanding of conversion between binary, decimal, hexadecimal number systems.
7. Compare and contrast client operating systems and their features.
8. Use multiple user interfaces, including command-line, to perform operating system management tasks; to configure, optimize, and upgrade the current client operating systems; and to diagnose network connection issues.
9. Use and manage file systems, operating system utilities, backup programs, and optimization tools.
10. Describe the process to install, configure, secure, and troubleshoot a basic small or home office network.
11. Identify the fundamental principles of networking and security.
12. Describe and apply appropriate operational procedures including safety, environmental procedures, good communication skills, and professional behavior.

EVALUATION

Assignments	Grade %
Paper	15%
Discussion	15%
Labs	25%
Quizzes	25%
Final Exam	20%
Total	**100%**

Grade Distribution					
93 – 100	A	77-79.9	C+	60-62.9	D-
90-92.9	A-	73-76.9	C	Below 60	F
87-89.9	B+	70-72.9	C-		
83-86.9	B	67-69.9	D+		
80-82.9	B-	63-66.9	D		

CLASS POLICIES

- Assignments are to be submitted by the due date or you will lose points (10% every day late until the 5th day, after the 5th day the assignment will receive a maximum of 50%). Due dates, including late work deadlines will be indicated on the course home page. It is the student's responsibility to keep track of all due dates.
- INFO 359 has a zero tolerance for academic dishonesty. **If two files are deemed to be partially copied from another student, both students will receive a score of zero for that assignment. A second infraction will result in an F grade for the course.**
- Attendance (online) is strictly required for INFO 359. Students will be required to post in the discussion a minimum of once per week.

Learning Goals – Williams College of Business

Undergraduate Program

Critical Thinking

> *Learning Goal*: WCB graduates will be able to think logically, reason quantitatively, and utilize appropriate analytical techniques and technology when evaluating and making decisions.

Corresponding Objectives:

- (1) WCB students will collect, evaluate and synthesize information to offer solutions and support decision making.
- (2) WCB students will evaluate and articulate implications of business decisions and their impact on organizational stakeholders, both individually and in teams.

- **Ethics and Social Responsibility**
  Learning Goal: WCB graduates will be able to recognize ethical issues, discern moral implications of decision making, and be prepared, and willing, to serve as responsible and professional members of society.

  Corresponding Objectives:

  - (1) WCB students will recognize ethical issues and their implications on personal and business decisions.
  - (2) WCB students will demonstrate the skills necessary to analyze information and make informed, ethical decisions in complex, conflicting or ambiguous environments or situations.

- **Effective Written and Oral Communication**
  Learning Goal: WCB graduates will be able to organize, support and communicate ideas clearly and effectively, employ multiple mediums of communication (e.g., written, oral and visual), and adapt communication to audience, context or purpose.

  Corresponding Objectives:

  - (1) WCB students will produce business documents and reports demonstrating their ability to organize and communicate ideas clearly and professionally.
  - (2) WCB students will make effective presentations, accompanied by the appropriate technology, demonstrating their ability to organize and communicate ideas clearly and professionally, both individually and in teams.

- **Global Perspective and Cultural Diversity**
  Learning Goal: WCB graduates will appreciate the historical and cultural contexts of the world in which they live, demonstrate the competencies required for engaging in global business activities, and respect and value diverse peoples and perspectives.

  Corresponding Objectives:

  - (1) WCB students will identify and contrast key attributes of countries' business environments.
  - (2) WCB students will evaluate and integrate global economic, political, technological, environmental and societal issues into their decision making.
  - (3) WCB students will integrate the concepts of respect, inclusiveness and valuing all persons into their decision making.

- **Understanding and Application of Knowledge Across Business Disciplines**
  Learning Goal: WCB graduates will be able to evaluate business from an integrative and holistic point of view, leverage the synergies between functional business areas, and demonstrate college-level mastery of their chosen discipline.

  Corresponding Objectives:

  - (1) WCB students will demonstrate the appropriate knowledge of accounting, economics, finance, management, management information systems, marketing,

quantitative business analytics, international issues, and the legal and social environment of business.

- (2) WCB students will evaluate business problems from an integrative point of view, including diverse business functions, competition and external environment (social, political, economic, and environmental.)
- (3) WCB students will demonstrate college-level mastery of the body of knowledge and skills relative to their major. (To be determined at the departmental level.)

- **Personal and Professional Development**
  Learning Goal: WCB graduates will be well-prepared for their future careers and appreciate the importance of continuous professional development and life-long learning.

  Corresponding Objective:

  - WCB students will articulate career goals, prepare a professional resume, demonstrate behavior-based interviewing techniques and develop a professional network.