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Spring 1-2016

### ITS 289.01: Professional Certification A+

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#### Recommended Citation

Gallagher, Thomas P., "ITS 289.01: Professional Certification A+" (2016). *University of Montana Course Syllabi*. 4096.

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The University Of Montana  
Missoula College  
Department of Applied Computing and Engineering Technology  
Course Syllabus

**ITS 289 Professional Certification: Section 01 A+ & Section 06 Network+**

Spring Term 2016

Credits: 1

Prerequisites: Consent of Instructor

**Classroom Meetings:** R 10:10-11:00 HB 04

**Final Exam Meeting:** TBD

**Faculty Contact:**

Tom Gallagher, Professor | [thomas.gallagher@umontana.edu](mailto:thomas.gallagher@umontana.edu) | 243.7814

Office Hours TBD

**Course Description:**

Reviews objectives of an information technology industry-based professional certification. A thorough review of certification objectives, preparation strategies, and exam strategies will be covered. Course can be repeated for different industry-based professional certifications

**Course Overview:**

Students prepare for A+ certification through completion of CSCI 105, ITS 150, ITS 165, ITS 210, and ITS 280. The courses listed provide students with 150 hours of classroom instruction and 150 hours of lab-based experience prior to entering the course. The A+ certification process is a capstone activity for students completing the Computer Technology Program. This class will consist of a 1-hour classroom session with the intent to review the content found in the preceding five courses and identify testing strategies. Students form study groups that meet outside class to further prepare for A+ certification. Preparation for Network+ is completed using the Cisco curriculum through completion of ITS 150, ITS 152, ITS 250, & ITS 252.

**Course Outcomes:**

1. Identify the career benefits of industry-based certification for information technology professionals.
2. Identify, describe, and practice multiple testing strategies found in professional examinations.
3. Identify personal strengths and areas of weakness in an information technology subject area.
4. Analyze the domain objectives in a technical subject area and design a strategy to obtain personal proficiency.
5. Build a study plan and timetable to complete a professional exam.
6. Complete a certification exam

**Required Materials:**

Test-Out Simulation Software Package <http://www.testout.com>: PC Pro (Section 01) or Network Pro (Section 06). Further details are available in Moodle LMS.

**Recommended Materials:**

"Ear-buds" or personal headphones

**Online Learning Management System:**

Moodle LMS <http://umonline.umt.edu>

**Special Assessment Requirement:**

All students are required to complete the testing process for the CompTIA Certification. Details on test content can be found at <http://www.comptia.org>. The University of Montana, Office of Career Services is a VUE testing center. The test center is located in The Lommasson Center, Room 154 on the main campus. Students are encouraged to register for the exam by calling the Tammi Flickinger at 243-2175 at UM Testing Services. Students can also register for the exam online at <http://www.vue.com> or calling VUE Testing Services (877- 551-7587).

**Students choosing not to complete the CompTIA certification exam process will not pass the course. Exam results must be submitted to the instructor on or before Friday May 13, 2016.**

**Academic Integrity:**

All students must practice academic honesty. Academic misconduct is subject to an academic penalty by the course instructor and /or a disciplinary sanction by The University. All students need to be familiar with the Student Conduct Code. The Code is available for review online at: [http://www.umt.edu/vpsa/policies/student\\_conduct.php](http://www.umt.edu/vpsa/policies/student_conduct.php)

**Disability Accommodations:**

Eligible students with disabilities will receive appropriate accommodations in this course when requested in a timely way. Please contact me if you will be requesting an accommodation. Please be prepared to provide a letter from your DSS Coordinator. For more information, visit the Disability Services website at <http://www.umt.edu/dss> or call/text 406.243.2243.

**Evaluation Procedures:**

Grades will be assessed as follows:

- A – Successful Completion of CompTIA A+ Certification or Network + (pass both exams)
- B – Successful Completion of PC Pro or Network+ Exam (passing grade) and attempt CompTIA A+ (both exams) or Network+ Certification
- C – Attempt PC Pro Exam and CompTIA A+ or Network+ Certification (both exams)

**Vouchers:**

A course fee is levied upon registration into this course. This fee is classified as a “pass-through” expense. All funds collected are used to purchase vouchers. By purchasing testing vouchers through the UM CompTIA Academy, we are able to provide students with a substantial savings as compared to the retail expense of the certification exam(s).

**CompTIA A+ Topic Index**

- 1 Computing Overview
- 2 PC Technician
- 3 System Components
- 4 Peripheral Devices
- 5 Storage
- 6 Networking
- 7 Printing
- 8 Mobile Devices
- 9 Windows System Management
- 10 System Implementation
- 11 File Management
- 12 Security
- 13 Troubleshooting