



Course Syllabus

**Cisco Discovery 2: Working at a Small-to-Medium Business or ISP
ITCC1311**

Course Description: This course prepares students for jobs as network technicians. It also helps students develop additional skills required for computer technicians and help desk technicians. It provides a basic overview of routing and remote access, addressing, and security. It also familiarizes students with servers that provide e-mail services, Web space, and authenticated access. Students also learn about soft skills required for help desk and customer service positions. Network monitoring and basic troubleshooting skills are taught on context.

Semester Hours Credit: 3

Lecture/Lab Hours: 2/4

Prerequisite: ITCC1310

Textbooks: None. Cisco curriculum is delivered online by the Cisco Networking Academy. Included in the curriculum is the theory and lecture material, PacketTracer software for lab simulations, practice exams, and the chapter and final exams. Also included is the standardized end-of-semester hands-on project.

Student Learning Outcomes:

Upon successful completion of this course the student will:

1. Describe the structure of the Internet and how Internet communications occur between hosts.
2. Install, configure, and troubleshoot Cisco IOS® devices for Internet and server connectivity.
3. Plan a basic wired infrastructure to support network traffic.
4. Implement basic WAN connectivity using Telco services; monitor network performance.
5. Isolate failures; demonstrate proper disaster recovery procedures; perform server backups.
6. Use the OSI and TCP/IP models and the process of encapsulation to troubleshoot problems

Evaluation Methods:

Hands-on labs
Exams
Final Exam
Final project

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See at: [GL \(Legal\)](#)

Special Needs Services: Students with special needs, including physical and learning disabilities, who wish to request accommodations in this course should contact the Student Development Office as soon as possible to make arrangements; this should occur no later than the second week of class or as soon as the student has the documentation on the disability and requested accommodation per a certified medical or psychological professional. In accordance with federal law, a student requesting accommodations must provide documentation of disability to the Student Development Advisor.

For more information, contact: in Alice at sdalice@coastalbend.edu; Beeville at sdbeeville@coastalbend.edu; Kingsville at sdkingsville@coastalbend.edu; and Pleasanton at sdpleasanton@coastalbend.edu.

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See at: [FLB \(Local\)](#) and [FM \(Local\)](#).

See the [Student Handbook](#) for further explanation of Scholastic Dishonesty.

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Coastal Bend College



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NOTE: The College website (www.coastalbend.edu) serves as the main source with the most current version of the Coastal Bend College Board Policies and the Coastal Bend College Catalog.