**COLLIN COLLEGE**

**COURSE SYLLABUS**

Course Information

**Course Number**: ITCC 2356

**Course Title:** CCNP R&S TSHOOT

**Course Description:** How to monitor and maintain complex, enterprise and switched IP networks. Skills learned include the planning and execution of regular network maintenance, as well as support and troubleshooting using technology-based processes and best practices based on systematic and industry recognized approaches. Lab required.

**Course Credit Hours:** 3

 Lecture Hours: 2

 Lab Hours: 3

**Prerequisites:** ITCC 2354 and ITCC 2355 or consent of Associate Dean

**Student Learning Outcomes:**

* **State-mandated Outcomes:** Upon successful completion of this course, students will:
1. Monitor, maintain, and troubleshoot a complex network.
2. Plan and document the most common maintenance functions in complex enterprise networks.
3. Develop a troubleshooting process to identify and solve problems in complex enterprise network.
4. Select tools that best support specific troubleshooting and maintenance process in large, complex enterprise networks.
5. Practice maintenance procedures and fault resolution in switched and routed environments.
6. Troubleshoot IPv4 addressing services, IPv6 routing issues, network infrastructure services, network performance issues on routers and switches, network integration issues affecting wireless connectivity, VoIP, and video.
7. Practice maintenance procedures and fault resolution in a secure infrastructure.

**Withdrawal Policy:** See the current *Collin Registration Guide* for last day to withdraw.

**Collin College Academic Policies:** See the current *Collin Student Handbook.*

**Americans with Disabilities Act Statement:** Collin College will adhere to all applicable federal, state and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal educational opportunity. It is the student’s responsibility to contact the ACCESS office, SCC-D140 or 972.881.5898 (V/TTD: 972.881.5950) to arrange for appropriate accommodations. See the current *Collin Student Handbook* for additional information.

*Fall 2017 New*