

THE VICTORIA COLLEGE

COURSE SYLLABUS

COURSE: ITCC 2344

COURSE TITLE: CCNP4: Internetwork Troubleshooting

INSTRUCTOR INFORMATION:

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COURSE DESCRIPTION:

CCNP 4: Network Troubleshooting is the last of four courses leading to the Cisco Certified Network Professional (CCNP) certification. CCNP 4 focuses on troubleshooting network problems. The course focuses on documentation and baselining a network, troubleshooting methodologies and tools, and layers 1 to 7 troubleshooting.

PREREQUISITE: CCNA Certification OR CCNA4

COURSE OBJECTIVE:

CCNP 4 is an important step toward achieving CCNP certification. Upon completion of this course, students will be able to perform tasks related to the following:

- Documenting and Baselining the Network
- Troubleshooting Methodologies and Tools
- Layer 1-7 Troubleshooting

LECTURE/WEEK: 2

LAB/WEEK: 4

CONTACT/HOURS: 64

CREDIT/HOURS: 3

COMPETENCIES:

SCANS SKILLS:

1. (Reading) Students will read text assignments and other outside reading as required by instructor.
2. (Writing)
3. (Mathematics) Students will be able to apply binary conversions and manipulations in determining VLSM subnets.
4. (Speaking and Listening) Students will participate in class discussions and group interaction to solve network problems.
5. (Thinking Skills) Students will use thinking skills to solve network problems.
6. (Personal Qualities) Students will participate in groups to develop teamwork skills.

7. (Workplace Competencies) Students will learn to provide timely solutions within a specified deadline.
8. (Basic Use of Computers) Students will use computers as “tools of the trade” to configure routers and switches. Students will also use computers as information-gathering tools to collect data and research.

GRADING POLICY:

GRADING INFORMATION:

Students must take tests at the scheduled times/dates, unless arrangements have been made PRIOR to the scheduled test date. Any student who does not make such arrangements and who misses an exam will be given a grade of 0%.

If a student misses a class, it is the responsibility of the student to obtain information PRIOR to the next class period about discussions, notes, assignments that were covered during the missed class period.

ATTENDANCE POLICY:

Students are expected to attend class regularly and are responsible for obtaining and completing all assignments on a timely basis. The college attendance policy is found in the current Victoria College catalog.

DEVIATION FROM SYLLABUS:

Deviation from this syllabus may become necessary for cause. Identification of cause is the prerogative of the instructor. Students will be advised of any deviation in a timely manner to prevent adversity in the management and learning of the material.

STUDENT REQUIREMENTS:

1. Students are required to read all assigned modules and purchase a lab manual for semester 5 and semester 6.
2. Students will be required to bring note-taking materials to every class including labs.
3. Students will be required to complete all exams, lab assignments and/or projects.
4. Students will be allowed 1 10-minute break.

Some computer downtime is to be expected due to breakdowns and failures. In such cases students will be expected to share computers or look on with other students.

TEXAS SKILL STANDARDS ALIGNMENT:

This course teaches many of the skill standards established by the information technology industry through the National Workforce Center for Emerging Technologies and the Texas Skill Standards Board. This course satisfies some Critical Work Functions and the associated Key Activities in two separate standards sets. They are Cybersecurity Skill Standards (designated by an “S” for Cybersecurity Skills) and Network Design and Administration Skill Standards (designated by an “L” for LAN Skills).

Critical Work Functions and Key activities addressed in this course:

Cybersecurity Skills (S.)

S.A - Provide Data/ Information Assurance

S.A1 Gather and document data/information assurance requirements

S.A4 Implement data/ information assurance plans and strategies

S.B - Ensure Infrastructure and Network Security

S.B2 Identify, analyze and evaluate infrastructure and network vulnerabilities

S.B3 Develop critical situation contingency plans and disaster recovery plan

S.C - Develop, Manage and Enforce Security Policies

S.C2 Develop, assess and document security policies, practices and procedures

S.E - Develop and Implement Physical Security, Deterrence and Detection

S.E4 Monitor, evaluate and test security conditions and environment

S.E5. Implement, extend and refine physical security plans and practices

S.F - Perform System Design and Analysis

S.F1 Define current systems level requirements and forecast future needs and trends

S.F2 Evaluate current and emerging tools and technologies

S.F6 Audit and maintain systems performance and ensure future readiness

Network Design and Administration Skills (L)

NONE

The college will make reasonable accommodations for persons with documented disabilities. Students should notify Counseling Services in the Administration II Building (572-6414) and their instructor of any special needs.