

# 2019-2020 TTC Catalog

## CPT 209 Computer Systems Management

Lec: 3.0 Lab: 0 Credit: 3.0

This course examines the methods and procedures used in maintaining microcomputer systems. Topics include hardware and software installation, configuration, operations and troubleshooting. This course examines the interaction of people, systems and computers. Strategic management issues unique to the information technology environment are discussed. Specialities include remote support technician, help desk technician, call center technician specialist, representative, depot technician and bench technician. Emphasis will be placed on computer design, operating systems, internetworking of devices and general information security concepts. This course will cover learning objectives associated with the CompTIA A+ certification exam. Emphasis will be placed on individual hardware components, BIOS, firmware, troubleshooting computer design, operating systems, internetworking of devices and general information security concepts.

### **Course Offered**

Fall  
Spring  
Summer

### **Grade Type**

Letter Grade

### **Division**

Business Technology