Course Title : Information and Communication Systems

Code	Course Type	Regular Semester	Lecture (hours/week)	Seminar (hours/week)	Lab (hours/week)	Credits	ECTS
CMP 141	A	1	3	1	0	3.50	5

Lecturer and Office Hours	Armand Agolli, Msc
Teaching Assistant and Office Hours	Edlir Spaho, Msc
Language	Albanian
Course Level	Bachelor
Description	
Objectives	

Course Outline

Week	Topics
1	A Brief History of Personal Computers
2	Hardware Fundamentals
3	Operating System Fundamentals
4	Networking and Security Fundamentals
5	Safety and Operational Procedures
6	Supporting Display Devices
7	Installing and Configuring Peripheral Components
8	Midterm Exam
9	Managing System Components
10	Managing Data Storage
11	Supporting Printers and Multifunction Devices
12	Supporting Mobile Digital Devices
13	Networking Technologies
14	Security Threats, Vulnerabilities, and Controls
15	Summary
16	Final Exam

Prerequisites	
Textbook	• CompTIA® A+®: A Comprehensive approach (Exam 220-901 and 220-902) – Pamela J.Taylor, Gail Sandler, Brian Sullivan, Angie J.French, Peter Bauer • CompTIA A+ Certification All-In-One Exam Guide Ninth Edition (Exam 220-901 and 220-902) – Mike Meyers McGraw Hill Education
Other References	• CBT Nuggets CompTIA A+ 901, 902 Video Lessons
Laboratory Work	
Computer Usage	
Other	

Learning Outcomes and Competences

1	Identify personal computer components. Identify storage devices. identify mobile digital devices. Compare PC and device connection interfaces and their characteristics.

2	Identify common PC and mobile operating systems and their features. Identify utilities and tools used to manage PC operating systems.
3	Identify common network types. Identify network components. Identify the properties and purpose of services provided over a network. Identify basic cloud concepts. Identify basic concepts related to security.
4	Identify basic tools and techniques for maintaining PCs, mobile devices, and printing devices. Identify best practices to follow to ensure personal, electical, and environmental safety.
5	Install, configure, and troubleshoot display devices.
6	Install and configure input/output devices, and PC expansion cards.
7	Install various types of CPU and apply the appropriate cooling methods. Install and troubleshoot common problems related to the motherboard, CPU and power.
8	Install and configure RAM and storage devices. Configure settings throug BIOS/UEFI tools on a PC. Troubleshoot hard drives and RAID arrays using appropriate tools.
9	Identify the physical network connection commonly used to connect PCs and mobile devices to networks. Identify the characteristics and properties of TCP/IP. Identify tools commonly used to install, configure, and maintain networks.
10	Install and configure interior and exterior laptop components. Install and configure basic mobile device network connectivity and email. Troubleshoot and repair common mobile device hardware issues
11	Install, configure and troubleshoot printing devices.
12	Identify common security threats and vulnerabilities. Compare and contrast common threat prevention methods. Identify common security controls for mobile devices. Identify appropriate data destruciton and disposal methods

Course Evaluation Methods

In-term studies	Quantity	Percentage
Midterms	1	20
Quizzes	0	0
Projects	1	10
Term Projects	0	0
Laboratory	0	0
Attendance	0	0
Contribution of in-term studies to overall grade		**30**
Contribution of final examination to overall grade		**70**
Total		100

ECTS (Allocated Based on Student) Workload

Activities	Quantity	Duration (hours)	Total Workload (hours)
Course Duration (Including the exam week : 16 x Total course hours)	16	4	64
Hours for off-the-classroom study (Pre-study, practice)	14	2	28
Assignments	1	8	8
Midterms	1	8	8
Final examination	1	10	10
Other	1	15	15
Total Work Load			**133**

Total Work Load / 25 (hours)	**5,32**
ECTS	**5**