Prerequisites:

student equivalent experience of a PC technician that has been working maintenance and troubleshooting. The course is designed to give the introduction to the principles of personal computer hardware/software. CNT A210

Prerequisites:

software. Covers the fundamental networking topics necessary to network operating systems, LAN assessment, and other related topologies, protocols, computer and delivery hardware, Ethernet, presents the fundamentals of Local Area Networking, including identifying typical problems and needs assessment for installation, service, critical thinking, troubleshooting and decision-making. Includes perceptions, telephone techniques, quality, ethics, record keeping, interpersonal relationships, and teamwork. CNT A168

Prerequisites:

Introduces basic customer service principles, including relationships, perceptions, telephone techniques, quality, ethics, record keeping, interpersonal relationships, and teamwork. CNT A165

Customer Service Fundamentals 1 Credit

Introduces basic customer service principles, including relationships, perceptions, telephone techniques, quality, ethics, record keeping, interpersonal relationships, and teamwork. CNT A165

Prerequisites:

Develops skills required to evaluate, install and troubleshoot software and hardware computer equipment. Introduces architecture and hardware associated with microcomputer operation, including, but not limited to, motherboards, CPUs, chipsets, memory, buses, expansion slots and resource allocations. CNT A162

Prerequisites:

Introduces basic customer service principles, including relationships, perceptions, telephone techniques, quality, ethics, record keeping, interpersonal relationships, and teamwork. CNT A165

Prerequisites:

Covers the architecture, structure, functions and components of the Internet and other computer networks. Covers a basic understanding of how networks operate and how to build simple local area networks (LAN), perform basic configurations for routers and switches, and implement Internet Protocol (IP). The first of three Cisco Networking Academy courses covering the material for the Cisco Certified Networking Associate (CCNA) certification. CNT A180

Prerequisites:

Covers PC operating systems, peripheral devices, auxiliary storage devices and the interfaces used to connect them to the personal computer. Also covers the fundamental topics necessary to prepare for the CompTIA A+ Certification exams. CNT A180

Prerequisites:

Introduces personal computer configuration essentials. Includes installation, configuration and support of personal computers in a mixed enterprise environment. CNT A210

Prerequisites:

Network Technician Fundamentals 3 Credits

Introduces the principles of developing, installing, maintaining and troubleshooting Peer-to-Peer, Local Area, and Wide Area Networks. Designed to serve the needs of advanced computer end-users interested in mastering broad, vendor-independent networking concepts. Provides students with the knowledge and experience required to pass the CompTIA Network + exam. CNT A212

Prerequisites: CNT A210 with a minimum grade of D.

CNT A240 Industry PC Configuration Essentials 2 Credits

Introduces personal computer configuration essentials. Includes installation, configuration and support of personal computers in a mixed enterprise environment. CNT A240

Prerequisites: CNT A170 with a minimum grade of C or CNT A183 with a minimum grade of C or CNT A212 with a minimum grade of C.

CNT A241 Administering and Supporting Industry Network Infrastructure 3 Credits

Provides an introduction to network infrastructure in a mixed enterprise environment. CNT A241

Prerequisites: CNT A240 with a minimum grade of C.

CNT A242 Industry Network Directory Configuration 3 Credits

Provides an introduction for installing, configuring and deploying application services in an enterprise-networked environment. CNT A242

Prerequisites: CNT A241 with a minimum grade of C.

CNT A243 Industry Application Infrastructure 3 Credits

Provides an introduction for application support and deployment in an enterprise-networked environment. CNT A243

Prerequisites: CNT A241 with a minimum grade of C or CNT A242 with a minimum grade of C.

CNT A261 CCNA 2 4 Credits

Covers the architecture, components, and operations of routers and switches in small networks and introduces wireless local area networks (WLAN) and security concepts. Demonstrates how to configure and troubleshoot routers and switches for advanced functionality using security best practices and resolve common issues with protocols in both IPv4 and IPv6 networks. The second of three Cisco Networking Academy courses covering the material for the Cisco Certified Networking Associate (CCNA) certification. CNT A262

Registration Restrictions: Students may enroll concurrently with CNT A170 when offered in half-semester format, but must meet prerequisite grade in CNT A170 when CNT A261 begins. CNT A262

Prerequisites: CNT A170 with a minimum grade of C or concurrent enrollment.

CNT A262 Computer Technical Support 2 Credits

Develops skills necessary for evaluating and implementing various technical support functions, including hardware and software needs assessments, training development, preventive maintenance, and effective communication and documentation. CNT A262

Prerequisites: CNT A165 with a minimum grade of D.

CNT A264 Introduction to Information Security 3 Credits

Provides students with an understanding of the core concepts that relate to the practice of network security. This course will help prepare students for the CompTIA Security+ exam. CNT A264

Prerequisites: CNT A212 with a minimum grade of D or CNT A261 with a minimum grade of D.
CNT A270 CCNA 3 4 Credits
Describes the architecture, components, operations, and security to scale for large, complex networks, including wide area network (WAN) technologies. Emphasizes network security concepts and introduces network virtualization and automation. Demonstrates how to configure, troubleshoot, and secure enterprise network devices and understand how application programming interfaces (API) and configuration management tools enable network automation. The final of three Cisco Networking Academy courses covering the material for the Cisco Certified Networking Associate (CCNA) certification.
Registration Restrictions: Students may enroll concurrently with CNT A261 when offered in half-semester format, but must meet prerequisite grade in CNT A261 when CNT A270 begins.
Prerequisites: CNT A261 with a minimum grade of C or concurrent enrollment.

CNT A271 CCNA 4 4 Credits
This is the fourth of four Cisco Networking Academy courses covering the material for the Cisco Certified Networking Associate (CCNA) Routing and Switching certification. Discusses, configures and troubleshoots the WAN technologies and network services required by converged applications in a complex network.
Registration Restrictions: Students may enroll concurrently with CNT A270 when offered in half-semester format, but must meet prerequisite grade in CNT A270 when CNT A271 begins.
Prerequisites: CNT A270 with a minimum grade of C or concurrent enrollment.

CNT A275 Information Technology Project Management 2 Credits
Introduces Information Technology (IT) project management fundamentals. Develops skills required to work with stakeholders and IT processes. Includes skills in leadership and team participation. Covers IT project planning, design, team skills, proposals, implementation, reporting and completion.
Registration Restrictions: Satisfactory completion of 12 CNT credit hours with a minimum grade of C.
Prerequisites: WRTG A211 with a minimum grade of C or WRTG A212 with a minimum grade of C or WRTG A213 with a minimum grade of C or WRTG A214 with a minimum grade of C or WRTG A2W with a minimum grade of C.

CNT A276 Individual Technical Project 1-3 Credits
Covers development, implementation, and completion of a project based on a relevant technological issue. Student works closely with faculty to produce an end product and report.
Special Note: Faculty permission and working knowledge of CNT topics required.
Prerequisites: CNT A261 with a minimum grade of D.

CNT A280 Server Operating Systems 3 Credits
Develops server operating system basics. Includes installation, troubleshooting, creation and administration of user accounts and resources, and remote and internet accounts.
Special Note: A CompTIA Network + Certificate may be substituted for the CNT A183 or CNT A212 prerequisite, with department approval.
Prerequisites: CNT A261 with a minimum grade of D and (CNT A183 with a minimum grade of D or CNT A212 with a minimum grade of D).

CNT A282 Industry Workplace Experience 1-3 Credits
Provides supervised workplace experience in industry settings. Integrates advanced-level knowledge and practice to demonstrate skill competencies.
Special Note: Requires instructor permission and successful completion of 12 credits in the CSNT program.
Registration Restrictions: Faculty permission.

CNT A290 Selected Topics in Information Technology 1-4 Credits
Covers various intermediate to advanced topics in information technology.
Special Note: Prerequisites vary by topic. May be repeated with a change in subtitle.

CNT A390 Selected Topics in Computer and Networking Technology 1-4 Credits
Offers selected topics in computers and networking pertaining to state-of-the-art technology and trends. Course content is determined by current trends, new technologies, and student and employer needs.
Special Note: Prerequisites vary by topic. May be repeated with a change in subtitle.