

## ICT 202 Section 202 [FALL 2022]

### Technologies for Information Services

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<b>Office Phone:</b>	859-218-2299
<b>Virtual office hours:</b>	By appointment, on Zoom
<b>Preferred method of contact:</b>	Email I usually respond as soon as possible. Maximum: 12 hours any day of the week including weekends/holidays
<b>Meeting Schedule:</b>	This course takes place asynchronously on Canvas
<b>Required Materials:</b>	<i>CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition</i> , Mike Meyers (ISBN: 978-1260454031)

#### Course Description

This course is designed to teach the fundamental concepts of information technology in ways relevant to professional practice in informatics and the information professions. It explores applications of computers and networks to information problems. Included are features of hardware, types of software, commercial systems, and search engines.

#### Student Learning Outcomes

- Students will finish this course with a strong understanding of the operation of computers, networks, databases, and various other relevant technologies that are used to provide different types of services.
- Students will have a good knowledge of some of the basic components of computing, networking, and database technologies.
- Students will be able to apply their knowledge to develop solutions that can support the delivery of information services.

#### Course Objectives

1. Provide a comprehensive introduction to computing, networking, database (and other relevant) technologies in use today in various sectors of society.

2. Explain the fundamentals of computers and computer nomenclature, particularly with respect to personal computer hardware and software, network, database, the Web, and enterprise computing.
3. Present the most-up-to-date technologies and devices used to capture, process, store, and transfer information.
4. Provide students an understanding of why computers and various other technologies are essential components in society today.

## **Required Materials**

*CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition*, Mike Meyers  
(ISBN: 978-1260454031)

Chapter materials from the book will be provided on a weekly basis throughout the semester.

## **Course Assessment**

[90% – 100%] = **A (Exceptional Achievement)**  
[80% – 89%] = **B (High Achievement)**  
[70% – 79%] = **C (Average Achievement)**  
[60% – 69%] = **D (Below Average Achievement)**  
[0% – 59%] = **E (Failing)**

These 100 points come from the following assessment activities, which should all be completed honestly and individually on Canvas:

**Projects:** 20 points (two 10-point projects)

The hands-on projects will require students to apply their knowledge and skills to design solutions and answer questions of varying difficulty for realistic business scenarios. In addition, as part of the project, students will often need to develop their critical thinking skills for given realistic scenarios: they must be able to identify the problem, analyze the options available, and develop an appropriate solution to meet the requirements of the given project scenario.

**Discussion Responses:** 10 points (five 2-point responses)

I will provide a prompt for a particular week, and then you will need to respond to the prompt on the discussion boards. Responses must be a minimum of 150 words, and I recommend that you carefully proofread your work.

**Quizzes:** 30 points (six 5-point quizzes)

Quizzes help ensure that students are keeping up with the readings. These quizzes will take place via the Canvas system. They will be timed and must be taken by a specific deadline.

**Exams:** 40 points (two 20-point exams)

Exams help ensure that longer-term retention of the information presented in the readings. The midterm exam will include questions from Quizzes 1-3 as well as new questions on the material from the first half of class. The final exam will include questions from Quizzes 4-6 as well as new questions on the material from the second half of class. These exams will take place via the Canvas system. They will be timed tests and must be taken by a specific deadline.

### **Late Work Policy**

Officially, each assignment is due at 11:59 pm on Friday night indicated in Canvas. I will not grade or provide feedback on any work that is completed after this time unless you have made other arrangements with me well before the deadline.

### **Considerations for Online Learning**

As this course is held entirely online, it may be different than many of the courses you have taken in the past. Please consult this section for advice and resources that will help you successfully participate in an online class.

## **Technology Requirements**

Minimum technical requirements for UK courses and suggested hardware, software, and Internet connections are available at [https://uky.servicenow.com/techhelp?id=kb\\_article&sysparm\\_article=KB0012251&sys\\_kb\\_id=062cfc83dbbe3f00197d9447db9619ad](https://uky.servicenow.com/techhelp?id=kb_article&sysparm_article=KB0012251&sys_kb_id=062cfc83dbbe3f00197d9447db9619ad)

## **Technical Support**

For account help, contact UK's Information Technology Customer Services online (<http://www.uky.edu/UKIT>), by email (<mailto:218help@uky.edu>), or by phone at 859-218-HELP (4357).

## **Online Learning Resources**

The following resources may be helpful for you:

### **Zoom Teleconferencing Software**

We will be using the Zoom software in this course for virtual office hours and other meetings.

<https://uky.zoom.us> [log in using your linkblue account]

### **Information Technology Services (ITS) Customer Services**

Students having trouble logging into the various linkblue sites (Account Manager, myUK, Canvas, Office365, etc.) can contact the ITS Service Desk for help.

859-218-HELP or 859-218-4357

[https://uky.servicenow.com/techhelp?id=kb\\_article&sysparm\\_article=KB0011425&sys\\_kb\\_id=1df47a9c1b011950e4c86571604bcb42](https://uky.servicenow.com/techhelp?id=kb_article&sysparm_article=KB0011425&sys_kb_id=1df47a9c1b011950e4c86571604bcb42)

### **Canvas Assistance**

Students needing technical assistance within their Canvas course can find help through Canvas support.

<https://community.canvaslms.com/docs/DOC-10554-4212710328>

### **UK Online (Formerly, Distance Learning)**

<https://www.uky.edu/academics/online-programs>

### **Distance Learning Library Services**

Phone: (859) 218-1240 Fax: (859) 257-0505 E-mail: [dllservice@lsv.uky.edu](mailto:dllservice@lsv.uky.edu)

Librarian: Carla Cantagallo 2-2, north wing, William T. Young Library 0456

Website: <https://libraries.uky.edu/DLLS>

### **Group Work and Collaboration**

All assignments should be undertaken individually. For projects requiring group work, detailed instructions will be outlined in the project description. When group work is

performed, each member of the group must state his/her contributions very clearly and all members of the group must agree on each member's contributions before the start of the project and inform the instructor (in writing) about the expected efforts of each member of the group.

### **Class Recording Notification**

The University of Kentucky Student Code of Conduct defines Invasion of Privacy as using electronic or other devices to make a photographic, audio, or video record of any person without their prior knowledge or consent when such a recording is likely to cause injury or distress.

Video and audio recordings by students are **not permitted during the class unless the student has received prior permission from the instructor**. Any sharing, distribution, and or uploading of these recordings outside of the parameters of the class is prohibited. Students with specific recording accommodations approved by the Disability Resource Center should present their official documentation to the instructor.

### **Academic Policy Statements**

The Academic Policy Statements web page can be accessed at: <https://www.uky.edu/universitysenate/acadpolicy>

### **Excused Absences and Acceptable Excuses**

**Excused Absences:** *Senate Rules 5.2.5.2.1* defines the following as acceptable reasons for excused absences: (a) significant illness, (b) death of a family member, (c) trips for members of student organizations sponsored by an educational unit, trips for University classes, and trips for participation in intercollegiate athletic events, (d) major religious holidays, (e) interviews for graduate/professional school or full-time employment post-graduation, and (f) other circumstances found to fit "reasonable cause for nonattendance" by the instructor of record. Students should notify the professor of absences prior to class when possible.

If a course syllabus requires specific interactions (e.g., with the instructor or other students), in situations where a student's total EXCUSED absences exceed 1/5 (or 20%) of the required interactions for the course, the student shall have the right to request and receive a "W," or the Instructor of Record may award an "I" for the course if the student declines a "W." (*Senate Rules 5.2.5.2.3.1*)

### **Religious Observances**

**Religious Observances:** Students anticipating an absence for a major religious holiday are responsible for notifying the instructor in writing of anticipated absences due to their observance of such holidays. *Senate Rules 5.2.5.2.1(4)* requires faculty to include any notification requirements within the syllabus. If no requirement is specified, two weeks prior to

*the absence is reasonable and should not be given any later. Information regarding major religious holidays may be obtained through [the Ombud's website](#) or calling 859-257-3737.*

## **Verification of Absences**

**Verification of Absences:** Students may be asked to verify their absences in order for them to be considered excused. *Senate Rule 5.2.5.2.1* states that faculty have the right to request appropriate verification when students claim an excused absence due to: significant illness; death in the household, trips for classes, trips sponsored by an educational unit and trips for participation related to intercollegiate athletic events; and interviews for full-time job opportunities after graduation and interviews for graduate and professional school. (Appropriate notification of absences due to University-related trips is required prior to the absence when feasible and in no case more than one week after the absence.)

## **Make-Up Work**

**Make-Up Work:** Students missing any graded work due to an excused absence are responsible: for informing the Instructor of Record about their excused absence within one week following the period of the excused absence (except where prior notification is required); and for making up the missed work. The instructor must give the student an opportunity to make up the work and/or the exams missed due to the excused absence, and shall do so, if feasible, during the semester in which the absence occurred. The instructor shall provide the student with an opportunity to make up the graded work and may not simply calculate the student's grade based on the other course requirements, unless the student agrees in writing. According to *SR 5.2.5.2.2*, if a student adds a class after the first day of classes and misses graded work, the instructor must provide the student with an opportunity to make up any graded work.

## **Excused Absences for Military Duties**

**Excused Absences for Military Duties:** If a student is required to be absent for one-fifth or less of the required course interactions (e.g., class meetings) due to military duties, the following procedure (per *SR 5.2.5.2.3.2*) shall apply:

1. Once a student is aware of a call to duty, the student shall provide a copy of the military orders to the Director of the Veterans Resource Center. The student shall also provide the Director with a list of his/her courses and instructors.
2. The Director will verify the orders with the appropriate military authority, and on behalf of the military student, notify each Instructor of Record via Department Letterhead as to the known extent of the absence.
3. The Instructor of Record shall not penalize the student's absence in any way and shall provide accommodations and timeframes so that the student can make up missed assignments, quizzes, and tests in a mutually agreed upon manner.

## **Unexcused Absences**

**Unexcused Absences:** If an attendance/interaction policy is not stated in the course syllabus or the policy does not include a penalty to the student, the instructor cannot penalize a student for any unexcused absences. (SR 5.2.5.2.3.3)

### **Prep Week and Reading Days**

**Prep Week and Reading Days:** Per *Senate Rules 5.2.5.6*, the last week of instruction of a regular semester is termed "Prep Week." This phrase also refers to the last three days of instruction of the summer session and winter intersession. The Prep Week rule applies to ALL courses taught in the fall semester, spring semester, and summer session, including those taught by distance learning or in a format that has been compressed into less than one semester or session. This rule does not apply to courses in professional programs in colleges that have University Senate approval to have their own calendar.

Make-up exams and quizzes are allowed during Prep Week. In cases of "Take Home" final examinations, students shall not be required to return the completed examination before the regularly scheduled examination period for that course. No written examinations, including final examinations, may be scheduled during the Prep Week. No quizzes may be given during Prep Week. No project/lab practicals/paper/presentation deadlines or oral/listening examinations may fall during the Prep Week unless it was scheduled in the syllabus AND the course has no final examination (or assignment that acts as a final examination) scheduled during finals week. (A course with a lab component may schedule the lab practical of the course during Prep Week if the lab portion does not also require a Final Examination during finals week.) Class participation and attendance grades are permitted during Prep Week. The *Senate Rules* permit continuing into Prep Week regularly assigned graded homework that was announced in the class syllabus.

For fall and spring semester, the Thursday and Friday of Prep Week are study days (i.e. "Reading Days"). There cannot be any required "interactions" on a Reading Day. "Interactions" include participation in an in-class or online discussion, attendance at a guest lecture, or uploading an assignment. See *Senate Rules 9.1* for a more complete description of required interactions.

### **Accommodations Due to Disability**

**Accommodations Due to Disability:** In accordance with federal law, if you have a documented disability that requires academic accommodations, please inform your instructor as soon as possible during scheduled office hours. In order to receive accommodations in a course, you must provide your instructor with a Letter of Accommodation from the Disability Resource Center (DRC). The DRC coordinates campus disability services available to students with disabilities. It is located on the corner of Rose Street and Huguelet Drive in the Multidisciplinary Science Building, Suite 407. You can reach them via phone at (859) 257-2754, [via email \(drc@uky.edu\)](mailto:drc@uky.edu) or visit their [website \(uky.edu/DisabilityResourceCenter\)](http://uky.edu/DisabilityResourceCenter). DRC accommodations are not retroactive and should therefore be established with the DRC as early in the semester as is feasible.

## Non-Discrimination Statement and Title IX Information

**Non-discrimination and Title IX policy:** In accordance with federal law, UK is committed to providing a safe learning, living, and working environment for all members of the University community. The University maintains a comprehensive program which protects all members from discrimination, harassment, and sexual misconduct. For complete information about UK's prohibition on discrimination and harassment on aspects such as race, color, ethnic origin, national origin, creed, religion, political belief, sex, and sexual orientation, please see [the electronic version of UK's Administrative Regulation 6:1 \("Policy on Discrimination and Harassment"\)](https://www.uky.edu/regs/ar6-1) (<https://www.uky.edu/regs/ar6-1>). In accordance with Title IX of the Education Amendments of 1972, the University prohibits discrimination and harassment on the basis of sex in academics, employment, and all of its programs and activities. Sexual misconduct is a form of sexual harassment in which one act is severe enough to create a hostile environment based on sex and is prohibited between members of the University community and shall not be tolerated. For more details, please see [the electronic version of Administrative Regulations 6:2 \("Policy and Procedures for Addressing and Resolving Allegations of Sexual Assault, Stalking, Dating Violence, Domestic Violence, and Sexual Exploitation"\)](https://www.uky.edu/regs/ar6-2) (<https://www.uky.edu/regs/ar6-2>). Complaints regarding violations of University policies on discrimination, harassment, and sexual misconduct are handled by the Office of Institutional Equity and Equal Opportunity (Institutional Equity), which is located in 13 Main Building and can be reached by phone at (859) 257-8927. You can also visit [Institutional Equity's website](https://www.uky.edu/eeo) (<https://www.uky.edu/eeo>).

Faculty members are obligated to forward any report made by a student related to discrimination, harassment, and sexual misconduct to the Office of Institutional Equity. Students can confidentially report alleged incidences through the [Violence Intervention and Prevention Center](https://www.uky.edu/vipcenter) (<https://www.uky.edu/vipcenter>), [Counseling Center](https://www.uky.edu/counselingcenter) (<https://www.uky.edu/counselingcenter>), or [University Health Service](https://ukhealthcare.uky.edu/university-health-service/student-health) (<https://ukhealthcare.uky.edu/university-health-service/student-health>).

### Academic Offenses Rules for Undergraduate and Graduate Students

Below are descriptions of official policies established in the *University Senate Rules*, available [HERE](#) in their entirety.

Procedural information regarding cases of plagiarism, cheating, and falsification and misuse of academic records is available on the [University Ombud's website](#).

**Students shall not plagiarize, cheat, or falsify or misuse academic records.**

- [Plagiarism](#)
- [Cheating](#)
- [Misuse of Academic Records](#)

Senate Rules 6.3.1 ("Plagiarism")

**Plagiarism:** Per University policy, students shall not plagiarize, cheat, or falsify or misuse academic records. The minimum penalty for a first offense is a zero on the assignment on which the offense occurred. If the offense is considered severe or the student has other academic offenses on their record, more serious penalties, up to suspension from the University may be imposed. A plea of ignorance is not acceptable as a defense against the charge of academic dishonesty.

*Senate Rule 6.3.1* states that all academic work, written or otherwise, submitted by students to their instructors or other academic supervisors, is expected to be the result of their own thought, research, or self-expression. In cases where students feel unsure about a question of plagiarism involving their work, they are obliged to consult their instructors on the matter before submission.

When students submit work purporting to be their own, but which in any way borrows ideas, organization, wording, or content from another source without appropriate acknowledgment of the fact, the students are guilty of plagiarism.

Plagiarism includes reproducing someone else's work (including, but not limited to a published article, a book, a website, computer code, or a paper from a friend) without clear attribution. Plagiarism also includes the practice of employing or allowing another person to alter or revise the work which a student submits as his/her own, whoever that other person may be, except under specific circumstances (e.g. Writing Center review, peer review) allowed by the Instructor of Record or that person's designee. Plagiarism may also include double submission, self-plagiarism, or unauthorized resubmission of one's own work, as defined by the instructor.

Students may discuss assignments among themselves or with an instructor or tutor, except where prohibited by the Instructor of Record (e.g. individual take-home exams). However, the actual work must be done by the student, and the student alone, unless collaboration is allowed by the Instructor of Record (e.g. group projects).

When a student's assignment involves research in outside sources or information, the student must carefully acknowledge exactly what, where and how he/she has employed them. If the words of someone else are used, the student must put quotation marks around the passage in question and add an appropriate indication of its origin. Making simple changes while leaving the organization, content and phraseology intact is plagiaristic. However, nothing in these Rules shall apply to those ideas which are so generally and freely circulated as to be a part of the public domain.

Please note: Any assignment you turn in may be submitted to an electronic database to check for plagiarism.

### Senate Rules 6.3.2 ("Cheating")

**Cheating** is defined by its general usage. It includes, but is not limited to, the wrongfully giving, taking, or presenting any information or material by a student with the intent of aiding himself/herself or another on any academic work which is considered in any way in the determination of the final grade. The fact that a student could not have benefited from an action is not by itself proof that the action does not constitute cheating. Any question of definition shall be referred to the University Appeals Board.

### Senate Rules 6.3.3 ("Misuse of Academic Records")

**Misuse of academic records:** Maintaining the integrity, accuracy, and appropriate privacy of student academic records is an essential administrative function of the University and a basic protection of all students. Accordingly, the actual or attempted falsification, theft, misrepresentation or other alteration or misuse of any official academic record of the University, specifically including knowingly having unauthorized access to such records or the unauthorized disclosure of information contained in such records, is a serious academic offense. As used in this context, "academic record" includes all paper and electronic versions of the partial or complete permanent academic record, all official and unofficial academic transcripts, application documents and admission credentials, and all academic record transaction documents. The minimum sanction for falsification, including the omission of information, or attempted falsification or other misuse of academic records as described in this section is suspension for one semester.

### **Statement on Diversity, Equity, and Inclusion (DEI)**

The University of Kentucky is committed to our core values of diversity and inclusion, mutual respect and human dignity, and a sense of community ([Governing Regulations XIV](#)). We acknowledge and respect the seen and unseen diverse identities and experiences of all members of the university community (<https://www.uky.edu/regs/gr14>). These identities include but are not limited to those based on race, ethnicity, gender identity and expressions, ideas and perspectives, religious and cultural beliefs, sexual orientation, national origin, age, ability, and socioeconomic status. We are committed to equity and justice and providing a learning and engaging community in which every member is engaged, heard, and valued.

We strive to rectify and change behavior that is inconsistent with our principles and commitment to diversity, equity, and inclusion. If students encounter such behavior in a course, they are encouraged to speak with the instructor of record and/or the [Office of Institutional Equity and Equal Opportunity](#). Students may also contact a faculty member within the department, program director, the director of undergraduate or graduate studies, the department chair, any college administrator, or the dean. All of these individuals are mandatory reporters under University policies.

## Veterans Resource Center

We recognize the complexities of being a member of the military community and also a student. If you are a member of the military or a military veteran or dependent, please inform your instructor if you need special accommodations. Drill schedules, calls to active duty, mandatory training exercises, complications with GI Bill disbursement, and other unforeseen military and veteran related developments can complicate your academic life. If you are aware of a complication, we will work with you and put you in contact with university staff members who are trained to assist you. Please contact the Coordinator of the University of Kentucky Veterans Resource Center at (859) 257-1148 for additional assistance. Visit <http://www.uky.edu/veterans> for more available resources.

## Summary Course Schedule

This table provides an overview of the schedule for this course.

<b>Date</b>	<b>Chapter</b>	<b>Assessment activities</b>
(22 August)	Safety and Professionalism	
(29 August)	The Visible Computer CPUs RAM	- complete discussion Post 1
(September 5)	Firmware	- complete Quiz 1
(September 12)	Motherboards Power supplies	- complete discussion Post 2
(September 19)	Mass Storage Technologies Implementing Mass Storage	- complete Quiz 2
(September 26)	Essential Peripherals Building a PC	- complete Quiz 3
(October 3)	Windows under the Hood Users, Groups, and Permissions	- submit <u>Project 1</u>

(October 10)	Maintaining and Optimizing Operating Systems Working with the Command-Line Interface	- complete <b>midterm exam</b>
(October 17)	Troubleshooting Operating Systems Display Technologies	- complete discussion Post 3
(October 24)	Essentials of Networking Local Area Networking	- complete Quiz 4
(October 31)	Wireless Networking The Internet	- complete Quiz 5
(November 7)	Virtualization Portable Computing	- complete discussion Post 4
(November 14)	Understanding Mobile Devices Care and Feeding of Mobile Devices	- complete Quiz 6
(November 21)	Printers and Multifunction Devices	- complete discussion Post 5
(November 28)	Securing Computers Operational Procedures	- submit <u>Project 2</u>
(December 5)		- complete <b>final exam</b> during final exam week set by the University

**NOTE:** Please contact me as early as possible to make the appropriate arrangements in case you cannot take the exams on the dates specified above.

**NOTE: This syllabus may be changed at any time at the discretion of the instructor.**