



## COURSE SYLLABUS

PO Box 1189  
1042 W. Hamlet Avenue  
Hamlet, NC 28345  
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**COURSE:** CTS 220 ADVANCED HARD/SOFTWARE SUPPORT

**HOURS:** Lecture: 2 Lab/Shop: 3 Work Exp/Clinical: 0 Credits: 3

### COURSE DESCRIPTION:

This course provides advanced knowledge and competencies in hardware and operating system technologies for computer technicians to support personal computers. Emphasis is placed on: configuring and upgrading; diagnosis and troubleshooting; as well as preventive maintenance of hardware and system software. Upon completion, students should be able to install, configure, diagnose, perform preventive maintenance, and maintain basic networking on personal computers.

**PREREQUISITE(S):** CTS 120

**COREQUISITE(S):** None

### TEXTBOOK(S) & OTHER SPECIAL REQUIREMENTS:

To Be Determined

### COURSE GOALS:

Prepare for the CompTIA A+, 220-901 exam.

### STUDENT LEARNING OUTCOMES:

Upon successful completion of this course, the student will be able to:

1. Safely repair and/or upgrade computer systems to perform within specifications.
2. Discuss the hardware operations and interactions with software and operating systems.
3. Perform diagnostic testing on computer hardware.
4. Configure BIOS settings.
5. Identify computer hardware and optimize system software.
6. Install memory modules, processors, drives, and other internal devices.
7. Install computer hardware and peripheral devices.
8. Demonstrate soft skills necessary to effectively deal with colleagues and/or customers.

**\*\*\*Please refer to the online version of the Richmond Community College Program & Course Catalog and the Student Handbook for current academic and general information.**