



Western Technical College

## 10154125 Business Information Systems

### Course Outcome Summary

#### Course Information

<b>Description</b>	Advanced features of MS Office Excel and Word, an introduction to Computer Security, and other application software.
<b>Career Cluster</b>	Information Technology
<b>Instructional Level</b>	Associate Degree Courses
<b>Total Credits</b>	3
<b>Total Hours</b>	72

#### Textbooks

No textbook required.

#### Success Abilities

1. Cultivate Passion: Enhance Personal Connections
2. Cultivate Passion: Expand a Growth-Mindset
3. Cultivate Passion: Increase Self-Awareness
4. Live Responsibly: Develop Resilience
5. Live Responsibly: Embrace Sustainability
6. Live Responsibly: Foster Accountability
7. Refine Professionalism: Act Ethically
8. Refine Professionalism: Improve Critical Thinking
9. Refine Professionalism: Participate Collaboratively
10. Refine Professionalism: Practice Effective Communication

#### Program Outcomes

1. Manage information technology hardware.

2. Manage software.
3. Provide end user support.
4. Solve information technology problems.

## Course Competencies

### 1. Explore security awareness.

#### Assessment Strategies

- 1.1. Simulation

#### Criteria

*You will know you are successful when*

- 1.1. you identify common security risks.
- 1.2. you recommend a response for common security risks.
- 1.3. you utilize best practices in password protocol.
- 1.4. you demonstrate business professionalism.

#### Learning Objectives

- 1.a. Identify common security risks.
- 1.b. Differentiate between various security risks.
- 1.c. Evaluate potential risks for an organization.
- 1.d. Explore risk management.
- 1.e. Identify best practices for utilizing non-network devices.
- 1.f. Recommend a response for common security risks.
- 1.g. Investigate password protocol.

### 2. Explore Systems Center Configuration Manager (SCCM).

#### Assessment Strategies

- 2.1. Presentation

#### Criteria

*You will know you are successful when*

- 2.1. you identify supported platforms.
- 2.2. you explain cost/licensing.
- 2.3. you explain features.
- 2.4. you explain technical support.
- 2.5. you explain learning curve/ease of use.
- 2.6. you explain specifications.

#### Learning Objectives

- 2.a. Explore various software distribution systems.
- 2.b. Employ remote access/VPN.

### 3. Manage cross-platform devices.

#### Assessment Strategies

- 3.1. Simulation

#### Criteria

*You will know you are successful when*

- 3.1. you deploy software changes.
- 3.2. you communicate your decision for deploying software changes.

#### Learning Objectives

- 3.a. Differentiate features of devices.
- 3.b. Distinguish the differences between upgrade vs. update vs. patch.
- 3.c. Explore best practices for deploying software changes.

#### **4. Explore built-in operating system tools.**

##### **Assessment Strategies**

- 4.1. Simulation

##### **Criteria**

*You will know you are successful when*

- 4.1. you enable Windows Defender.
- 4.2. you use Windows Defender.
- 4.3. you explain the limitations and benefits of Windows Defender.

##### **Learning Objectives**

- 4.a. Examine various built-in operating system tools available in devices.
- 4.b. Identify benefits and limitations of various built-in operating system tools.

#### **5. Explore the impact of integrated systems.**

##### **Assessment Strategies**

- 5.1. Written Product

##### **Criteria**

*You will know you are successful when*

- 5.1. you explain how the Enterprise Resource Planning (ERP) software is incorporated into the industry.
- 5.2. you explain why the ERP is important.
- 5.3. you explain components of the ERP.
- 5.4. you explain how components of the ERP are interrelated.

##### **Learning Objectives**

- 5.a. Explore various Enterprise Resource Planning (ERP) software.
- 5.b. Compare similarities and differences of ERP integration in various industries.
- 5.c. Investigate integration of ERP to mobile device management.
- 5.d. Explore potential support issues of an ERP.

#### **6. Recommend appropriate software tool as solution for specific need.**

##### **Assessment Strategies**

- 6.1. Simulation

##### **Criteria**

*You will know you are successful when*

- 6.1. you summarize the need of the end user.
- 6.2. you determine software tool for issue.
- 6.3. you communicate your recommendation to the end user.

##### **Learning Objectives**

- 6.a. Explore various software applications.
- 6.b. Identify benefits and limitations of various software applications.
- 6.c. Identify the need of the end user.
- 6.d. Determine appropriate software tool for specific need.
- 6.e. Practice communicating recommendation to end user.

#### **7. Troubleshoot advanced features of applications.**

##### **Assessment Strategies**

- 7.1. Simulation

##### **Criteria**

*You will know you are successful when*

- 7.1. you research advanced features of applications.
- 7.2. you identify solutions to common issues in advanced features of applications.
- 7.3. you communicate resolution to the end user.

### **Learning Objectives**

- 7.a. Explore advanced features of applications.
- 7.b. Investigate common issues in advanced features of applications.
- 7.c. Resolve common issues in advanced features of applications.
- 7.d. Practice communicating resolution to the end user.

## **8. Explore various software to create portable document formats (PDF).**

### **Assessment Strategies**

- 8.1. Written Product

### **Criteria**

*You will know you are successful when*

- 8.1. you convert document to portable document format (PDF).
- 8.2. you add a digital signature to PDF.
- 8.3. you convert document to optical character recognition (OCR).
- 8.4. you apply features to document.

### **Learning Objectives**

- 8.a. Explore other features of Adobe Acrobat.
- 8.b. Examine the value of Optical Character Recognition (OCR).
- 8.c. Recognize the value of sustainable choices such as going paperless.
- 8.d. Examine levels of document security.
- 8.e. Explore the importance of document confidentiality.