CIS 294: System Administration and IT Infrastructure Service

Overview

This course will transition learners from working on a single computer to an entire fleet. Systems administration is the field of IT that's responsible for maintaining reliable computer systems in a multi-user environment. In this course, learners will learn about the infrastructure services that keep all organizations, big and small, up and running. We'll deep dive on cloud so that they will understand everything from typical cloud infrastructure setups to how to manage cloud resources. They will also learn how to manage and configure servers and how to use industry tools to manage computers, user information, and user productivity. Finally, they will learn how to recover an organization's IT infrastructure in the event of a disaster.

What You'll Learn

- Utilize best practices for choosing hardware, vendors, and services for your organization
- Understand how the most common infrastructure services that keep an organization running work, and how to manage infrastructure servers
- Understand how to make the most of the cloud for your organization
- Manage an organization's computers and users using the directory services, Active Directory, and OpenLDAP
- Choose and manage the tools that your organization will use

How to Succeed

To be successful in this course, we recommend English language fluency and computer literacy. We also encourage you to make sure your laptop or desktop computer meets the technical requirements.

Required prerequisites for this course:

- **CIS 194 Business Technology Fundamentals**
- **CIS 194 Computer Networking in Organizations**
- **CIS 194 Operating Systems Management for Business**

Earn College Credit

This course appears on your transcript identically to how it appears on the transcript of an enrolled ASU student.

This course satisfies 3 credit hour at Arizona State University. It is strongly encouraged that you consult with your institution of choice to determine how these credits will be applied.

In order to receive academic credit for this course, you must earn a grade of "C" or better. You have one year to add the course to your transcript.

This course is the *fourth* in a series that will prepare you for a *Google IT Certificate*.

Exams and Grading

49%	**30%**
Google Module Completion	**Quizzes**
12%	**9%**
Reflections	**Writing Assignment**

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CIS 294: Continued

Time Commitment

The work in this course is equivalent to an eight week course but you have one year to complete it. Please plan your goals accordingly. During this year, you are encouraged to work through the course at a pace that suits your needs.

You have one year from the date you enrolled to complete the course, and you have one year from the date you complete the course to purchase your academic credit.

Materials

This course makes use of open educational resources (OERs) provided within the course, **no purchase necessary**.

Graded Assignments

Graded assignments are required and count towards your final grade. Students must submit all assignments via the course site unless otherwise instructed.

Course Communication

All communication will take place via the discussion forums and course announcement page. There will be a discussion forum where you can post general questions, comments, and direct inquiries for the instructor and course team. Please use these forums to ensure a timely response. Your instructor will not be able to respond to email.

Course Resets

Self paced courses cannot be reset. If you are not happy with your grade and want to take the course again, you have two options: you may take the course the next time it is offered in an instructor led format or wait until a new version of the self paced course opens at the beginning of every academic year on the first day of class in August.

Transcript

You will be able to add the course to your transcript **six weeks after enrolling**. Although the course is self paced, course attendance dates will be listed on your transcript. After purchasing the credits, the course will appear on your transcript in the session you **completed** the course. If you are on the cusp of two sessions and need to confirm the date of completion or beginning/end of a session, please contact our support team at ulcourses@asu.edu.

Additional Information

If you have questions about Universal Learner Courses and how they work, please visit ea.asu.edu or contact our support team at ulcourses@asu.edu.