

**Computer Technology Department**  
**Business/Public Service Division**  
**GREENVILLE TECHNICAL COLLEGE**

**COURSE SYLLABUS**

**Course Title: Network Management Electronic Messaging**

**Course Number: IST 259**

**READ THIS SYLLABUS CAREFULLY**

You should read this syllabus carefully and ask your instructor about *any* aspects that you do not understand. The syllabus is an agreement between you and your instructor concerning course objectives, course content, grading, and other policies and procedures particular to this course. The following information is specific to the course. Three additional documents are provided as attachments and *are considered a part of this syllabus*:

**Attachment 1:**

Each instructor will provide a supplement to this syllabus. The supplement will include: a week-by-week plan of instruction based on the section in which you are enrolled; your instructor's name, office hours and/or office location; and your instructor's contact information and recommended best methods to contact your instructor.

**Attachment 2:**

The Department responsible for developing and teaching has policies and procedures in place to assure quality instruction for all students. These are attached as "Departmental Policies and Procedures."

**Attachment 3:**

Please note that it is your responsibility to read the current Student Handbook included in Greenville Technical College's Catalog. (See website.) The Student Handbook addresses specific academic and student conduct policies and procedures. Excerpts from the Student Handbook representing the policies and procedures most often referred to in working with students are provided for your convenience as "Attachment 3."

**Approved by:**



Beau Sanders, Department Head, Computer Technology Department  
[beau.sanders@gvltec.edu](mailto:beau.sanders@gvltec.edu), (864) 250-8314, Barton Campus, Building 103/311

**Approved by:**



Lenna C. Young, Ph.D., Vice President for Academic Affairs  
for the Dean of Business/Public Service Division  
Dean's Office: (864) 250-8196, Barton Campus, Engineering Technology Building 103/104

14 Aug 2013  
Date

*This syllabus will remain in effect until revised or reviewed no later than August 2014.*

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**COURSE SYLLABUS**

**Course Title:** Network Management Electronic Messaging

**Course Number:** IST 259

**Lecture hours per week:** 3.0

**Lab/Clinic Hours:**

**Semester credit hours:** 3.0

**Prerequisites:** IST 258 with a grade of C or higher.

**Catalog Course Description:** This course is a study of electronic mail system software including the system architecture, the concepts and methods employed in the generation, storage and transmission of electronic mail messages and the implementation, configuration and administration of messaging software.

**Purpose of the Course:**

1. Provide an introductory study of concepts and methods employed in the generation, storage, and transmission of electronic messages. Emphasis is placed on Exchange Server planning, installation, and configuration.
2. Provide students with knowledge to understand electronic mail messaging using MS Exchange.
3. Provide students with knowledge and skills necessary to install MS Exchange and Outlook.
4. Provide students with knowledge to understand components on MS Exchange.
5. Provide students with knowledge to configure mail messaging.
6. To give students the hands-on experience of placing current subject matter into a network environment.

**Required text(s) and other materials:**

1. Microsoft Official Academic Course, Microsoft Exchange Server 2007 Configuration by Jason W. Eckert, triOS College, Wiley, ISBN 978-0-470-38029-1.
2. NOTE: Students in traditional classes must access Blackboard for course-related information. Students in hybrid and online classes will access their online content through Blackboard.

**COLLEGE-WIDE STUDENT LEARNING OUTCOMES**

1. Communication – Students will demonstrate the ability to use active reading and listening skills and to produce effective written and oral communication for varying audiences.
2. Information Technology and Technological Literacy – Students will demonstrate competency in using computer technology within a field of study.
3. Critical Thinking/Reasoning – Students will demonstrate the ability to apply the scientific method, mathematical processes, and research skills to analyze and solve problems/issues by using reflection and reasoning to justify conclusions.

4. Professional and Personal Responsibility – Students will demonstrate the ability to exhibit conduct, attitudes, and etiquette appropriate to the student’s community and chosen career. Students will demonstrate the ability to manage time, to use effective interpersonal skills, and to display responsible behavior.
5. Diversity – Students will demonstrate the ability to recognize diversity and to demonstrate respectful conduct and attitudes toward all. Students will demonstrate the ability to explain how global issues impact life, work, and opportunities.

*Revised December 31, 2012*

<b>COMPUTER TECHNOLOGY PROGRAM LEVEL STUDENT LEARNING OUTCOMES</b>
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Upon successful completion of the Computer Technology Degree students will be able to:

1. Install computer and network hardware.
2. Install computer operating systems and application software.
3. Design, create and test computer programming solutions.
4. Demonstrate the ability to take initiative, assume responsibility, and work under pressure with minimum supervision by successfully completing “hands-on” computer assignments.
5. Analyze, troubleshoot, and correct computer related technical problems.

*Revised August 2012*

<b>IST 259 COURSE OUTCOMES</b>
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Students who successfully complete this course will have demonstrated the skills required to accomplish the following objectives with a minimum competence level of 70 percent.

1. Understand the basic principles of Messaging and how Microsoft’s Exchange Server is utilized to provide email capabilities for organizations.
2. Implement and configure the following Exchange Server components: Organization, Server, Messaging Connector, and User Mailboxes.
3. Describe the Exchange 2007 Roles and their related functions: Edge Server, Hub Server, CAS Server and Mailbox Server.
4. Install Outlook client and configure the user interface and connection to the Exchange Server.
5. Understand principles involved in Exchange mail system message communication.

*The objectives of the IST 259 course are intended to meet the Network Systems Administration program outcomes numbered 1, 2, 3, and 4 above.*

## IST 259 – MAIN TOPICS

### PLAN OF INSTRUCTION:

<u>LESSON</u>	<u>MAJOR TOPICS</u>
<i>Lesson 1</i>	<i>Email Fundamentals and Exchange 2007 Introduction</i>
<i>Lesson 2</i>	<i>Active Directory</i>
<i>Lesson 3</i>	<i>Deploying Exchange 2007</i>
<i>Lesson 4</i>	<i>Configuring an Exchange Server</i>
<i>Lesson 5</i>	<i>Recipient Objects</i>
<i>Lesson 6</i>	<i>Address Lists and Policies</i>
<i>Lesson 7</i>	<i>Public Folders</i>
<i>Lesson 8</i>	<i>Email Protocols and Transport Rules</i>
<i>Lesson 9</i>	<i>Security</i>
<i>Lesson 10</i>	<i>Backup, Restoring and Repairing Exchange</i>
<i>Lesson 11</i>	<i>Monitoring Exchange</i>

*The instructor reserves the right to modify the Plan of Instruction by changing the sequence of text material or testing content.*

## IST 259 – COURSE SPECIFIC REQUIREMENTS

**SPECIAL NOTE TO ONLINE STUDENTS:** Online students will be REQUIRED to come to the Barton Campus to complete hands-on labs. The number of required on-campus meetings will vary from class to class. Students should plan on at least 3 to 4 meetings. Online students will be required to complete the labs to satisfactorily complete the course. Also, the final examination for online students will be administered on the Barton Campus. The final examination will be scheduled at a time determined by the administration.

## IST 259 – EVALUATION AND GRADING INFORMATION

**Grades will be calculated as follows:**

Major Tests (at least three)	60 percent
Attendance, Homework and Labs	15 percent
Final Examination	25 percent

**NOTE: ALL TESTS AND EXAMS ARE RETAINED BY THE INSTRUCTOR.**

- All assignments (i.e., labs, projects, research papers, etc.) for this course must be completed and submitted to the instructor by the due date established in order to receive full credit for the assignment.
- Assignments not submitted by the due date can receive up to a maximum of 80 percent credit if it is submitted within one week of the due date.
- Assignments submitted after one week of the due date will have a zero (0) grade recorded for the assignment.

- In the event that an assignment is made less than one week prior to the end of the course, the assignment must be submitted by the last day of class prior to the beginning of the final exam period and will not be accepted late.

**Final letter grades** will be issued as follows:

A	=	90 - 100
B	=	80 - 89
C	=	70 - 79
D	=	60 - 69
F	=	0 - 59

<b>Business/Public Service Division – Assistant Dean Information</b>
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During the semester, if you have any issues that need to be addressed at an administrative level, the Business/Public Service has two assistant deans in addition to the Dean who will be glad to speak with you about your concerns. They are available via email, phone, or in their offices as provided below:

Elizabeth Mann, Assistant Dean, Business/Public Service for Teaching and Learning  
[elizabeth.mann@gvltec.edu](mailto:elizabeth.mann@gvltec.edu), (864) 250-8491, Barton Campus, Criminal Justice Building 121/124

Mary Locke, Assistant Dean, Business/Public Service for Student Services  
[mary.locke@gvltec.edu](mailto:mary.locke@gvltec.edu), (864) 250-8629, Barton Campus, Engineering Technology Building 103/304