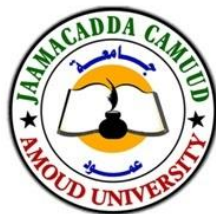

AMOU UNIVERSITY
“A Vehicle for Peace and Development”
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FACULTY OF COMPUTING AND ICT

DIPLOMA IN INFORMATION TECHNOLOGY PROGRAMME

ACADEMIC YEAR 2016/ 2017

COURSE DESCRIPTION

DIT 304	Principles of Computer Support and Maintenance	
Contact Hours	45	
Pre-requisite	N/A	
Purpose/Aim	This course aims at building further on the concepts of computer applications. Its aim is to expose students to practical skills in troubleshooting, computer repair and maintenance	
Course Objective (Indicative Learning Outcomes)	<ul style="list-style-type: none"> • Students are required to learn about computer parts both software and hardware. • Students should further learn acquire practical skills and be able to solve computer problems faced by users, both software and hardware, and customer care. 	
Course Content	<ul style="list-style-type: none"> • The power supply; • The motherboard and its on-board components: Processors, RAM (Memory); • Data Storage Devices; Parallel and Serial Interfaces; • Video, Graphics and Sound Cards; Modems; Monitors; • The Keyboard and Mouse; • Other Peripheral Devices; • PC Case Layout and I/O device connections; Identifying the key Motherboard components; • Dealing with boot failure; Diagnosing hard disk drive problems; Diagnosing floppy disk drive problems; Creating a boot disk; Diagnosing CD-ROM problems; • Windows Operating System problems; System diagnostic tools; The Snooper System Information Utility; • Diagnosing printer problems; Other useful diagnostic tools; • Hardware and Software conflicts; • Preventative Maintenance procedures. 	
Learning & Teaching Methodologies	Lectures, tutorials	
Instructional Materials/Equipment	Classroom with audio visual aids Computer laboratory	



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Course Assessment	Type		Weighting (%)
	Final Examination		60
	Mid Term Examination		20
	Assignment		10
	Attendance		10
	Total		100
Recommended Reading	Title	Author	Publisher
Additional Reading			
Other Support Material	A variety of multimedia systems and electronic information resources as prescribed by the lecturer. Various application manuals, URL search and journals.		