ETRO 248 : Network Troubleshooting

Credits: 3
Class Hours: 6 lecture/lab
Prerequisites: "C" or higher in ETRO 245, ETRO 246, and ETRO 247.
Comments: May be repeated for a maximum of 6 credits.
Description: This course focuses on the development of knowledge and skills in monitoring and maintaining complex enterprise routed and switched Internet Protocol (IP) networks. Skills learned include the planning and execution of regular network maintenance, as well as support and troubleshooting using technology-based processes and best practices, in a systematic approach. Extensive labs emphasize hands-on learning and practice to reinforce configuration and troubleshooting skills.
Course Student Learning Outcomes (CSLOs):
1. Plan and document the most common maintenance functions in complex enterprise networks.
2. Develop a troubleshooting process to identify and solve problems in complex enterprise networks.
3. Select tools that best support specific troubleshooting and maintenance processes in large, complex enterprise networks.
4. Monitor, maintain, and troubleshoot complex enterprise routed and switched networks.