

**LAUREL RIDGE COMMUNITY COLLEGE**

# Information Technology Handbook



# Laurel Ridge Community College, Workforce Solutions Information Technology Handbook

Welcome to the Information Technology Program at Laurel Ridge Community College, Workforce Solutions. The Certifications offered through Workforce Solutions provide hands on learning throughout each course to prepare you for real world experiences. Please review this handbook carefully so you fully understand the requirements for each course offered.

## IT Fast-Track Certifications to GET YOU THERE



### Computer User Support Specialist

Computer user support specialists, also called help-desk technicians, usually provide technical help to non-IT computer users. They respond to requests for help in several ways, such as in person or by phone, online chat, or email.

**Median Salary: \$55,340**

Computer User Support Specialist Certificate

CompTIA A+; CompTIA Network+



### IT Project Manager

Computer and information systems managers, often called information technology (IT) managers or IT project managers, plan, coordinate, and direct computer-related activities in an organization. They help determine the information technology goals of an organization and are responsible for implementing computer systems to meet those goals

**Median Salary: \$108,528**

IT Project Manager Certificate

CompTIA A+; CompTIA Project+; ITIL



### Network and Computer Systems Administrators

Network and computer systems administrators are responsible for the day-to-day operation of these networks. They organize, install, and support an organization's computer systems, including local area networks (LANs), wide area networks (WANs), network segments, intranets, and other data communication systems.

**Median Salary: \$94,037**

Network and Computer Systems Administrators Certificate

CompTIA Network+; CompTIA Security+



### Software Developer

Software developers create the computer applications that allow users to do specific tasks and the underlying systems that run the devices or control networks.

**Median Salary: \$122,043**

Software Developer Certificate

PROMINEO TECH  
 Front End Software Developer Bootcamp  
 Back End Software Developer Bootcamp



### Information Security Analyst

Information security analysts install software, such as firewalls, to protect computer networks. Information security analysts plan and carry out security measures to protect an organization's computer networks and systems

**Median Salary: \$117,372**

Information Security Analyst Certificate

CompTIA Security+; CompTIA CySA+; CompTIA CASP+



### Data Center Technician

Data center technicians install and maintain data servers and network equipment. Their duties include monitoring the day-to-day performance of servers, maintaining an optimally controlled environment for servers, and troubleshooting network and server problems.

**Median Salary: \$62,300**

Data Center Technician Certificate

CompTIA A+; CompTIA Network+; CompTIA Server+

*New IT Professionals should complete prerequisite courses, CompTIA Fundamentals and CompTIA A+, before starting a certificate program.*

*Median Salary Provided by Laurel Ridge Online Career Coach - 25 Miles from Middletown, VA*

## **Admission Requirements**

1. Must be at least 16 years old
2. Must have completed all prerequisites to register for the class. Please make sure to check the website for specific prerequisites associated with each program. You will not be permitted to register for a program without the necessary paperwork.
3. Must complete registration for the class, including payment to Laurel Ridge Community College. **\*Registration closes 3 business days prior to the first day of class\***

## **Student Essential Soft Skills Standards**

Students are encouraged to continually develop the following soft skills to be successful in the classroom and beyond. These skills will not only help you to get a job, but also help you to keep the job.

1. Customer Service Skills
2. Written and Verbal Communication Skills
3. Teamwork and Collaboration
4. Adaptability
5. Critical Thinking/problem Solving Skills
6. Conflict Resolution
7. Time Management
8. Commitment
9. Leadership Skills
10. Strong Work Ethic

## **Student Essential Performance Standards\***

Students are expected to complete course requirements that prepare them to perform essential job functions in the IT field. These functions and skills are:

1. Speech: Establish rapport and communicate with classmates and instructors.
2. Hearing: Auditory acuity to perceive and interpret various equipment signals and to use the telephone.
3. Vision: Visual acuity to read any handwritten or printed data.
4. Mobility: Must be able to bend, squat or kneel and assist in lifting or moving equipment.
5. Manual Dexterity: Determine eye/hand coordination and manipulation of equipment
6. Fine Motor: Use hands for grasping, pushing, pulling, and fine manipulation and possess tactile ability sufficient for working with computer equipment.
7. Mentation: Ability to assimilate and apply knowledge acquired through lecture discussions

and readings.

8. Writing: Communicate and organize thoughts to prepare written documents that are correct in style, grammar, and mechanics.

**\*Any student who thinks he/she does not possess one or more of these functions should contact the disability services provider at the campus. Provisions for accommodations will be made in compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. For more information, please go to the Laurel Ridge website at the following link: <http://laurelridge.edu/disability>**

**\*\*Any student who may need additional accommodations for their certification exam must contact Pearson VUE Testing Center for approval of accommodations. Laurel Ridge staff cannot provide accommodations on the IT Certification exams. Please visit the Pearson VUE website for more information. <https://home.pearsonvue.com/test-taker/Test-accommodations.aspx>**

### **Books/Supplies**

All books and supplies are included in the cost of tuition, as well as the exam voucher(s).

Retakes are at the expense of the student. You do not need to bring your own laptop; a computer will be provided during the class. Most classes have work that must be completed at home. You must have reliable internet to complete activities at home.

### **Grading System**

**Students must adhere to the attendance policy AND sit for the certification exam to receive a Certificate of Completion and comply with Fast Forward policies.** Students will receive the Certificate of Completion the last night of class. It is expected that students participate, and complete modules required in all materials provided. This includes, but are not limited to CompTIA Labs, CertMaster Practice/Learn, TestOut.

At least 20 hours of reading and reviewing course material will be required outside of class to be successful. All hands-on preparation will be held during class time.

### **Certification Exam Information**

Certification Exam Information- ALL TEST SCORES MUST BE SUBMITTED TO WORKFORCE SOLUTIONS.

- Students will take their certification exam approximately one week after their last class. The exam must be taken at a PearsonVUE testing center. Exam details will be given to you in class.
- Any student who does not take the exam within 90 days from the end date of their class will be responsible for paying their own exam fee.
- Students are responsible to notify any retakes with the IT Program Manager, Samantha Brill, [sbrill@laurelridge.edu](mailto:sbrill@laurelridge.edu). Retakes are at the expense of the student.

### **Attendance Policy**

Students are expected to be present, **on time**, and ready to participate at all regularly scheduled classes. This is a rigorous program and attendance is VITAL to success. One of the top reasons why people are fired is for tardiness or not showing up for their scheduled shift! Workforce Solutions facilitates learning opportunities and connections that empower individuals, organizations, and communities. By meeting these expectations, students will be prepared for solid attendance at their future workplace.

1. Being tardy **more than 30 minutes** to class will count as an absence.
2. In case of an emergency or illness that will result in an absence, students are to contact the instructor prior to class.
3. Student must attend 75% of the class. Missing 25% or more of the class will result in dismissal from the program.

### **Grounds for Dismissal from the Program**

Include but are not limited to:

1. Disrupting the learning environment
2. Failure to comply with safety standards
3. Any form of cheating or plagiarism
4. Missing 25% or more of regularly scheduled classes.

No refunds will be given upon dismissal from the program. Students may follow the college's grievance process if they wish to have their decision reviewed.

### **Cancelled Classes**

If for any reason the instructor needs to cancel a class, students will receive an email or phone call as soon as Workforce Solutions is notified. It is your responsibility to keep your contact information current so that we can reach you. Cancellations are not always system wide. Please check cancellation notices for specific campus details. Laurel Ridge Community College uses Laurel Ridge Alert to immediately contact you during a major crisis or emergency. For the latest emergency closing information, please sign up for the college alert system by texting laurelalert (all one word) to 226787.

### **Cell Phone/Electronics Policy**

Cell phones may not be used during class. Students are not to take or place calls, send or receive text messages, or use social media applications during class. All cell phones are to be turned to silent, not vibrate, while in class. The only exception is if the instructor asks you to use your phone for demonstration or instruction purposes.

### **See Something, Say Something**

See Something, Say Something If you have a concern about something you've observed or heard that may give you concern about another student, impact the safety of our environment, or disrupt the delivery of our educational process, we encourage you to fill out the See Something, Say Something report form. This link can be found at <https://laurelridge.edu/see-something-say-something/>

### **Credit for Prior Learning**

Laurel Ridge awards transfer credit to those who have successfully completed the following exams within five (5) years of receiving course credit equivalent:

CompTIA A+: ITN 106 (Microcomputer Operating Systems) and ITN 107 (Personal Computer Hardware and Troubleshooting)

CompTIA Net+: ITN 101 (Introduction to

Telecommunications) NOTE: Network+ certification (ITN 101) cannot be substituted for any other courses in cyber or IST

CompTIA Sec+: ITN 254 (Virtual Infrastructure: Installation & Configuration)

CompTIA Linux+: ITN 170 (Linux Operating System)

*\* Laurel Ridge awards transfer credit to those who have successfully completed the following exams within two (2) years of receiving course credit equivalent. Credit for prior learning cannot be awarded for the A.A.S. Degree in Cybersecurity due to ABET and CAE-CD requirements.*

### **Additional Resources**

<https://laurelridge.edu/community-resources/>

- Struggling to make end meet? Single Stop
- Child Care Assistance
- Technology Assistance
- Transportation

\*\*\*\* This document is subject to change based on the needs of the program. \*\*\*\*

**Below is an overview of the courses offered by Laurel Ridge Community College, Workforce Solutions. For more information and funding options, please visit, <https://laurelridgeworkforce.com/start-or-enhance-your-information-technology-it-career/>**

### **CompTIA IT Fundamentals**

This course is 32 hours of instruction delivered over the course of 4 weeks. It is an entry level course to prepare students for a future in IT. This course is a requirement for anyone interested in pursuing one of our IT career pathways. Aimed to help students earn CompTIA IT Fundamentals Certification, this course covers hardware, software, networking, and cybersecurity topics. This course is very fast paced and will require additional study hours outside of scheduled class times.

\*If you have at least 9 months to 1 year experience in the IT field, you may qualify for an exemption from this course. If interested in an exemption, you will be required to submit at least one of the following:

1. Transcripts from an accredited institution in which computer classes were taken AND a minimum grade of a C or better earned for those classes.
2. A current job description listing your daily duties.

This course does require a short 2-part assessment to ensure a student has a moderate knowledge of basic computer skills. Students must provide their assessment scores at the time of registration. Please access the assessment here, <https://forms.gle/e2TKYnnL2Tp7BMgy8>

### **CompTIA A+**

This course is 60 hours of instruction and hands on learning delivered over the course of 8 weeks. This course covers hardware and software components to prepare students for entry level positions in IT as a Computer User Support Specialist. This course is very fast paced and will require additional study hours outside of scheduled class times. To receive the CompTIA A+ certification, candidates must pass two exams: Core 1 (220-1001) and Core 2 (220-1002). A passing score on both exams will be required to register for the next class listed on the pathway chart. Successful candidates will have the knowledge of Hardware and Infrastructure, Security, Ops and Service, Software, and Data.

Prerequisite: CompTIA IT Fundamentals or an IT degree completed within the last 5 years

### **CompTIA Network+**

This course is 40 hours of instruction and hands on learning delivered over the course of 5 weeks. This course will cover the Network + exam objectives from the following five domains Network Architecture, Network Operations, Network Security, Troubleshooting, and Industry Standards. With this highly interactive course, you will learn the essentials needed to successfully pass the CompTIA Network + Exam. You will concentrate on the configuration, management, and troubleshooting of common wired and wireless network devices. In addition, the following skills will be covered in preparation, defining the appropriate cabling and device technologies, determining the network troubleshooting methodology and appropriate tools, and examining physical security and common attacks while securing wired and wireless networks. This course is very fast paced and will require additional study hours outside of scheduled class times.

Prerequisite: CompTIA A+ or an IT degree completed within the last 5 years.

### **CompTIA Server+**

This course is 40 hours of instruction and hands on learning delivered over the course of 5 weeks. CompTIA Server+ is designed for IT professionals who work with server hardware and software, including server administrators, system administrators, and data center technicians. It is a valuable certification for those who want to demonstrate their expertise in server-related tasks and responsibilities. This course will cover the following key areas server hardware and software, server virtualization, storage solutions, network infrastructure, security, and disaster recovery. This course is very fast paced and will require additional study hours outside of scheduled class times.

Prerequisite: CompTIA A+

### **CompTIA Security+**

This course is 40 hours of instruction and hands on learning delivered over the course of 5 weeks. This course is the primary curriculum you will need to take if your job responsibilities include securing network services, devices, and traffic in your organization. Today's job market demands individuals with demonstrable skills, and the information and activities in this course can help you build your computer security skill set so that you can confidently perform your duties in any security-related role. During this class, you will be able to identify the fundamental components of information security, analyze risk, conduct security assessments to detect vulnerabilities, implement cryptographic solutions in the organization, plus much more. This



course is very fast paced and will require additional study hours outside of scheduled class times.

Prerequisite: CompTIA Network+ or an IT degree completed within the last 5 years.

### **CompTIA Linux+**

This course is 40 hours of instruction delivered over the course of 5 weeks in an online environment. Reliable computer and internet access is required. This course helps to build the necessary skills of an IT professional to configure, monitor, and support servers running the Linux operating system in wide demand in industry. Students will acquire the knowledge required to configure, manage, operate, and troubleshoot a Linux environment, using security best practices, scripting, and automation. Students are required to have basic computer skills and familiarity with computer operating system and network concepts prior to taking this course. Previous scripting experience will be very helpful to the student. This course is very fast paced and will require additional study hours outside of scheduled class times.

Prerequisite: CompTIA A+ or an IT degree completed within the last 5 years.

### **CompTIA Project+**

This course is 40 hours of instruction delivered over the course of 5 weeks in an in-person environment. With the rising need of IT professionals with project management skills, CompTIA Project is a great starting point to gain entry level skills. This certification class prepares you to manage those small, less complex projects. Throughout this class, you will learn essential project management concepts such as the project life cycle, ensuring appropriate communication, managing resources and stakeholders, and maintaining project documentation. This class will prepare you to take the newest Project+ version, PK0-005 and provide experience required to advance to higher IT Management certifications, such as PMP.

Prerequisite: CompTIA A+ or an IT degree completed within the last 5 years.

### **ITIL (Information Technology Infrastructure Library)**

This course is 24 hours of instruction delivered over the course of 4 weeks in an online environment. The course will prepare you for the ITIL version 4 Foundation exam, introducing you to basic concepts used in IT service management. In this course, you will acquire the essential skills and information necessary to lead and manage an IT business service through every stage of its lifecycle. This course is completely online, and students will attend classes live via zoom. This course is very fast paced and will require additional study hours outside of scheduled class times.

Prerequisite: CompTIA Project+ or 9-12 months experience in Project Management\*

\*If you have at least 9 months to 1 year experience in the IT field, you may qualify for an exemption from this prerequisite. If interested in an exemption, you will be required to submit at least one of the following:

1. Transcripts from an accredited institution in which computer classes were taken AND a minimum grade of a C or better earned for those classes.
2. A current job description listing your daily duties.

### **CompTIA CySA+ (Cybersecurity Analyst)**

This course is 60 hours of instruction delivered over the course of 8 weeks. This program will prepare you to enter the cybersecurity field by teaching you threat and vulnerability management, software and systems security, compliance and assessment, monitoring and security operations and incident response. This program also includes a 20-hour virtual externship that will give you the opportunity to network and learn from experts already in the field. This course is very fast paced and will require additional study hours outside of scheduled class times.

Prerequisite: CompTIA Security+

### **CompTIA CASP+**

This advanced level program will cover skills relating to security architecture and senior security engineering. Other skills taught are governance, risk, and compliance. This program also includes a 20-hour virtual externship that will give you the opportunity to network and learn from experts already in the field. This course is very fast paced and will require additional study hours outside of scheduled class times.

Prerequisite: CompTIA CySA+

## STATEMENT OF UNDERSTANDING

I have read, understand, and agree to abide by the requirements of the various courses as stated in The Information Technology Student Handbook.

I have read, understand, and agree to abide by the general policies of the College as stated in the College Catalog. <https://laurelridge.edu/wp-content/uploads/2014/07/Student-Handbook.pdf>

As I complete the IT Course(s), it is my responsibility to clarify what I do not understand regarding the requirements of the course with the instructor, in a proactive and professional manner.

Signed \_\_\_\_\_

Date \_\_\_\_\_