

COURSE INF3200: INTERNET SERVICES**Level:** Advanced**Theme:** Dynamic Environment**Prerequisite:** INF2200 Information Highway 2**Course Description:** Students expand their skills from INF2200 Information Highway 2, by learning how to operate, maintain and build an Internet/intranet site that may include computer bulletin boards, forums, electronic mail, Internet list servers, and/or moderated newsgroups. Proper use of hardware, software and liaison with users and clients is emphasized.**Course Parameters:** Access to networked computer workstation and the Internet or intranet.**Supporting Course:** INF3190 Information Highway 3**Curriculum and Assessment Standards**

General Outcomes	Assessment Criteria and Conditions	Suggested Emphasis
<p><i>The student will:</i></p> <ul style="list-style-type: none"> • demonstrate competencies to access information from existing electronic messaging systems • design and create an electronic messaging system • maintain and enhance an electronic messaging system 	<p><i>Assessment of student achievement should be based on:</i></p> <ul style="list-style-type: none"> • demonstrating ability to access at least two of the following Internet services—newsgroups, electronic mail, Internet list servers, etc.—efficiently, following established netiquette procedures • designing and building at least <u>one of functional specialized</u> web site, electronic mail system, computer bulletin board, FTP site, news server, Internet list server by: <ul style="list-style-type: none"> – configuring hardware – installing software • maintaining files and user accounts <ul style="list-style-type: none"> – troubleshooting and diagnosing problems – offering user support services – monitoring/updating information and messages. <p><i>Assessment Tool</i> <i>Assessment Guide: Internet Services (INF3200–1)</i></p> <p><i>Standard</i> <i>Rating of 3 for all applicable tasks</i></p>	<p>20</p> <p>40</p> <p>30</p>

MODULE INF3200: INTERNET SERVICES (continued)

Concept	Specific Learner Expectations	Notes
Design/Creation (continued)	<p><i>The student should:</i></p> <ul style="list-style-type: none"> • design and assemble a functioning system: <ul style="list-style-type: none"> – troubleshooting – diagnosis and remediation • identify basic hardware components and processes necessary to create a functional specialized web site, computer bulletin board, e-mail system, newsgroup, list server, etc. • configure interface/hardware/peripherals • use support manuals/documentation • install appropriate system software • install backup/restore files: <ul style="list-style-type: none"> – create/use directories/folders – incorporate file protection – create/delete messages and information. 	
Maintenance/ Enhancement	<ul style="list-style-type: none"> • demonstrate manager’s responsibilities: <ul style="list-style-type: none"> – update information – monitor access/activities – schedule assistance activities – provide assistance to users and clients – evaluate performance – recommend changes – determine parameters/update messages • maintain/update application, operating system and utility software on hard drive <ul style="list-style-type: none"> – use defaults, supervisor housekeeping, diagnostic, viral protection software • demonstrate acceptable electronic communication system operational performance • use support manuals/documentation • follow hardware/software and school/educational regulations • adhere to legal, professional and ethical expectations • establish policies and procedures; e.g., create an acceptable format policy for web pages. 	<p>Consider apprenticeship or student contract for hands-on experiences.</p> <p>An example of a specialized web site would be a student council survey (i.e., a data collection web site).</p>

MODULE INF3200: INTERNET SERVICES (continued)

Concept	Specific Learner Expectations	Notes
Workstation Management	<p><i>The student should:</i></p> <ul style="list-style-type: none">• apply efficient workstation positions and routines that encourage:<ul style="list-style-type: none">– good health and safety (posture, positioning of hardware and furniture)– security for hardware, software, supplies and personal work• demonstrate efficient and appropriate use of time and resources:<ul style="list-style-type: none">– start-up procedures– organization of work area– closing procedures• apply effective decision-making strategies when using the Internet• use related terminology to describe basic protocols, processes and tools.	