The program in Information Technology (IT) prepares students to either enter the workforce as an IT support technician or IT system administrator, or pursue a bachelor’s degree in managing information systems. IT support technicians provide technical assistance to computer users. They may answer questions or resolve computer problems for clients in person, or via telephone or electronically. They may provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. Computer network technicians analyze, test, troubleshoot, and evaluate existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. They perform network maintenance to ensure networks operate correctly with minimal interruption. Graduates of the Associate in Science in Information Technology are prepared and eligible to sit for CompTIA's A+ and Network+ certification exams. Optional elective courses prep students for CompTIA's Server+ and Security+ exams.

Requirements for Associate in Science Degree:

a) Complete Major Field, Elective Courses, and Supporting Courses with a grade of C or better.
b) Complete Ohlone College General Education (Plan A), CSU GE (Plan B), or IGETC (Plan C) requirements. These requirements are specified in the Ohlone College catalog.
c) Complete at least 60 degree-applicable units with a 2.0 grade point average.
d) Complete at least 12 units at Ohlone College.

Student Learning Outcomes

1. Apply fundamental knowledge of computing and the current use of technology techniques, skills, and tools necessary for the computing practice.
2. Demonstrate the ability to locate, critically evaluate, and solve business problems with technology solutions using qualitative and quantitative information.
3. Demonstrate a fundamental ability to identify and analyze user needs in the selection, creation, evaluation, and administration of computer-based systems.
4. Provide information technology technical assistance to computer and network users.
5. Demonstrate appreciation of the IT career field and the need to be lifelong learners.

MAJOR FIELD

<table>
<thead>
<tr>
<th>Course</th>
<th>Title</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>CNET-103</td>
<td>Introduction to Business Intelligence OR</td>
<td>4</td>
</tr>
<tr>
<td>CS-101</td>
<td>Introduction to Computers and Information Technology</td>
<td>(3)</td>
</tr>
<tr>
<td>CNET-105</td>
<td>IT Essentials (CompTIA A+)</td>
<td>4</td>
</tr>
<tr>
<td>CNET-154</td>
<td>Computer Network Fundamentals (Network+) OR</td>
<td>3</td>
</tr>
<tr>
<td>CNET-155A</td>
<td>Introduction to Networks (CCNA1)</td>
<td>(3)</td>
</tr>
<tr>
<td>CS-102</td>
<td>Introduction to Computer Programming Using C++</td>
<td>3</td>
</tr>
</tbody>
</table>

13-14
ELECTIVE COURSES
Complete a minimum of six units from the following courses:
CNET-108   IT Project Management  3
CNET-135   Oracle Database Administration  2
CNET-137   Introduction to SQL  4
CNET-151   Systems and Network Administration  3
CNET-155B  Routing and Switching Essentials (CCNA2)  3
CNET-170   Network Security (Security+)  4
CNET-173   Ethical Hacking  3
CNET-174   Computer Forensics  3

SUPPORTING COURSES
Complete a minimum of three units from the following courses:
CNET-140   Linux System Administration I (LPI-1)  4
CNET-146   Introduction to UNIX/Linux  3
CNET-162   Windows Server Installation and Configuration Administration  2
CNET-164   Windows Server Administration  2

Total Required Units: 22-26