

12.0 System Management

Content Area: **CTE**
Course(s): **Computer Systems & Networking III**
Time Period: **March**
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Status: **Published**

Unit Overview:

This unit explores the topics: Windows System Tools, Preferences and Settings, Performance Monitoring, Active Directory, Users and Groups, Remote Services, Linux Application Management, Windows Application Management, Digital Content Management, Updates, System Backup, System Recovery, Virtual Memory, Operating System Troubleshooting, Windows Boot Errors

Essential Questions:

- What configuration tasks can you perform using Control Panel?
- Which tool lets you view running tasks and current memory use?
- How can you customize the look and feel of the Windows desktop environment?
- Which system components are commonly monitored to troubleshoot system performance?
- What should be done if the processor utilization in a system is consistently over 90%?
- What are the benefits of Active Directory?
- How can groups simplify security administration?
- Which editions of Windows supports a guest Remote Desktop connection? A host Remote Desktop connection?
- How is a shortcut different from an executable file?
- What is the difference between the Program Files and the Program Files (x86) folders?

Enduring Understandings:

- Task Manager is a utility that comes with Microsoft Windows to allow users and administrators to do various tasks and perform system administration.
- Use the Control Panel to customize features of devices and to configure how a computer looks and behaves.
- Microsoft Windows contains management consoles that allow users and administrators the ability to configure and modify different tasks. Microsoft Management Console and Computer Manager are two utilities included with Windows.
- With Windows 10, you can personalize your desktop and features in a variety of ways to make them look and work the way you want using Personalize settings.
- A bottleneck occurs when a component is unable to keep up with demand and subsequently slows down other processes or functions
- Active Directory is a centralized database that contains user account and security information.
- A policy is a set of configuration settings applied to users or computers. Group policies allow the administrator to apply multiple settings to multiple objects within the Active Directory domain at one time. Collections of policy settings are stored in a Group Policy Object (GPO). The GPO includes

registry settings, scripts, templates, and software-specific configuration values.

Standards/Indicators/Student Learning Objectives (SLOs):

ITEC.9-12.9.4.12.K.(2).1	Perform user support to maintain service.
ITEC.9-12.9.4.12.K.(2).2	Manage software systems to maintain and update service.
ITEC.9-12.9.4.12.K.(2).3	Use hardware design, operation, and maintenance knowledge and skills to provide user support.
ITEC.9-12.9.4.12.K.54	Identify and demonstrate positive work behaviors and personal qualities needed to succeed in the classroom and/or to be employable.
ITEC.9-12.9.4.12.K.56	Demonstrate skills related to seeking and applying for employment in a desired job.
ITEC.9-12.9.4.12.K.58	Demonstrate skills in evaluating and comparing employment opportunities in order to accept employment positions that match career goals.
ITEC.9-12.9.4.12.K.59	Identify and exhibit traits for retaining employment.
ITEC.9-12.9.4.12.K.60	Identify and explore careers in one or more career pathways to build an understanding of the opportunities available in the cluster.
ITEC.9-12.9.4.12.K.61	Examine requirements for career advancement to plan for continuing education and training.
ITEC.9-12.9.4.12.K.62	Research professional development opportunities needed to keep current on relevant trends and information within the cluster.
ITEC.9-12.9.4.12.K.63	Examine licensing, certification, and credentialing requirements at the national, state, and local levels to maintain compliance with industry requirements.
ITEC.9-12.9.4.12.K.68	Demonstrate knowledge of the hardware components associated with information systems.
ITEC.9-12.9.4.12.K.70	Identify and compare new information systems trends and technologies to build an understanding of their potential influence on industry practices.
ITEC.9-12.9.4.12.K.72	Demonstrate technical knowledge of the Internet to develop and maintain information technology systems.
ITEC.9-12.9.4.12.K.73	Access and use Internet services to service and update information technology systems and to complete other information technology tasks.
ITEC.9-12.9.4.12.K.74	Install and configure software programs to maintain and update information technology systems.
TECH.8.1.12.A	Technology Operations and Concepts: Students demonstrate a sound understanding of technology concepts, systems and operations.
TECH.8.1.12.A.CS1	Understand and use technology systems.
TECH.8.1.12.D.5	Analyze the capabilities and limitations of current and emerging technology resources and assess their potential to address personal, social, lifelong learning, and career needs.
TECH.8.2.12.A.CS3	The relationships among technologies and the connections between technology and other fields of study.
TECH.8.2.12.B.CS3	The role of society in the development and use of technology.
TECH.8.2.12.B.CS4	The influence of technology on history.
TECH.8.2.12.D.4	Assess the impacts of emerging technologies on developing countries.

TECH.8.2.12.E.1

Demonstrate an understanding of the problem-solving capacity of computers in our world.

TECH.8.2.12.E.4

Use appropriate terms in conversation (e.g., troubleshooting, peripherals, diagnostic software, GUI, abstraction, variables, data types and conditional statements).

Lesson Titles:

- 12.0 SYSTEM MANAGEMENT
- 12.1 Windows System Tools
- 12.1.1 Use Task Manager (13:47)
- 12.1.2 Task Manager Facts
- 12.1.3 Use Control Panel (4:58)
- 12.1.4 Control Panel Facts
- 12.1.5 Use Management Consoles (7:37)
- 12.1.6 Management Consoles Facts
- 12.1.7 View System Information (6:29)
- 12.1.8 System Configuration and DirectX (5:23)
- 12.1.9 Use Regedit (5:58)
- 12.1.10 Windows Utilities Facts
- 12.1.11 Explore System Commands (10:38)
- 12.1.12 System Command Facts
- 12.1.13 Use System Commands
- 12.1.14 Practice Questions
- 12.2 Preferences and Settings
- 12.2.1 Personalize Windows (4:24)
- 12.2.2 Configure Region and Language Options (3:25)
- 12.2.3 Index Files (5:16)
- 12.2.4 Preferences Facts
- 12.2.5 Practice Questions
- 12.3 Performance Monitoring
- 12.3.1 Performance Monitoring (6:22)
- 12.3.2 Monitor System Performance (7:42)
- 12.3.3 Performance Monitoring Facts
- 12.3.4 Practice Questions
- 12.4 Active Directory
- 12.4.1 Active Directory Overview (8:24)
- 12.4.2 Join a Domain (8:45)
- 12.4.3 Join a Workstation to a Domain
- 12.4.4 Manage Active Directory Objects (10:24)
- 12.4.5 Active Directory Facts
- 12.4.6 Create User Accounts
- 12.4.7 Create OUs
- 12.4.8 Delete OUs
- 12.4.9 Group Policy (9:52)
- 12.4.10 Use Group Policy (7:48)
- 12.4.11 Group Policy Facts
- 12.4.12 Practice Questions
- 12.5 Users and Groups
- 12.5.1 Users and Groups (6:31)

- 12.5.2 Manage Local Users and Groups (7:55)
- 12.5.3 User and Group Facts
- 12.5.4 Authenticate with Online User Accounts (4:07)
- 12.5.5 Online Authentication Facts
- 12.5.6 Manage Users and Groups
- 12.5.7 Manage UAC Settings (6:56)
- 12.5.8 UAC Facts
- 12.5.9 Practice Questions
- 12.6 Remote Services
- 12.6.1 Remote Desktop (5:42)
- 12.6.2 Use Remote Desktop (10:48)
- 12.6.3 Remote Desktop Facts
- 12.6.4 Remote Assistance (3:10)
- 12.6.5 Remote Assistance Facts
- 12.6.6 Use Remote Assistance (7:08)
- 12.6.7 Configure Remote Services
- 12.6.8 Use Screen Sharing (5:35)
- 12.6.9 Screen Sharing Facts
- 12.6.10 Practice Questions
- 12.7 Windows Application Management
- 12.7.1 Windows Desktop Applications (4:16)
- 12.7.2 Manage Windows Desktop Applications (10:27)
- 12.7.3 Desktop Application Management Facts
- 12.7.4 Configure Application Compatibility (6:54)
- 12.7.5 Application Compatibility Facts
- 12.7.6 Schedule Tasks (3:56)
- 12.7.7 Windows Store Applications (2:43)
- 12.7.8 Manage Windows Store Apps (5:12)
- 12.7.9 Manage Applications
- 12.7.10 Repair Programs
- 12.7.11 Practice Questions
- 12.8 Linux Application Management
- 12.8.1 Install Linux Software (6:32)
- 12.8.2 Manage Apps on Linux (2:28)
- 12.8.3 Manage Processes on Linux (6:43)
- 12.8.4 Linux Application Management Facts
- 12.8.5 Manage Linux Processes
- 12.8.6 Practice Questions
- 12.9 Digital Content Management
- 12.9.1 Software Licensing (8:00)
- 12.9.2 Digital Rights Management (DRM) (8:06)
- 12.9.3 Digital Content Management Facts
- 12.9.4 Practice Questions
- 12.10 Updates
- 12.10.1 Updates (6:26)
- 12.10.2 Use Windows Update (6:41)
- 12.10.3 Update Facts
- 12.10.4 Configure Windows Update
- 12.10.5 Update Linux (4:18)

- 12.10.6 Update macOS (2:48)
- 12.10.7 Perform a Firmware Update (4:03)
- 12.10.8 Update Firmware
- 12.10.9 Practice Questions
- 12.11 System Backup
- 12.11.1 System Backup (4:43)
- 12.11.2 Backup Facts
- 12.11.3 Create Backups in Windows (3:34)
- 12.11.4 Create Backups in Linux (4:37)
- 12.11.5 Use Time Machine on macOS (4:53)
- 12.11.6 Back Up the Computer
- 12.11.7 Configure File History
- 12.11.8 Practice Questions
- 12.12 System Recovery
- 12.12.1 Windows 10 System Recovery (5:18)
- 12.12.2 Use Restore Points (8:25)
- 12.12.3 Create a Restore Point
- 12.12.4 Use Windows System Recovery Tools (6:19)
- 12.12.5 Boot into the Windows Recovery Environment
- 12.12.6 Use File Recovery Tools (7:54)
- 12.12.7 Restore Data from File History
- 12.12.8 Restore Data on Linux (3:27)
- 12.12.9 Restore Data on macOS (3:58)
- 12.12.10 System Recovery Facts
- 12.12.11 Practice Questions
- 12.13 Virtual Memory
- 12.13.1 Windows Virtual Memory (6:57)
- 12.13.2 Manage the Paging File (7:12)
- 12.13.3 Virtual Memory Facts
- 12.13.4 Configure Virtual Memory
- 12.13.5 Practice Questions
- 12.14 Operating System Troubleshooting
- 12.14.1 Windows Operating System Issues (8:23)
- 12.14.2 Troubleshoot Windows Applications (11:16)
- 12.14.3 Troubleshoot Windows Services (5:12)
- 12.14.4 Application Troubleshooting Facts
- 12.14.5 System Lockups (6:02)
- 12.14.6 System Errors Facts
- 12.14.7 Practice Questions
- 12.15 Windows Boot Errors
- 12.15.1 Windows Boot Process (4:58)
- 12.15.2 Boot Process Facts
- 12.15.3 Modify the Boot Order (7:54)
- 12.15.4 Configure the Boot Order
- 12.15.5 Using Advanced Boot Options (6:56)
- 12.15.6 Windows Boot Options
- 12.15.7 Use the bootrec Command (4:22)
- 12.15.8 Startup Error Facts
- 12.15.9 Troubleshoot System Startup 1

- 12.15.10 Troubleshoot System Startup 2
- 12.15.11 Troubleshoot System Startup 3
- 12.15.12 Troubleshoot System Startup 4
- 12.15.13 Practice Questions

Career Readiness, Life Literacies, & Key Skills:

WRK.K-12.P.1	Act as a responsible and contributing community members and employee.
WRK.K-12.P.8	Use technology to enhance productivity increase collaboration and communicate effectively.
WRK.K-12.P.9	Work productively in teams while using cultural/global competence.

Inter-Disciplinary Connections:

MA.A-SSE.A.1a	Interpret parts of an expression, such as terms, factors, and coefficients.
LA.RST.11-12.4	Determine the meaning of symbols, key terms, and other domain-specific words and phrases as they are used in a specific scientific or technical context relevant to grades 11-12 texts and topics.
LA.RST.11-12.5	Analyze how the text structures information or ideas into categories or hierarchies, demonstrating understanding of the information or ideas.
LA.RST.11-12.7	Integrate and evaluate multiple sources of information presented in diverse formats and media (e.g., quantitative data, video, multimedia) in order to address a question or solve a problem.
LA.RST.11-12.9	Synthesize information from a range of sources (e.g., texts, experiments, simulations) into a coherent understanding of a process, phenomenon, or concept, resolving conflicting information when possible.
MA.A-CED.A	Create equations that describe numbers or relationships
LA.K-12.NJSLSA.SL2	Integrate and evaluate information presented in diverse media and formats, including visually, quantitatively, and orally.
LA.WHST.11-12.4	Produce clear and coherent writing in which the development, organization, and style are appropriate to task, purpose, and audience.
LA.WHST.11-12.7	Conduct short as well as more sustained research projects to answer a question (including a self-generated question) or solve a problem; narrow or broaden the inquiry when appropriate; synthesize multiple sources on the subject, demonstrating understanding of the subject under investigation.

Equity Considerations:

Holocaust Mandate

Climate Change

CS.9-12.8.1.12.DA.1

Create interactive data visualizations using software tools to help others better understand real world phenomena, including climate change.

TECH.9.4.12.DC.8

Explain how increased network connectivity and computing capabilities of everyday objects allow for innovative technological approaches to climate protection.

LGBTQ and Disabilities Mandate

Asian American Pacific Islander Mandate

Summative Assessment:

- Alternate Assessment
- Chapter Quizzes
- Homework
- Marking Period Assessment
- Networking notebook
- Unit Test on System Management

Resources & Materials:

- networking equipment
- networking posters
- networking tools
- PowerPoint presentations

Instructional Strategies, Learning Activities, and Levels of Blooms/DOK:

- Lab - 12.1.13 Use System Commands
- Lab - 12.4.3 Join a Workstation to a Domain
- Lab - 12.4.6 Create User Accounts
- Lab - 12.4.7 Create OUs
- Lab - 12.4.8 Delete OUs

- Lab - 12.5.6 Manage Users and Groups
- Lab - 12.6.7 Configure Remote Services
- Lab - 12.7.9 Manage Applications
- Lab - 12.7.10 Repair Programs
- Lab - 12.8.5 Manage Linux Processes
- Lab - 12.10.4 Configure Windows Update
- Lab - 12.10.8 Update Firmware
- Lab - 12.11.6 Back Up the Computer
- Lab - 12.11.7 Configure File History
- Lab - 12.12.3 Create a Restore Point
- Lab - 12.12.5 Boot into the Windows Recovery Environment
- Lab - 12.12.7 Restore Data from File History
- Lab - 12.13.4 Configure Virtual Memory
- Lab - 12.15.4 Configure the Boot Order
- Lab - 12.15.9 Troubleshoot System Startup 1
- Lab - 12.15.10 Troubleshoot System Startup 2
- Lab - 12.15.11 Troubleshoot System Startup 3
- Lab - 12.15.12 Troubleshoot System Startup 4

Instructional Strategies:

- Summarizing & Note Taking
- Direct Instruction
- Provide opportunities for student practice
- KWL Chart
- Chapter study guide
- Large group discussion

Blooms/DOK:

- Level 1: recall/remember vocabulary
- Level 2: categorize the unit's technology
- Level 3: compare and contrast various technologies
- Level 4: students analyze and create a project utilizing the learned technology

Formative Assessment:

- Anticipatory Set
- Classwork worksheets
- Closure
- Exit tickets
- Gimkit (Live Quiz Learning Game)
- One-minute paper
- Unit review game (Jeopardy / GimKit)

- Warm-Up

Modifications

ELL Modifications:

- Digital translators
- Provide ELL students with multiple literacy strategies
- Front load information
- Focus on domain specific vocabulary and keywords
- Group students
- Use manipulatives where possible
- Use visuals
- Use graphic organizer
- Use real objects when possible
- Create planned opportunities for interaction between individuals in the classroom: skits, cooperative and collaborative learning, student generated stories based on personal experience
- Tap prior knowledge
- Establish a framework allowing ELL students to understand and assimilate new ideas and information
- Provide support as ELL students move through all levels of language acquisition: scaffold learning, processing time, as well as other modifications mentioned above
- Utilize explicit learning strategies that are well planned in advance (intentional planning)
- Assess ELL students continuously using formative assessment methods
- 1:1 testing
- Repeat, reword, clarify
- Intentional scheduling/grouping with student/teacher who speaks the same language if possible
- Offer alternate/or modify assessments
- Be flexible with time frames and deadlines
- Offer resources for specific topics in primary language (YouTube web resources)

IEP & 504 Modifications:

- Testing modifications:
 - higher level reasoning questions would have less weight than other questions or provided as extra credit questions to provide exposure to these questions but not something that will be a detriment to the student's ability to share knowledge of content
 - rewording questions so that there are not higher level vocabulary within the question (you are testing for understanding of the content not the ability to understand the question)
 - less questions per page (so not visually overwhelming)
 - less none of the above, all of the above, which of the following apply, or which do not apply type questions (again it is testing for understanding of the question not the content)
 - if not directly testing directly for reading comprehension offering paraphrasing of quotes, etc... if the student is expected to be testing on understanding that paragraph or quote to answer

future questions

- word banks, multiple choice, matching questions help when possible
- less questions overall if the student takes so much extra time that they are going into future days (then missing instruction) to take the test
- allowing student to correct mistakes or answer wrong questions correctly for additional credit if failed the first test (another way to re-teach material)
- math tests could have formula's available on the test and/or sample problems
- students could use calculator and/or other math tools (x grids, chips, ect)
- Instructional modifications/accommodations:
 - teaching the main ideas/concepts (limiting not needed details) to be taught and repeating them in several different ways over several different days (goal is 7 different ways same concept for students with learning disabilities)
 - providing students with content vocabulary prior to teaching a lesson including that vocabulary (pre-teaching)
 - providing study guides that don't lead the student to study too much extraneous information (less unnecessary details)/scaffolded study guides
 - scaffolded notes
 - allowing student to take notes in class for reinforcement but also providing a copy of completed/correct notes to study from
 - modeling and showing lots of examples
 - allowing co-teaching with general education and special education teachers in the same classroom so that the special education teacher can re-teach students with special needs in a different way in a smaller group (pulled to the side)
 - if not in a co-teaching setting allowing time in the schedule for a special education teacher to consult with general education teachers on what specifically can be modified or how to paraphrase things in a different way specific to that lesson
 - direct teaching and/or assistance for organization, social skills/peer interactions
 - providing paraphrased or modified reading materials at the student's reading level for science and social studies and elective classes
 - speaking to students privately when redirecting behaviors
 - reducing homework length to just those most important for review
 - allow student to edit with teacher comments the first attempt at a graded written assignment
 - breaking larger assignments/projects into shorter tasks with clear deadlines for each section
 - monitoring student moods/behavior fluctuation patterns to report to casemanager

G&T Modifications:

- Encourage students to explore concepts in depth and encourage independent studies or investigations.
- Invite students to explore different points of view on a topic of study and compare the two.
- Determine where students' interests lie and capitalize on their inquisitiveness.
- Refrain from having them complete more work in the same manner.
- Employ differentiated curriculum to keep interest high.
- Avoid drill and practice activities.
- Ask students' higher level questions that require students to look into causes, experiences, and facts to draw a conclusion or make connections to other areas of learning.
- Encourage students to make transformations- use a common task or item in a different way.
- Different test items.
- Annotating

- Journal article analysis

At Risk Modifications

- review, restate, reword directions
- guided notes
- outlines & graphic organizers
- study guides
- modeling
- visuals
- hands-on Instruction
- slower pacing of materials
- center-based instruction
- more resources/supports
- additional help during tutoring/Delsea One/Academic Enrichment
- retesting
- providing students with content vocabulary prior to teaching a lesson including that vocabulary (pre-teaching)
- scaffolded notes
- allowing student to take notes in class for reinforcement but also providing a copy of completed/correct notes to study from
- modeling and showing lots of examples
- non-verbal redirection of behaviors
- speaking to students privately when redirecting behaviors
- reducing homework length to just those tasks most important for review
- allow student to edit with teacher comments the first attempt at a graded written assignment
- breaking larger assignments/projects into shorter tasks with clear deadlines for each section
- preliminary or “draft” due dates for written assignments, allowing for teacher input prior to the actual assignment due date
- testing modifications

Technology:

- interactive whiteboard
- LabSim (simulation labs)
- student computers
- TestOut (IT Certification Training Courseware)

TECH.8.1.2.A.5 Enter information into a spreadsheet and sort the information.

TECH.8.1.2.A.6 Identify the structure and components of a database.

TECH.8.1.2.A.7 Enter information into a database or spreadsheet and filter the information.

TECH.8.1.12.A.4	Construct a spreadsheet workbook with multiple worksheets, rename tabs to reflect the data on the worksheet, and use mathematical or logical functions, charts and data from all worksheets to convey the results.
TECH.8.1.12.A.5	Create a report from a relational database consisting of at least two tables and describe the process, and explain the report results.
TECH.8.1.12.D.2	Evaluate consequences of unauthorized electronic access (e.g., hacking) and disclosure, and on dissemination of personal information.
TECH.8.1.12.D.4	Research and understand the positive and negative impact of one's digital footprint.
TECH.8.1.12.E.2	Research and evaluate the impact on society of the unethical use of digital tools and present your research to peers.
TECH.8.1.12.F.1	Evaluate the strengths and limitations of emerging technologies and their impact on educational, career, personal and or social needs.
TECH.8.2.12.B.3	Analyze ethical and unethical practices around intellectual property rights as influenced by human wants and/or needs.
TECH.8.2.12.B.4	Investigate a technology used in a given period of history, e.g., stone age, industrial revolution or information age, and identify their impact and how they may have changed to meet human needs and wants.
TECH.8.2.12.B.CS3	The role of society in the development and use of technology.
TECH.8.2.12.B.CS4	The influence of technology on history.
TECH.8.2.12.C.2	Analyze a product and how it has changed or might change over time to meet human needs and wants.
TECH.8.2.12.D.4	Assess the impacts of emerging technologies on developing countries.
TECH.8.2.12.E.1	Demonstrate an understanding of the problem-solving capacity of computers in our world.
TECH.8.2.12.E.2	Analyze the relationships between internal and external computer components.
TECH.8.2.12.E.4	Use appropriate terms in conversation (e.g., troubleshooting, peripherals, diagnostic software, GUI, abstraction, variables, data types and conditional statements).

Computer Science and Design Thinking Standards:

CS.K-12.2.a	Cultivate working relationships with individuals possessing diverse perspectives, skills, and personalities.
CS.K-12.2.d	Evaluate and select technological tools that can be used to collaborate on a project.
CS.K-12.6.b	Identify and fix errors using a systematic process.