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|  **UNIVERSITY OF NIŠ** |
| **Course Unit Descriptor** | **Faculty**  | Faculty of Electronic Engineering |
| **GENERAL INFORMATION** |
| Study program  | **Computing and informatics** |
| Study Module (if applicable) | Computer systems security |
| Course title | System administration |
| Level of study | ☐Bachelor ☒ Master’s ☐ Doctoral |
| Type of course | ☐ Obligatory ☒ Elective |
| Semester  |  ☒ Autumn ☐Spring |
| Year of study  | 1 |
| Number of ECTS allocated | 4 |
| Name of lecturer/lecturers | Prof. Dr. Dragan Janković |
| Teaching mode |  ☒Lectures ☐Group tutorials ☐ Individual tutorials ☒Laboratory work ☐ Project work ☐ Seminar ☐Distance learning ☐ Blended learning ☒ Other |
| **PURPOSE AND OVERVIEW (max. 5 sentences)** |
| *Introductory course to system administration covering Windows, Linux and Unix operating systems as well as basic procedures in technical support process* |
| **SYLLABUS (brief outline and summary of topics, max. 10 sentences)** |
| **Windows operating system: Windows server operating system, Windows server roles and features, Windows Server Networking, Achieving site resilliance and high availability, Windows Server Security. Linux operating system: Linux operating system / Ubuntu Server, Comparison to Windows Server, Operating system exposure, Server configuration - config files, Monitoring server - Log files. Unix operating system: Unix operating system - Solaris 10, Comparison to Windows server and Ubuntu Server, Unix reliabillity, Operating system configuration, Basic use cases and attack resilliance, Basics of Techical Support: Technical Support basic principles, Workflows - Level 1, Level 2, Level 3 and management level, Ticketing systems, Technical support agent metrics, Remote location support** |
| **LANGUAGE OF INSTRUCTION** |
| ☒Serbian (complete course) ☐ English (complete course) ☐ Other \_\_\_\_\_\_\_\_\_\_\_\_\_ (complete course)☒Serbian with English mentoring ☐Serbian with other mentoring \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **ASSESSMENT METHODS AND CRITERIA** |
| **Pre exam duties** | **Points** | **Final exam** | **points** |
| **Activity during lectures** | **5** | **Written examination** | **30** |
| **Practical teaching** | **15** | **Oral examination** | **20** |
| **Teaching colloquia** | **30** | **OVERALL SUM** | **100** |
| **\*Final examination mark is formed in accordance with the Institutional documents** |