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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** | | | | | | |