

# TEXTBOOK LIST



Campus: TRURO - TRURO CAMPUS  
 Semester: WINT12 - WINTER 2012  
 Program: ITSMN2 - SYSTEMS MANAGEMENT 2

Please note that prices and required books are subject to change at any time. Prices do not include tax.

From: Jan 3, 2012 to Mar 14, 2012

| ISBN   | Title   | Ed | Cv | Author          | Publisher         | Req/<br>Sugg | Price |
|--|---|----|----|-----------------|-------------------|--------------|-------|
| <b>Course: CSTN4015 - HELP DESK AND CUSTOMER SUPP...</b> |   |    |    |                 |                   |              |       |
| 0073545449   | CUSTOMER SERVICE SKILLS FOR SUCCESS             | 4  | BC | LUCAS, ROBERT W | MCGRAW-HILL       | R            | 93.95 |
| <b>Course: ICOM3010 - SELF-DIRECTED STUDY</b>            |   |    |    |                 |                   |              |       |
| TBA  | No Items on this Course.                        |    |    |                 |                   |              |       |
| <b>Course: NETW1030 - NOS ADMINISTRATION - ALTERNATE</b> |   |    |    |                 |                   |              |       |
| TBA  | No Items on this Course.                        |    |    |                 |                   |              |       |
| <b>Course: NETW3000 - INTERNETWORKING III</b>            |   |    |    |                 |                   |              |       |
| 1587132079   | LAN SWITCHING AND WIRELESS, CCNA EXPLORATION... | BB |    | LEWIS           | CISCO PRESS       | R            | 60.00 |
| <b>Course: NETW4000 - INTERNETWORKING IV</b>             |   |    |    |                 |                   |              |       |
| 9781587132056  | ACCESSING THE WAN, CCNA EXPLORATION COMPANI...  | WW |    | VACHON, BOB     | PEARSON EDUCATION | R            | 60.00 |