

# *Tech Support 110*

(Cisco IT Essentials)

## *Course Outline*

IT Essentials: PC Hardware and Software exposes students to the fundamentals of computer hardware and operating systems. Through different activities and labs the students will also learn safety, maintenance and best practices when using and repairing computers.

This semester includes the following topics:

Introduction to the Personal Computer  
Introduction to Lab Procedures and Tool Use  
Computer Assembly  
Overview of Preventive Maintenance  
Windows Installation  
Windows Configuration and Management  
Networking Concepts  
Applied Networking  
Laptops and Mobile Devices  
\*Mobile, Linus and OSX Operating Systems  
\*Printers  
\*Security  
\*The IT Professional  
\*Advanced Troubleshooting

Students can use an online curriculum (<http://www.netacad.com>) that is available to them from any Internet-connected computer, 24 hours a day to complete 14 chapters of theory. After completing each chapter, students take an online quiz from a secure Cisco Assessment Server.

### Evaluation

Chapter Quizzes  
Assignments  
Class mark { 75% }

Final Exam  
Practical Skills { 25% }

