Tech Support 110 and Cybersecurity
(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. The topic of cybersecurity will also be discussed in the course.

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
What is Cybersecurity?
Cybersecurity Threats

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   { 70% }
Class mark

Final Exam
Practical Skills   { 30% }