

Tech Support 110

(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 course will also prepare them for the CompTIA's A+ certification.

This semester includes the following topics:

Introduction to the Personal Computer
Safe Lab Procedures and Tool Use
Computer Assembly Step by Step
Basics of Computer Maintenance and Troubleshooting
Fundamental Operating Systems
Fundamental Laptops and Portable Devices
Fundamental Printers and Scanners
Fundamental Networks
Fundamental Security
Communication Skills
*Advanced Personal Computers
*Advanced Operating Systems
*Advanced Laptops and Portable Devices
*Advanced Printers and Scanners
*Advanced Networks
*Advanced Security
*Bonus Chapters

Students can use an online curriculum (<http://cisco.netacad.net>) that is available to them from any Internet-connected computer, 24 hours a day to complete 10-16 chapters of theory. The same curriculum is also available from a secure location on the school server. After completing each chapter, students take an online quiz from a secure Cisco Assessment Server.

Evaluation

Chapter Quizzes	20%
Assignments	40%
Practical Skills	10%
School Exam	15%
Cisco Final Exam	15%