*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 course will also prepare them for the CompTIA’s A+ certification.

This semester includes the following topics:

Introduction to the Personal Computer

Lab Procedures and Tool Use

Computer Assembly

Overview of Preventive Maintenance

Operating Systems

Networks

Laptops

Mobile Devices

Printers

Security

The IT Professional

Advanced Troubleshooting

Students can use an online curriculum (<http://cisco.netacad.com>) that is available to them from any Internet-connected computer, 24 hours a day to complete 12 chapters of theory After completing each chapter, students take an online quiz from a secure Cisco Assessment Server.

Evaluation

Chapter Quizzes 20%

Assignments 40%

Practical Skills 10%

Midterm(1-6) 10%

Cisco Final Exam 20%