*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

80%

Assignments

Class mark

Final Exam

Practical Skills 20%