IT Essentials

During the Cisco Networking Academy® course, administered by the undersigned instructor, the student was able to proficiently:

- Define information technology (IT) and describe the components of a personal computer

- Describe how to protect people, equipment, and environments from accidents, damage, and contamination

- Perform a step-by-step assembly of a desktop computer

- Explain the purpose of preventive maintenance and identify the elements of the troubleshooting process

- Install and navigate an operating system

- Configure computers to connect to an existing network

- Install and share a printer

- Upgrade or replace components of a laptop based on customer needs

- Describe the features, characteristics, and operating systems of mobile devices

- Implement basic hardware and software security principles

- Apply good communication skills and professional behavior while working with customers

- Perform preventive maintenance and advanced troubleshooting

- Assess customer needs, analyze possible configurations, and provide solutions or recommendations for hardware, operating systems, networking, and security

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Dec 3, 2014
Date

Instructor Signature