Certificate of Course Completion

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

Denis Coccodi

Student

Centro di Formazione Professionale Cebano Monregalese S.c.a.r.l

Academy Name

Italy

Location

Massimo Dadone

Instructor

Jun 6, 2017

Date

Instructor Signature

C.F.P.
Soc. Cons.
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