



# 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

**Douglas Teixeira de Jesus Soares**

Student

**Senac Rio de Janeiro - Técnico em Informática**

Academy Name

**Brazil**

Location

**Claudio Silva**

Instructor

**14/09/2016**

Date

Instructor Signature