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Mind Wide Open™

IT Essentials: PC Hardware and Software

During the IT Essentials: PC Hardware and Software course, administered by the undersigned instructor, the student demonstrated the following competencies:

- Define Information Technology (IT) and describe the components of a personal computer.
- Protect themselves, equipment and the environment 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.
- Upgrade or replace components of a laptop, printer, or scanner based on customer needs.
- Configure computers to attach to an existing network
- Apply good communications skills and professional behavior while working with customers.
- Perform preventive maintenance and basic troubleshooting.

Francesco Scuccimarri
Student

ITC Giulio Cesare
Academy Name

Bari
Location

Tandoi, Giuseppe
Instructor

April 20, 2011
Date

Instructor Signature