Pre-Apprenticeship – 20 hour Curriculum topics

Networking

- Network Devices
- Wireless Network Standards
- Network Services
- Network Configurations
- DNS Configuration
- Internet Connections
- Network Tools
- Browser Security

Hardware

- Memory
- Storage Devices
- Motherboards
- Power
- Multifunctional Devices

Virtualization and Cloud Computing

- Cloud Computing
- Client-Side Virtualization

Hardware and Networking Troubleshooting

- Troubleshooting Mobile Devices
- Troubleshooting Networks

Operating Systems
- Windows Commands
- The Windows OS
- The Windows Command Panel
- Windows Settings
- Windows Networking
- Installation Applications
- Operating System Types
- Installing Operating Systems

Mac OS

- Linux Commands

Security

- Wireless Security
- Malware
- Social Engineering
- Windows Security
- Security Best Practices
- Mobile Device Security
- Workstation Security
- Data Destruction
- SOHO Network

Software Troubleshooting

- Troubleshooting Security issues
- Removing Malware
- Troubleshooting Mobile Devices
- Troubleshooting Mobile Device Security

Operational Procedures

- Documentation and Support Systems
- Change Management
- Backup and Recovery
- Safety Procedures

Privacy, Licensing, Policies

- Communication and Professionalism
- Scripting
- Remote Access

Mobile Devices

- Mobile Device Configuration
- Mobile Device Connectivity