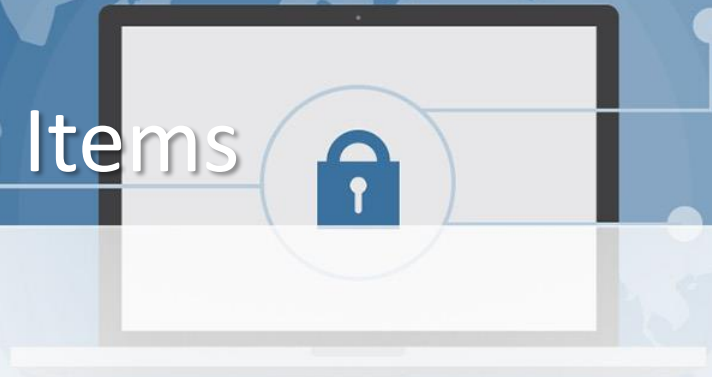




Google IT Support Professional, City Colleges of Chicago, Fall '21

Nakeyisha, Ekpo-Umoh, Christopher, Joyce, Mark, Dyane, Jericho Luis, William, Luke, Lisa, Edith, Edwin, Oluwabukola, Gilbert, Dame, Matthew, Michael, Eduardo, Alexander, Eugene, Jorge, Nanisreal, Bryan, Octavia, Marytherese, Jose, Alex, Claude, Kyra, Hamza, Dossou, Rachel, Annie, Michael, James, Cesar, Edgardo, Bianca, Abdallah, Marike Isabela, Brenda, Larry, Memory, Nataliia, Margarita, Francisco, Louis, Oswaldo, Yvette, David, Larry, Cristina, Cynthia, Dmitriy, Gwen, Gilberto, Lindsey, Natalie, Elvira, George, Chaim, Ivette, Lily, Donald, Cynthia, Laurice, Ivan, Lorenzo, Steven, & Yiyong!!!!!!!!!!!!!!!!!!!!!!

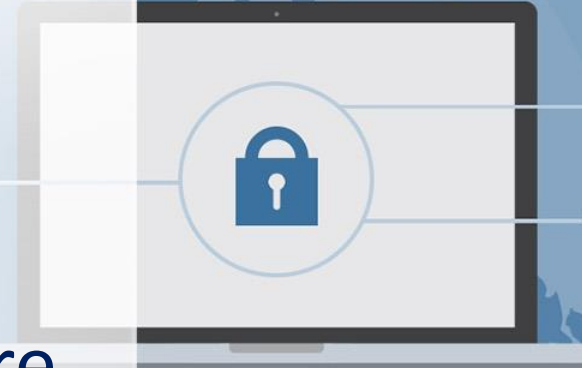
Next Steps: Action Items



- Hello & Welcome!
- Where do we go from here?
 - Brightspace! Qwiklabs!
 - Monday, September 27, 9:00 a.m.
 - All correspondence is through your CCC email.

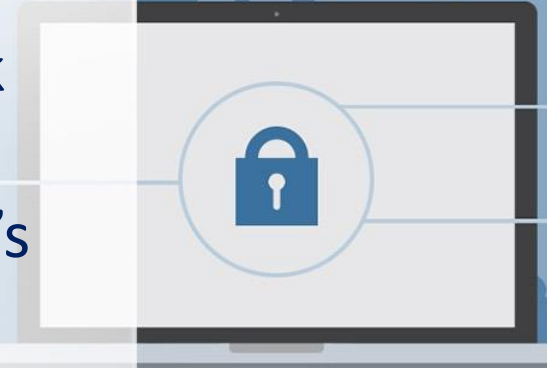
Let's Talk about Us!

- A well-organized student is:
 - 1) Prepped. Focused.
 - 2) With Processes & Procedures
 - 3) With Tools: paper, pen, hardware
 - 4) By Documenting your Learning
 - 5) Arrive Early, Stay Late, & ATTEND!



Course Overview

- BROAD Recommendation:
 - 1 module/month & 7-9 hours per week (minimum!)
 - Complete all modules, in succession, it's the ONLY way!
 - Be in or be out and do NOT over-commit
 - If not, come back next term, no judgment! Ask yourself if *now* is the right time
 - No one says “no” but finish what you start



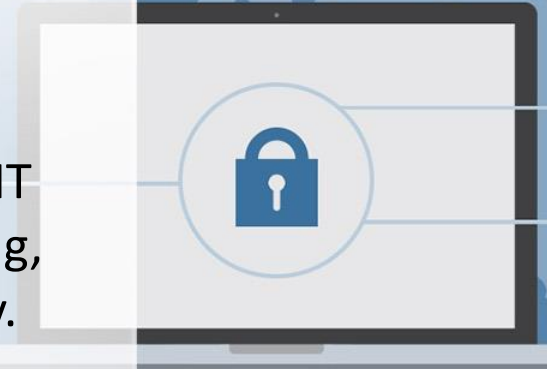
Course Overview

- Audience: beginning, transitional worker yet complex enough for the experienced
- Step-by-Step, Marathon not a Sprint etc.



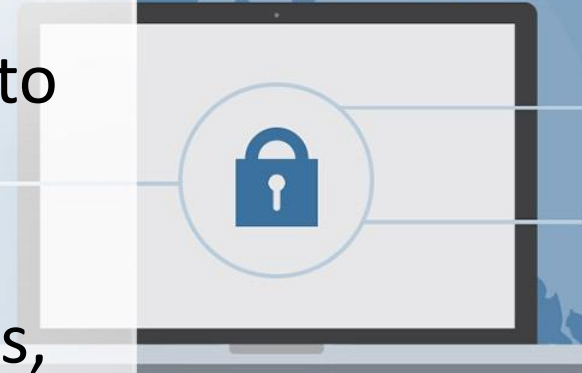
About the Program

- Hands-on, online program designed to prepare us beginners for entry-level jobs in IT support upon completion.
- Developed by Google and covers the fundamentals of IT support, troubleshooting, customer service, networking, operating systems, system administration, and security.
- Launched in 2018, the Google IT Support Certificate is now the single most popular certificate on [Coursera](#), and thousands of people have found new jobs and increased their earnings after completing the certificate.



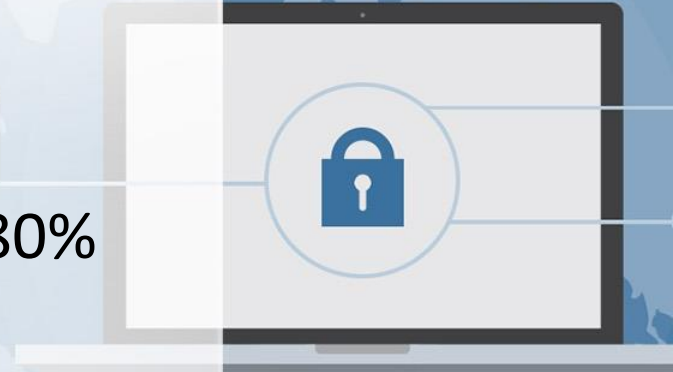
About the Program

- Google gives this program to CCC
- Part of Grow with Google, an initiative to help people across the U.S. grow their skills, careers and businesses.
- We all need digital skills to land the jobs, advance careers, and grow businesses.
- Grow with Google aims to help by providing free training, tools and expertise.



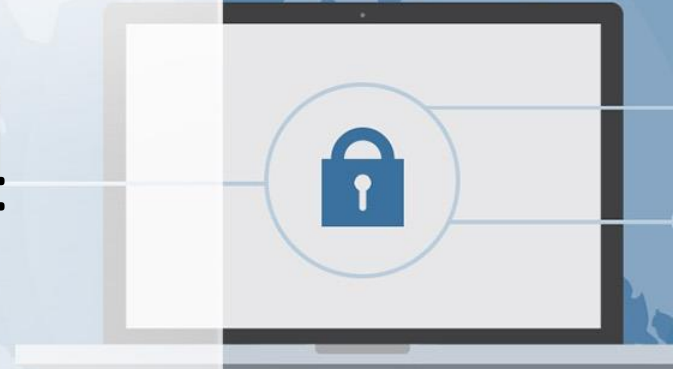
Course Items and Learning Tools

- Videos
- Documents
- Multiple-choice quizzes (practice)
- Multiple-choice quizzes (graded) min. 80%
- Hands-on labs (graded): Interactive summaries & assessments via a virtual machine to perform tasks you will do on the job. (min 80%).
- Writing assignments: in Modules 1, 2, 4, & 5



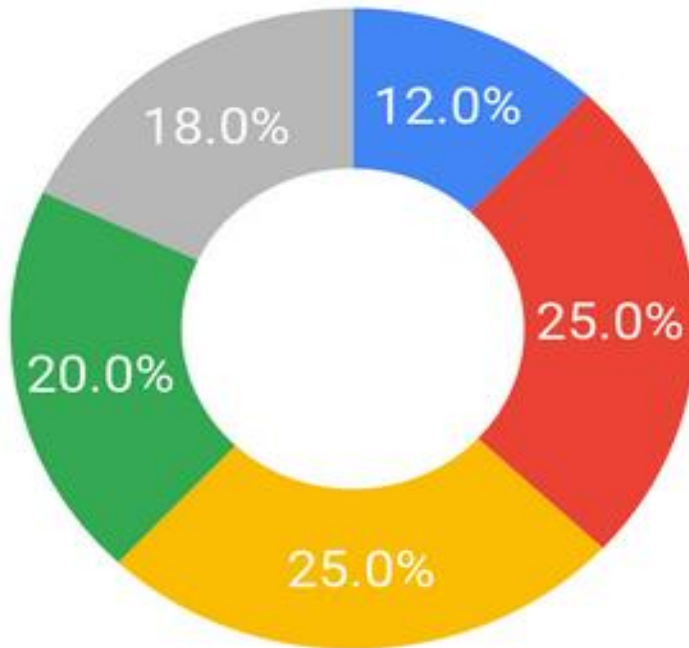
Certificate Overview

- We will complete five courses. Each course contains six modules.
- The modules are (drum roll please!):
 - Course 1 | [Technical Support Fundamentals](#)
 - Course 2 | [The Bits and Bytes of Computer Networking](#)
 - Course 3 | [Operating Systems and You: Becoming a Power User](#)
 - Course 4 | [System Administration and IT Infrastructure Services](#)
 - Course 5 | [IT Security: Defense Against the Digital Dark Arts](#)



Certificate Overview

Recommended % of Total Instruction Time per Course



- Course 1: Technical Support Fundamentals
- Course 2: The Bits and Bytes of Computer Networking
- Course 3: Operating Systems and You: Becoming a Power User
- Course 4: System Administration and IT
- Course 5: IT Security: Defense against the digital dark arts



Goal:



[Additional Details](#)

Google IT Support Certificate

Issued by [Coursera](#)

Those who earn the Google IT Support Certificate have completed five-courses, developed by Google, that include hands-on, practice-based assessments and are designed to prepare them for entry-level roles in IT support. They are competent in foundational skills, including troubleshooting and customer service, networking, operating systems, system administration, and security.

Skills

Computer Networking

Customer Service

IT Infrastructure Services

IT Support

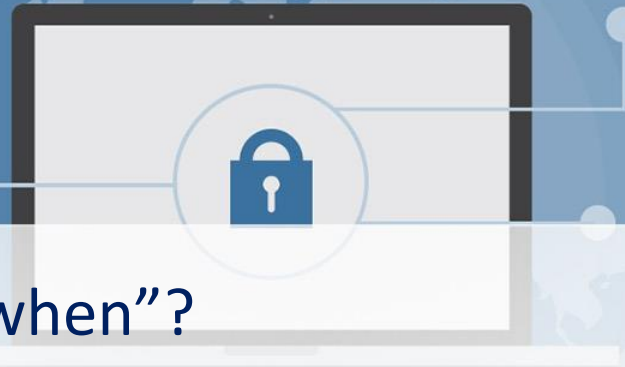
Operating Systems

Security

System Administration

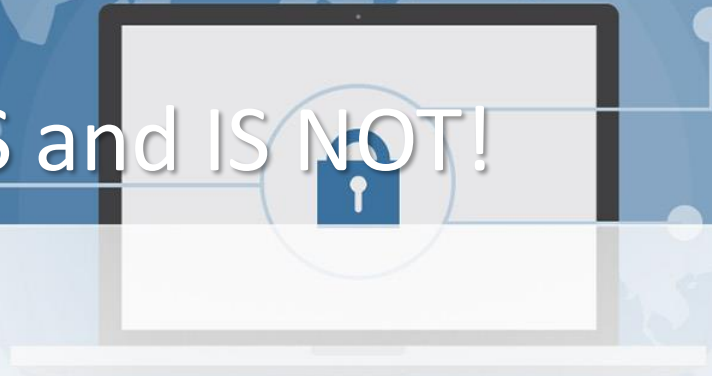
Troubleshooting

Course Objectives



- What's the “where” and “when”?
 - 100% on-line; Mon. & Wed., 9:00 – 10:00
 - We start on-time and we end on-time.
 - The where is where you feel confident, encouraged, and protected
 - Where is also time-based, i.e. late, early, mid-day
 - The where can also be in which area, i.e. networking, cyber, compliance, programming etc.

What this course IS and IS NOT!



- General topics covered
- Broad knowledge conveyed BUT....
- Probably not expert level
- Probably not (yet!) ready to program and run an IT dept.
- Starting Tools & Introductions
- Overviews across multiple disciplines

Module 1, Technical Support Fundamentals



- 1st of a series to prep you for a role as an entry-level IT Support Specialist
- We will learn about hardware & software, the Internet, trouble-shooting & customer services
- Covers a wide variety of topics in IT that are designed to give them an overview of what's to come in this certificate program

Module 1, Technical Support Fundamentals

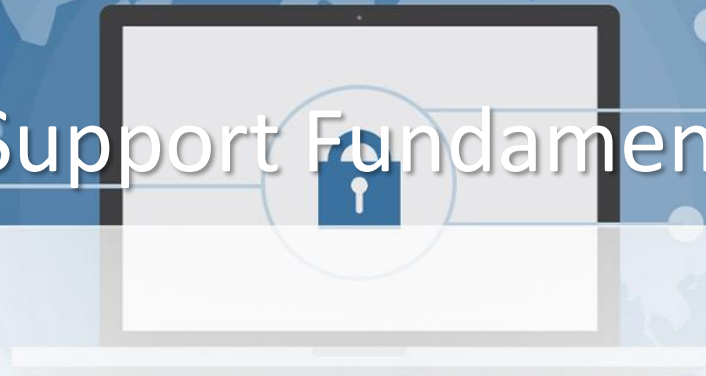


- Objectives:
- understand how the binary system works & how to count
- assemble a computer from scratch
- choose and install an operating system, understand what the Internet is, how it works, & its impact in the modern world
- learn how applications are created and how they function
- utilize common problem-solving methodologies and soft skills in an IT setting

Module 1, Technical Support Fundamentals

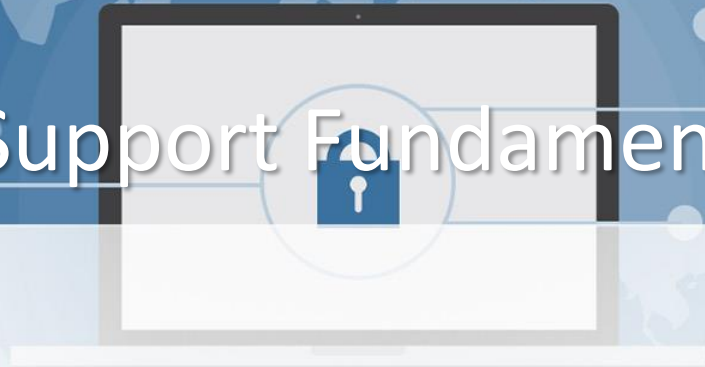
- Internet Service Providers (ISP)
- [MAC address](#)
- [Network protocols](#)
- [Routers](#), [switches](#) and [hubs](#)
- [Domain Name System \(DNS\)](#)
- [Network Address Translation](#)
- [Internet of Things \(IoT\)](#)
- Root cause/root cause analysis
- Ticketing/bug tracking systems
- Process documentation
- [Linux](#)
- [Windows](#)
- [Troubleshooting](#)
- Binary ([Wikipedia](#), [Wiki-how](#))
- [Information technology](#)
- [Hardware](#)
- [Operating system \(OS\)](#)
- [Software](#)
- [Hard drive](#), [Solid State Drive](#)
- [Motherboard](#)
- [Power supply](#)
- [PCI express](#)
- [Virtual memory](#)
- Customer Support
- [Firmware](#)
- [Open Source](#)
- Coding
- [RAM](#)
- [CPU](#)
- Users
- [Kernel](#)
- [Packets](#)
- [IP Address](#)

Module 1, Technical Support Fundamentals



- **Module A: Intro to IT**
- Discuss how computers were invented, their evolution, and how they work today
- We cover what an "IT Support Specialist" is and what they do in their job
- By the end of this module, we will know how to count like a computer using binary and understand why these calculations are so powerful for society

Module 1, Technical Support Fundamentals



- **Module B: Hardware**

- We review what's inside a computer
- We'll rundown the hardware components or different pieces inside a computer
- We will discover what each component does and how they work together to make a computer function
- By the end of this module, we will also know how to build a computer from scratch

Module 1, Technical Support Fundamentals



- **Module C: Operating Systems**

- We'll discuss common operating systems used today and understand how they work
- We'll review the "boot process" of an operating system and show us how to install Windows, Linux, and Mac OSX operating systems from scratch
- By the end of this module, we will use the hands-on lab environment to interact directly with the Windows and Linux operating systems

Module 1, Technical Support Fundamentals



- **Module D: Networking**

- We'll explore the history of the Internet and what "the web" is
- We'll also discuss topics like Internet privacy, security, and what the future of the Internet may look like. We will also understand why the Internet has limitations
- By the end of this module, we will know how the Internet works and recognize both the positive and negative impacts that the Internet has had on the world

Module 1, Technical Support Fundamentals



- **Module E: Computer Software**

- We'll discuss computer software
- We'll cover what software actually is and the different types of software we may encounter as an IT Support Specialist. We'll also explore how to manage software and revisit the concept of "abstraction"
- By the end of this module, we will use the hands-on lab environment to install, update, and remove software on both Windows and Linux operating systems

Module 1, Technical Support Fundamentals



- **Module F: Troubleshooting**

- In the final module, we'll deep dive on the importance of troubleshooting and customer support
- We'll go through some real-world scenarios that we might encounter in a Help Desk or Desktop Support role
- We'll cover why empathizing with a user is critical when working in a tech role
- Finally, we'll discuss why writing documentation is an important aspect of any IT role
- By the end of this module, we will utilize soft skills and write documentation in order to communicate effectively with others

Attendance & Participation Fundamentals

- Time Tracking

- Tell me about Student 1 and Student 2. What observations can one draw?

Participant First Name	09/09/2021	09/11/2021	09/13/2021	09/16/2021	09/18/2021	09/20/2021	09/23/2021	09/25/2021	09/27/2021	09/30/2021	10/02/2021	10/04/2021	10/07/2021	10/09/2021	10/11/2021	10/14/2021	10/16/2021	10/18/2021	10/21/2021	10/23/2021	10/25/2021	10/28/2021	10/30/2021	Total Absent Minutes
1	3	3	5	2	6	7	4	9	10	4	9	4	3	5	7	3	9	2	8	2	4	5	6	120
2	0	0	60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	60	0	0	0	120

Communication: Examples & Types



- Oral
- Written
- Sign
- Drawing
- Point & Gesture
- Body Language
- Music
- Song
- Dance
- Silence
- Tone
- Facial Gesture
- Proximity
- Touch
- Volume
- 1-way/2-way
- Closed/Open
- ... What else?

Communication: Closed-Ended vs. Open-Ended



- Closed-Ended Examples
 - What time can we meet (or when can we meet?)?
 - Should I take this class?
- Open-Ended Examples
 - How can we make time to meet?
 - Why should I take this class

Communication: Closed-Ended vs. Open-Ended



- Avoid:

- I need you to do XYZ.
- You should not have . . .
- Because you
- Don't
- You

- Instead:

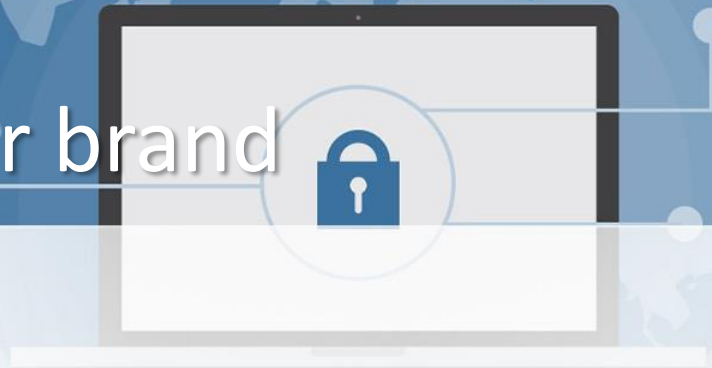
- Please do XYZ.
- Instead, let's try....
- An alternative is to ...
- Do...
- Us/we/together...

Communication: the written word



- Elise: always assume positive intent
- Pope Francis: do all things with love

Communication: Your brand



Good morning Cicero and Patrick,

I finally received my access codes, but I am having trouble finding the eBook and labs. I was able to get access to the CertMaster Practice. Would you all happen to have the links where I can register and access the eBook and labs?

Thanks,
Student

Example #1: I don't know if your woke professor I was trying to see if we had to turn in the discussion questions tomorrow or not im a little confused

Example #2: Hey professor Cyril and Cicero, I wont be able too attend class tonight i want too let you guys know as there is a family situation that i have to handle i will be sure to watch the recording and be caught up on all work please email me with anything that you need me to submit and any work that i need too be caught up on thank you have a good class.

Course Objectives & Information Technology Thesis



- Information Technology Goals:
 - Hint: keep the systems running, colleagues productive, and customers happy!

OK, if you've been skimming', surfin', and day dreamin', here's the ONE slide you need!

- Welcome, we're glad you here! And it's ok to drop if not for you
- Brightspace & Qwiklabs are your text books
- This course is valuable and meaningful
- Teamwork makes the dream work!





Thank You, Good Luck, and Best Wishes! Remember: teamwork makes the dream work!