

28 Nov 2013

Dear mokete motjeke,

Congratulations on completing the Cisco® **IT Essentials: PC Hardware and Software** course as part of the Cisco Networking Academy® program. This hands-on, lab-oriented course has prepared you for exciting career opportunities in the technology industry.

By completing this course you have earned a Certificate of Completion for IT Essentials, and acquired competencies that include the following:

- 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 attach to an existing network
- 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

Technological literacy is more important today than ever before, and Cisco is proud to provide you with the knowledge and skills necessary to build and maintain computers.

Please accept my best wishes for your continued success.

Sincerely,



Chuck Robbins  
Chief Executive Officer Cisco Systems, Inc.