CISCO

Cisco | Networking Academy®
Mind Wide Open™

Certificate of Course Completion

IT Essentials: PC Hardware and Software

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 self, equipment and the environment from accidents, damage, and contamination
- Perform a step-by-step assembly of a desktop computer, and install and navigate an operating system
- Explain and perform preventive maintenance
- Explain the steps of the troubleshooting process and perform basic troubleshooting
- 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
- Implement basic physical and software security principles
- Apply good communication skills and professional behavior while working with customers
- Assess customer needs, analyze possible configurations, and provide solutions or recommendations for hardware, operating systems, networking, and security

Simone Sorrenti
Student

ITIS Jannuzzi Andria
Academy Name

Andria
Location

June 7, 2012
Date

Zenga, Gerardo
Instructor

Instructor Signature