



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

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Student

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Academy Name

Bulgaria

Location

Instructor

May 27, 2013

Date

Instructor Signature