



## IT Essentials: *PC Hardware and Software* Version 4.0

### Opportunity

We live in an increasingly connected world, creating a global economy and a growing need for technical skills. Cisco Networking Academy delivers information technology skills to over 500,000 students a year in more than 165 countries worldwide. Networking Academy students have the opportunity to participate in a powerful and consistent learning experience that is supported by high quality, online curricula and assessments, instructor training, hands-on labs, and classroom interaction. This experience ensures the same level of qualifications and skills regardless of where in the world a student is located.

Networking Academy students will become the architects of the networked economy; enabling everyday experiences on the global human network. With the ever-increasing demand for their skills, Networking Academy students have the chance to dream about business-critical positions never before imagined, in industries ranging from medicine and finance to entertainment and aerospace. Networking Academy opens doors to rewarding careers and opportunities for economic advancement and local community development. Students only need to be 'Mind Wide Open' to the possibilities.

### Solution

*PC Hardware and Software* provides a comprehensive overview of computer fundamentals and an introduction to advanced concepts. It is intended for individuals who want to pursue

careers in IT and gain practical knowledge of how a computer works.

Students who complete this course will be able to describe the internal components of a computer, assemble a computer system, install an operating system, and troubleshoot using system tools and diagnostic software. They will also be able to connect computers to the Internet and share resources in a networked environment.

*PC Hardware and Software* will help students prepare for entry-level IT positions within various environments. It will also help students develop greater skills and confidence in working with desktop and laptop computers.

### Virtual Learning Tools

Standalone virtual learning tools have been developed to supplement *PC Hardware and Software* classroom instruction and provide opportunities for interactive "hands-on" learning. These tools; the Virtual Desktop and Virtual Laptop, can support course delivery in environments with limited physical equipment by enabling students to virtually disassemble and reassemble desktops and laptops.

### PC Hardware and Software Skills

This course provides an excellent introduction to the IT industry and interactive exposure to personal computers, hardware, and operating systems. Students participate in hands-on activities and lab-based learning to become familiar with various hardware and software components and discover best practices in maintenance and safety.

In addition, *PC Hardware and Software* covers the following new topics:

- Laptops and portable devices
- Wireless connectivity
- Security
- Safety and environmental issues
- Communication skills



## Industry Recognized Certification



As a CompTIA Authorized Quality Curriculum, *PC Hardware and Software v4.0* will help prepare students for the new CompTIA A+ Essentials and job-skills certification exams. Instructors have the flexibility to teach the course based on any or all of the certification exams.

Students will need to pass two exams to become certified in their chosen career area:

- CompTIA A+ Essentials (220-601)
- Any of the three job-skills exams:
  - 220-602: IT Technician
  - 220-603: Remote Support Technician
  - 220-604: Depot Technician

After becoming certified, students will be qualified to work as computer support professionals and technicians in a variety of work environments and industries.

This course also aligns to the objectives in the first three modules of the European Certification of Informatics Professionals (EUCIP) IT Administrator certification (<http://www.eucip.org>): Module 1 PC Hardware, Module 2 Operating Systems, and Module 3 Local Area Networks and Network Services.

## Course Description

*PC Hardware and Software* is divided into two sections. The first section provides foundational knowledge that aligns with the CompTIA A+ Essentials exam, while the second section explores advanced concepts in greater depth and provides opportunities for practical application.

### Chapters 1–10 cover the following skills and competencies:

- Core competencies in the latest hardware and software technologies
- Information security skills
- Safety and environmental issues
- Soft skills for career development



### Chapters 11–16 cover the following skills and competencies:

- Advanced troubleshooting skills
- Prepares for all three CompTIA job environments certification exams
- Advanced installation of computers, peripheral devices, networks and security components

## For more information

Cisco Networking Academy Program  
[www.cisco.com/go/netacad](http://www.cisco.com/go/netacad)

Course Catalog  
[www.cisco.com/edu/courses](http://www.cisco.com/edu/courses)

Locate a Networking Academy  
[www.cisco.com/edu/locate](http://www.cisco.com/edu/locate)

Certifications  
[www.cisco.com/go/certifications](http://www.cisco.com/go/certifications)



**Americas Headquarters**  
 Cisco Systems, Inc.  
 170 West Tasman Drive  
 San Jose, CA 95134-1706  
 USA  
[www.cisco.com](http://www.cisco.com)  
 Tel: 408 526-4000  
 800 553-NETS (6387)  
 Fax: 408 527-0883

**Asia Pacific Headquarters**  
 Cisco Systems, Inc.  
 168 Robinson Road  
 #28-01 Capital Tower  
 Singapore 068912  
[www.cisco.com](http://www.cisco.com)  
 Tel: +65 6317 7777  
 Fax: +65 6317 7799

**Europe Headquarters**  
 Cisco Systems International BV  
 Haarlerbergpark  
 Haarlerbergweg 13-19  
 1101 CH Amsterdam  
 The Netherlands  
[www-europe.cisco.com](http://www-europe.cisco.com)  
 Tel: +31 0 800 020 0791  
 Fax: +31 0 20 357 1100

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

©2007 Cisco Systems, Inc. All rights reserved. CCVP, the Cisco logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, Packet, PIX, ProConnect, ScriptShare, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0705R)