

# IT Essentials 5.0

At-A-Glance



The Internet is changing life as we know it—bringing new opportunities to communities throughout the world, and increasing the global demand for information and communication technology (ICT) skills. Innovations such as social networking, cloud computing, and mobile devices are changing the way we live, work, play, and learn. These innovations are all powered by networks, and there is a shortage of qualified ICT candidates to design, install, and manage these networks.

## IT Essentials

The Cisco Networking Academy® IT Essentials curriculum provides an introduction to the technical skills needed to help meet the growing demand for entry-level ICT professionals. The curriculum covers the fundamentals of computer hardware and software as well as advanced concepts such as security, networking, and the responsibilities of an ICT professional.

The curriculum offers the following features and benefits:

- Students develop working knowledge of how computers operate, how to assemble computers, and how to troubleshoot hardware and software issues.
- Hands-on labs and the Virtual Laptop and Virtual Desktop learning tools help students develop critical thinking and complex problem-solving skills.
- Updated, relevant curriculum and labs are delivered in the Cisco NetSpace™ learning environment and include new topics such as mobile devices and client side virtualization.

- The course emphasizes the practical application of skills and procedures needed for hardware and software installations, upgrades, and troubleshooting.
- Cisco® Packet Tracer simulation-based learning activities promote the exploration of networking and network security concepts, while allowing students to experiment with network behavior.
- Online assessments provide immediate feedback to support the evaluation of knowledge and acquired skills.
- The course helps students develop the career skills needed to successfully communicate within an ICT business environment and interact with customers.

Who Should Enroll	Prerequisites
<ul style="list-style-type: none"> <li>• Students seeking career-oriented, entry-level computer hardware, software, and networking skills</li> <li>• Students who want to gain fundamental computer hardware, software, and troubleshooting skills</li> <li>• Students who want to prepare for the CompTIA A+ certification exams</li> </ul>	<p>There are no prerequisites for this course</p>

## Course Description

The Cisco IT Essentials (ITE) curriculum offers a hands-on, career-oriented learning experience with an emphasis on practical activities to help students develop fundamental computer and career skills. IT Essentials helps students prepare for entry-level ICT career opportunities and the CompTIA A+ certification, which helps students to differentiate themselves in the marketplace and advance their careers.

Here are some examples of working environments and jobs that may be available to students after completing this course:

- A corporate or mobile environment with a high level of face-to-face client interaction. Job titles include enterprise technician, IT administrator, field service technician, and PC technician.
- A remote-based work environment that emphasizes client interaction, client training, operating systems, and connectivity issues. Job titles include remote support technician, help desk technician, call center technician, IT specialist, and IT representative.

- Settings with limited customer interaction where hardware-related activities are emphasized. Job titles include depot technician and bench technician.

In addition, ITE provides a learning pathway to the Cisco CCNA® curricula. IT Essentials can be delivered as an independent curriculum or integrated into a broader course of study, such as technology or continuing education programs.

Students Will Be Able to Perform the Following Tasks After Completing the Course	
1.	Define information technology (IT) and describe the components of a personal computer
2.	Describe how to protect people, equipment, and the environment from accidents, damage, and contamination
3.	Perform a step-by-step assembly of a desktop computer
4.	Explain the purpose of preventive maintenance and identify the elements of the troubleshooting process
5.	Install and navigate an operating system
6.	Upgrade or replace components of a laptop based on customer needs
7.	Describe the features and characteristics of mobile devices
8.	Configure computers to connect to a network
9.	Install and share a printer
10.	Implement basic hardware and software security principles
11.	Apply good communication skills and professional behavior while working with customers
12.	Perform preventive maintenance and advanced troubleshooting
13.	Assess customer needs, analyze possible configurations, and provide recommendations for hardware, operating systems, networking, and security

## Cisco Networking Academy

In partnership with schools and organizations around the world, the Cisco Networking Academy program delivers a comprehensive learning experience to help students develop ICT skills for career opportunities, continuing education, and globally recognized career certifications.

## For More Information

To learn more about Cisco Networking Academy, visit [www.netacad.com](http://www.netacad.com).