

## 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.
- Explain the purpose of preventive maintenance and identify the elements of the troubleshooting process.
- 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
- Apply good communication skills and professional behavior while working with customers.
- Perform preventive maintenance and basic troubleshooting.

**Andrea Cappone**

Student

**ISIS C. Facchinetti di Castellanza**

Academy Name

**Italy**

Location

**Ornella Pili**

Instructor

**Jun 4, 2014**

Date

Instructor Signature



*Ornella Pili*