



Cisco Networking Academy Program IT Essentials: PC Hardware and Software v4.0 Frequently Asked Questions

Key Features and E-Doing

Question: What are the main features of PC Hardware and Software v4.0?

Answer: The PC Hardware and Software course helps students prepare for entry-level IT positions. It will also help students develop greater skills and confidence in working with desktop and laptop computers.

Version 4.0 covers a range of new subjects to help students broaden their knowledge of relevant topics and advance their careers:

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

In addition to new and updated content, standalone virtual learning tools have been developed to supplement PC Hardware and Software v4.0 classroom instruction and provide opportunities for interactive “hands-on” learning in environments with limited equipment. These tools, which are called the Virtual Laptop and Virtual Desktop, enable students to virtually take apart and reassemble desktops and laptops while learning about the functions of various computer components.

Key Features of PC Hardware and Software:

- Designed for students with basic PC usage skills
- Can be delivered as an independent curriculum or integrated into broader course studies at upper-secondary institutions, career and technical schools, and colleges
- Maps directly to the CompTIA A+ certification and Modules 1-3 of the EUCIP Administrator’s Exam
- Offers a hands-on, career-oriented approach to networking education that emphasizes practical experience
- Includes activities that emphasize the practical applications of networking in terms of implementation and career opportunities

Question: What is e-doing?

Answer: E-doing is a design philosophy that applies the principle that people learn best by interacting with computer-based activities. It builds on the hands-on, practical aspects of learning fostered by the Cisco® Networking Academy® and attempts to bring that same practicality to the computer experience. E-doing emphasizes meaningful student engagement by promoting exploration and experimentation with electronic simulation tools that promote interactivity and provide rich feedback. E-doing also enables instructors to use multiple modalities to engage students in learning course objectives that are logically connected to each other and introduced in the context of students' lives and interests.

Question: Why is e-doing such an important part of the new PC Hardware and Software curriculum?

Answer: The presence of e-doing in the new curriculum creates a toolkit for instructors to deliver an interactive learning experience with the following characteristics:

- Presents new concepts and skills in the context of real-world scenarios
- Provides extensive opportunities for practice and feedback
- Emphasizes the use of computers to visualize complex ideas
- Applies more specific scenarios and examples during in-class discussions and activities or homework assignments
- Supports multiple learning styles such as visual, auditory, and hands-on

Question: Will the new PC Hardware and Software course help students prepare for the CompTIA A+ certification exam?

Answer: Yes, students who complete PC Hardware and Software v4.0 will be prepared to complete the CompTIA A+ Essentials (220-601) exam and any of the three job-skills (220-602, 220-603 or 220-605) exams.

Equipment

Question: What are the equipment requirements for PC Hardware and Software v4.0?

Answer: The equipment changes from version 3.1 to version 4.0 include the following:

- Microsoft Windows XP Professional (Media CD) is needed to complete the curriculum labs.
- An increase in RAM will be needed to support the newer operating system.
- A Wireless PCI adapter and wireless router/switch have been added to conform to the new A+ exam objectives.

The complete equipment list can be found in the Scope and Sequence document located in the course catalog on the Instructor Home page in Academy Connection.

Training

Question: Is training required for existing instructors to teach PC Hardware and Software v4.0?

Answer: For current PC Hardware and Software instructors, training is optional but strongly recommended. Our goal is to offer a self-paced distance learning solution for current instructors to become familiar with the new content pedagogy and content

Current instructors will be allowed to create and teach PC Hardware and Software v4.0 classes immediately.

Question: What training is required for new instructors?

Answer:

- New instructors will be required to successfully complete the PC Hardware and Software v4.0 instructor training.
- The options are five days of in-person training or a combination of in-person and remote instruction.

Question: Will a Fast Track option be available for instructors?

Answer: Yes. The Instructor Fast Track option will be available for PC Hardware and Software v4.0. It will follow the current guidelines and requirements. New instructors with prior subject matter knowledge are eligible for this option. This prior knowledge is verified in one of the following ways:

- Specific industry certification
- Formal evidence of industry experience
- Formal evidence of teaching experience

Question: What materials will be available for instructor training, and in what environments?

Answer: A wide variety of materials will be available for instructor training, including interactive course guides, instructor reference guides, PowerPoint presentations, lab materials, and activities. The following types of instructor training will be available: in-person, remote, blended, and independent learning. Independent or self-paced learning will only be available for existing instructors who choose to pursue re-training upon the initial rollout of the new course.

Translation

Question: Will the PC Hardware and Software v4.0 course be translated?

Answer: Translated curricula, including course content, user interface, and assessments, are a major part of the Networking Academy program's growth strategy and global sustainability efforts. Cisco's goal is to support the translation of PC Hardware and Software to the greatest

extent possible to meet instructor and student needs. The roadmap for course translations will be announced in the June-August 2007 timeframe.

Since Networking Academy cannot fund all languages in all courses, we will be creating a process to support high-quality, regionally and locally strategic translations. The costs for these translations will be shared between the Networking Academies and the local sponsor, with clearly defined roles and responsibilities.

Migration

Question: What are the migration plans for PC Hardware and Software v4.0?

Answer: Since version 4.0 is an evolution of PC Hardware and Software v3.1, there will be no bridge course. If an institution is midway through delivering PC Hardware and Software v3.1, the institution should complete the course before adopting the new curriculum. Countries with translated versions of PC Hardware and Software v3.1 may choose to wait until a translated version of version 4.0 is available, or adopt the English version.

Question: Will PC Hardware and Software v3.1 continue to be offered when version 4.0 is available?

Answer: Yes, PC Hardware and Software v3.1 will continue to be offered. There are no immediate plans to retire IT Essentials I v3.1. This curriculum will continue to be made available to existing and new Academies as long as it aligns with customer needs and certification requirements.

Question: When will Cisco Press books be available for the new PC Hardware and Software v4.0 course?

Answer: Cisco Press is working with the Networking Academy program team to develop companion books for the new PC Hardware and Software v4.0 course. Target availability is October 2007. More details on the titles and their publication dates will be announced on the Cisco Press Website and in the Cisco Press Instructor Newsletter. To subscribe to the newsletter, visit www.ciscopress.com/newsletters.



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