The Internet is changing life as we know it – bringing new economic and social 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, e-commerce, web conferencing, and desktop virtualization are changing the way we live, work, play, and learn. These capabilities are all powered by networks, and organizations around the world are experiencing a shortage of qualified ICT candidates to design, install, and manage these networks.

**IT Essentials: PC Hardware and Software**
The Cisco Networking Academy® IT Essentials: PC Hardware and Software curriculum provides an introduction to advanced concepts. These capabilities are all powered by networks, and organizations around the world are experiencing a shortage of qualified ICT candidates to design, install, and manage these networks.

**Course Description**
IT Essentials: PC Hardware and Software is a hands-on, career-oriented e-learning solution with an emphasis on practical experience to help students develop fundamental computer skills, along with essential career skills. The Cisco® IT Essentials curriculum helps students prepare for entry-level ICT career opportunities and the CompTIA A+ certification, which helps students differentiate themselves in the marketplace to advance their careers. In addition, the course provides a learning pathway to the Cisco CCNA® Discovery and CCNA Exploration curricula.

**Who Should Enroll**
- Students seeking career-oriented, entry-level computer hardware, software, and networking skills
- Students who want to gain fundamental PC hardware, software, and troubleshooting skills

**Prerequisites**
- There are no prerequisites for this course

**Course Goals**—students will be able to perform the following after completing the course:

1. Define information technology (IT) and describe the components of a personal computer
2. Describe how to protect self, equipment, and the environment from accidents, damage, and contamination
3. Perform a step-by-step assembly of a desktop computer and install and navigate an operating system
4. Explain and perform preventive maintenance
5. Explain the steps of the troubleshooting process and perform basic troubleshooting
6. Upgrade or replace components of a laptop, printer, or scanner based on customer needs
7. Configure computers to attach to an existing network
8. Implement basic physical and software security principles
9. Apply good communication skills and professional behavior while working with customers
10. Assess customer needs, analyze possible configurations, and provide solutions or recommendations for hardware, operating systems, networking, and security

Networking Academy teaches ICT skills to students from virtually every socioeconomic background and region of the world. Students gain the skills needed to pursue networking careers in a variety of industries such as healthcare, technology, financial services, fashion, entertainment, and more. Students also gain access to a global support group, career development tools, and social networking resources to help them become architects of the human network.

**For More Information**
Cisco Networking Academy Program: [www.cisco.com/go/netacad](http://www.cisco.com/go/netacad)
Course and Certificates: [www.cisco.com/go/netacadcourses](http://www.cisco.com/go/netacadcourses)
Locate an academy: [www.cisco.com/go/academylocator](http://www.cisco.com/go/academylocator)