



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 the computer hardware and software skills needed to help meet the growing demand for entry-level ICT professionals. The curriculum covers the fundamentals of PC computer technology, networking, and security, and also provides an introduction to advanced concepts.

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 Virtual Laptop and Virtual Desktop learning tools help students develop critical thinking and complex problem-solving skills
- The course emphasizes the practical application of skills and procedures needed for hardware and software installations, upgrades, and troubleshooting systems
- Cisco Packet Tracer simulation-based learning activities promote the exploration of networking and network security concepts and allow students to experiment with network behavior
- Interactive assessments provide immediate feedback to support the evaluation of knowledge and acquired skills

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

## 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.

IT Essentials: PC Hardware and Software can be delivered as an independent curriculum or integrated into a broader course of study, such as technology or continuing education programs. The curriculum can be offered in an in-person or a blended distance learning (BDL) environment.

## 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 entry-level career opportunities, continuing education, and globally recognized career certifications.

### 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 developments 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)

