Opportunity
We live in an increasingly connected world, creating a global economy and a growing need for technical skills. Cisco Networking Academy delivers information technology skills to over 500,000 students a year in more than 165 countries worldwide. Networking Academy students have the opportunity to participate in a powerful and consistent learning experience that is supported by high quality, online curricula and assessments, instructor training, hands-on labs, and classroom interaction. This experience ensures the same level of qualifications and skills regardless of where in the world a student is located.

Networking Academy students will become the architects of the networked economy; enabling everyday experiences on the global human network. With the ever-increasing demand for their skills, Networking Academy students have the chance to dream about business-critical positions never before imagined, in industries ranging from medicine and finance to entertainment and aerospace. Networking Academy opens doors to rewarding careers and opportunities for economic advancement and local community development. Students only need to be ‘Mind Wide Open’ to the possibilities.

Solution
IT Essentials: *PC Hardware and Software Version 4.0*
careers in IT and gain practical knowledge of how a computer works.

Students who complete this course will be able to describe the internal components of a computer, assemble a computer system, install an operating system, and troubleshoot using system tools and diagnostic software. They will also be able to connect computers to the Internet and share resources in a networked environment.

*PC Hardware and Software* will help students prepare for entry-level IT positions within various environments. It will also help students develop greater skills and confidence in working with desktop and laptop computers.

Virtual Learning Tools
Standalone virtual learning tools have been developed to supplement *PC Hardware and Software* classroom instruction and provide opportunities for interactive “hands-on” learning. These tools; the Virtual Desktop and Virtual Laptop, can support course delivery in environments with limited physical equipment by enabling students to virtually disassemble and reassemble desktops and laptops.

PC Hardware and Software Skills
This course provides an excellent introduction to the IT industry and interactive exposure to personal computers, hardware, and operating systems. Students participate in hands-on activities and lab-based learning to become familiar with various hardware and software components and discover best practices in maintenance and safety.

In addition, *PC Hardware and Software* covers the following new topics:

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

As a CompTIA Authorized Quality Curriculum, **PC Hardware and Software v4.0** will help prepare students for the new CompTIA A+ Essentials and job-skills certification exams. Instructors have the flexibility to teach the course based on any or all of the certification exams.

Students will need to pass two exams to become certified in their chosen career area:

- CompTIA A+ Essentials (220-601)
- Any of the three job-skills exams:
  - 220-602: IT Technician
  - 220-603: Remote Support Technician
  - 220-604: Depot Technician

After becoming certified, students will be qualified to work as computer support professionals and technicians in a variety of work environments and industries.

This course also aligns to the objectives in the first three modules of the European Certification of Informatics Professionals (EUCIP) IT Administrator certification (http://www.eucip.org): Module 1 PC Hardware, Module 2 Operating Systems, and Module 3 Local Area Networks and Network Services.

Course Description

**PC Hardware and Software** is divided into two sections. The first section provides foundational knowledge that aligns with the CompTIA A+ Essentials exam, while the second section explores advanced concepts in greater depth and provides opportunities for practical application.

Chapters 1–10 cover the following skills and competencies:

- Core competencies in the latest hardware and software technologies
- Information security skills
- Safety and environmental issues
- Soft skills for career development

Chapters 11–16 cover the following skills and competencies:

- Advanced troubleshooting skills
- Prepares for all three CompTIA job environments certification exams
- Advanced installation of computers, peripheral devices, networks and security components

For more information

Cisco Networking Academy Program
www.cisco.com/go/netacad

Course Catalog
www.cisco.com/edu/courses

Locate a Networking Academy
www.cisco.com/edu/locate

Certifications
www.cisco.com/go/certifications