

<b>Programme Title</b>	Certificate: PC Technician
<b>Duration</b>	±6 months
<b>Admission Requirements</b>	English Proficiency Basic Computer Skills
<b>Programme type</b>	Available in Full time and Part time

## Objectives

### Essentials: Exam Number: 220-1001

#### Objective 1: Mobile Devices

- Given a scenario, install and configure laptop hardware and components.
- Given a scenario, install components within the display of a laptop.
- Given a scenario, use appropriate laptop features.
- Compare and contrast characteristics of various types of other mobile devices.
- Given a scenario, connect and configure accessories and ports of other mobile devices.
- Given a scenario, configure basic mobile device network connectivity and application support.
- Given a scenario, use methods to perform mobile device synchronizatio

#### Objective 2: Networking

- Compare and contrast TCP and UDP ports, protocols, and their purposes.
- Compare and contrast common networking hardware devices.
- Given a scenario install and configure a basic wired/wireless SOHO network.
- Compare and contrast wireless networking protocols
- Summarize the properties and purposes of services provided by networked hosts.
- Explain common network configuration concepts.
- Compare and contrast Internet connection types, network types, and their features.
- Given a scenario use appropriate networking tools.

#### Objective 3: Hardware

- Explain basic cable types, features, and their purposes
- Identify common connector types.
- Given a scenario, install RAM types
- Given a scenario, select, install and configure storage devices.
- Given a scenario, install and configure, motherboards, CPUs, and add-on cards.
- Explain the purposes and uses of various peripheral types.
- Summarize power supply types and features
- Given a scenario, select and configure appropriate components for a, custom PC configuration to meet customer specifications or needs.
- Given a scenario install and configure common devices.
- Given a scenario, configure SOHO multifunction, devices/printers and settings.
- Given a scenario, install and maintain various print technologies.

#### Objective: 4: Virtualization and Cloud Computing

- Compare and contrast cloud computing concepts
- Given a scenario, set up and configure client-side virtualization.

#### Objective 5: Hardware and Network Troubleshooting

- Given a scenario, use the best practice methodology to resolve problems.
- Given a scenario, troubleshoot problems related, to motherboards, RAM, CPUs, and power.
- Given a scenario, troubleshoot hard drives and RAID arrays.
- Given a scenario, troubleshoot video, projector, and display issues.
- Given a scenario, troubleshoot common mobile device, issues while adhering to the appropriate procedures.
- Given a scenario, troubleshoot printers.
- Given a scenario, troubleshoot common wired and wireless network problems.

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<b>Objectives</b>	
<b>Essentials: Exam Number: 220-1002</b>	
<p><b>Objective 1: Operating Systems</b></p> <ul style="list-style-type: none"> <li>• Compare and contrast common operating system types and their purposes.</li> <li>• Compare and contrast features of Microsoft Windows versions.</li> <li>• Summarize general OS installation considerations and upgrade methods.</li> <li>• Given a scenario, use appropriate Microsoft command line tools.</li> <li>• Given a scenario, use Microsoft operating system features and tools.</li> <li>• Given a scenario, use Microsoft Windows Control Panel utilities.</li> <li>• Summarize application installation and configuration concepts</li> <li>• Given a scenario, configure Microsoft Windows networking on a client/desktop.</li> <li>• Given a scenario, use features and tools of the Mac OS and Linux client/desktop operating systems.</li> </ul>	<p><b>Objective 2: Security</b></p> <ul style="list-style-type: none"> <li>• Summarize the importance of physical security measures.</li> <li>• Explain logical security concepts.</li> <li>• Compare and contrast wireless security protocols and authentication methods.</li> <li>• Given a scenario, detect, remove, and prevent malware using appropriate tools and methods.</li> <li>• Compare and contrast social engineering, threats, and vulnerabilities</li> <li>• Compare and contrast the differences of basic Microsoft Windows OS security settings.</li> <li>• Given a scenario, implement security best practices to secure a workstation.</li> <li>• Given a scenario, implement methods for securing mobile devices.</li> <li>• Given a scenario, implement appropriate data destruction and disposal methods.</li> <li>• Given a scenario, configure security on SOHO wireless and wired networks.</li> </ul>
<p><b>Objective 3: Software Troubleshooting</b></p> <ul style="list-style-type: none"> <li>• Given a scenario, troubleshoot Microsoft Windows OS problems.</li> <li>• Given a scenario, troubleshoot and resolve PC security issues.</li> <li>• Given a scenario, use best practice procedures for malware removal.</li> <li>• Given a scenario, troubleshoot mobile OS and application issues.</li> <li>• Given a scenario, troubleshoot mobile OS, and application security issues.</li> </ul>	<p><b>Objective: 4: Troubleshooting</b></p> <ul style="list-style-type: none"> <li>• Compare and contrast best practices associated with types of documentation.</li> <li>• Given a scenario, implement basic change management best practices.</li> <li>• Given a scenario, implement basic disaster prevention and recovery methods.</li> <li>• Explain common safety procedures.</li> <li>• Explain environmental impacts and appropriate controls</li> <li>• Explain the processes for addressing prohibited content/activity, and privacy, licensing, and policy concepts.</li> <li>• Given a scenario, use proper communication techniques and professionalism.</li> <li>• Identify the basics of scripting.</li> <li>• Given a scenario, use remote access technologies.</li> </ul>

**Certification upon successful completion**

- PC Technician Certificate
- Optional: CompTIA Certificate A+ on successful completion of CompTIA exams

