

Introduction to personal computer hardware-Personal computers Pc components Computer disassembly

Pc assembly-Assemble the computer

Advanced computer hardware-Boot the computer Electrical power Advanced computer functionality Computer configuration Protecting the environment

Preventive maintenance and troubleshooting Preventive maintenance Troubleshooting process

Networking concepts-Network components and types Networking protocols, standards and services Network devices Network cables

Applied networking-Device to network connection Basic troubleshooting process for networks

Laptops and other mobile devices
Characteristics of laptops and other mobile devices
Laptop configuration
Laptop hardware and component installation and configuration
Other mobile device hardware overview
Network connectivity and email
Preventive maintenance for laptops and other mobile devices
Basic troubleshooting process for laptops and other mobile devices

Printers-Common printer features Printer type comparision Installing and configuring printers Sharing printers

## Maintaining and troubleshooting printers

Virtualization and cloud computing Virtualization Cloud computing

Windows installation-Modern operating systems Diskmanagement Installation and boot sequence

Windows configurationWindows desktop and file explorer
Configure windows with control panels
System administration
Command line tools
Windows networking
Common preventive maintenance techniques for operating systems
Basic troubleshooting process for windows operating systems

Mobile,linux and macOS operating systems

Mobile operating systems

Methods for securing mobile devices

Linux and macOS operating systems

Basic troubleshooting process for mobile,linux and macOS operating systems

SecuritySecurity threats
Security procedures
Securing windows workstations
Wireless security
Basic troubleshooting process for security

The IT professional-Communication skills and the IT professional Operational procedures Ethical and legal considerations Call center technicians