

## IT Essentials

The student has successfully achieved student level credential for completing IT Essentials course administered by the undersigned instructor. The student was able to proficiently:

- Select the appropriate computer components to build, repair, or upgrade personal computers.
- Explain how to correctly use tools and safely work in a lab.
- Install components to build, repair, or upgrade personal computers.
- Explain how to perform preventive maintenance and troubleshooting on personal computers.
- Install Windows operation systems.
- Perform management and maintenance of Windows operating systems.
- Configure devices to connect to the Internet and Cloud services.
- Explain how to use, configure, and manage laptops and mobile devices.
- Explain how to configure, secure and troubleshoot mobile, OS X, and Linux operating systems.
- Install and share a printer to meet requirements.
- Implement basic host, data, and network security.
- Explain the roles and responsibilities of the IT professional.
- Troubleshoot advanced hardware and software problems.

**Jim Burnham**

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Student

**Western Academy Support and Training Center**

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Academy Name

**United States**

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Location

**13 Aug 2016**

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Date

*Laura Quintana*

Laura Quintana  
VP & General Manager, Cisco Networking Academy