



Certificate of Course Completion

IT Essentials: PC Hardware and Software

During the Cisco Networking Academy® course, administered by the undersigned instructor, the student was able to proficiently:

- Define Information Technology (IT) and describe the components of a personal computer
- Describe how to protect self, equipment and the environment from accidents, damage, and contamination
- Perform a step-by-step assembly of a desktop computer, and install and navigate an operating system
- Explain and perform preventive maintenance
- Explain the steps of the troubleshooting process and perform basic troubleshooting
- Install and navigate an operating system
- Upgrade or replace components of a laptop, printer, or scanner based on customer needs
- Configure computers to attach to an existing network
- Implement basic physical and software security principles
- Apply good communication skills and professional behavior while working with customers
- Assess customer needs, analyze possible configurations, and provide solutions or recommendations for hardware, operating systems, networking, and security

Harley Calvert

Student

Chisholm Institute

Academy Name

Frankston

Location

Delosa, John

Instructor

December 13, 2012

Date

Instructor Signature



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December 13, 2012

Dear Harley Calvert

Congratulations on completing the **IT Essentials: PC Hardware and Software** course as part of the Cisco Networking Academy® program. This hands-on, lab-oriented course has prepared you for exciting career opportunities in the technology industry.

By completing this course you have earned a Certificate of Completion for IT Essentials: PC Hardware and Software, and acquired competencies that include the following:

- Define Information Technology (IT) and describe the components of a personal computer
- Describe how to protect self, equipment and the environment from accidents, damage, and contamination
- Perform a step-by-step assembly of a desktop computer, and install and navigate an operating system
- Explain and perform preventive maintenance
- Explain the steps of the troubleshooting process and perform basic troubleshooting
- Upgrade or replace components of a laptop, printer, or scanner based on customer needs
- Configure computers to attach to an existing network
- Implement basic physical and software security principles
- Apply good communication skills and professional behavior while working with customers
- Assess customer needs, analyze possible configurations, and provide solutions or recommendations for hardware, operating systems, networking, and security

Technological literacy is more important today than ever before, and Cisco is proud to provide you with the knowledge and skills necessary to build and maintain computers.

Please accept my best wishes for your continued success.

Sincerely,

A handwritten signature in black ink that reads "John Chambers".

John T. Chambers
Chairman and Chief Executive Officer