

Syllabus Part II
EDISON STATE COMMUNITY COLLEGE
CIS 215S IT Essentials
3 CREDIT HOURS

Section/Term: CIS-215S-801FS

Class Meeting Time: ONLINE

Location: ONLINE

Required items: TESTOUT PC PRO
COMPTIA/TESTOUT
ISBN13: 9781935080428
PUBLISHER: CompTIA Learning

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Faculty Contact: If you have questions or concerns, please contact me via email with the course name and number in the subject line (CIS 215 801FS) through your Edison State email. You are encouraged to set up an appointment to meet virtually or stop by my office.

All course assignments will be submitted on the Edison State Blackboard Course website (www.edisonohio.blackboard.com) You are required to use your Edison State email for all course work and communications in this course.

Syllabus Part II

Getting Started

Read this entire document and familiarize yourself with the Blackboard course site for this class. All of the assignments, and any information you will need for completing this course will be available on the Edison blackboard course website and are as outlined in this syllabus.

Course Objectives

The goal of this course is to introduce you to computer hardware, software, operating systems, networking concepts, mobile devices, IT security, and troubleshooting. The online course materials will help you develop the skills needed to work as a technician in the IT field.

By the end of the course, students will be able to:

- Select the appropriate computer components to build, repair, or upgrade personal computers.
- Install and configure components to build, repair, or upgrade personal computers.
- Perform troubleshooting on personal computers.
- Explain how computers communicate on a network.
- Configure devices to communicate on a network.
- Explain how to troubleshoot laptops and other mobile devices.
- Install a printer to meet requirements.
- Describe virtualization and cloud computing.
- Install Windows operating systems.
- Perform management and maintenance of Windows operating systems.
- Explain how to configure, secure, and troubleshoot mobile, MacOS, and Linux operating systems.
- Implement basic host, data, and network security.
- Explain the roles and responsibilities of the IT Professional.

Teaching Philosophy

The Courseware used in this course is designed to create a virtualized learning environment that employs a hands-on approach. Many labs will focus on configuring and troubleshooting hardware and software components that constitute and secure enterprise networks. The primary objective of this class is to help students understand and handle computer components and how they interact within a network. Therefore, gaining as much hands-on experience as possible is a key goal of the course. Every effort will be made to provide students with access to the available and relevant equipment necessary to achieve this goal.

The Module Tests, Skills Demonstrations, and Exams are designed to evaluate students' progress in understanding the course material. The Assigned Video lectures, Video Demonstrations, and Readings are created as practical scenarios that allow students to apply their knowledge in a virtualized environment that closely resembles what they will encounter in the IT industry.

Daily Responsibilities

You are expected to use proper English, sign your emails with your full name, and include the course name and number in any correspondence at the college level. Remember, most of you are in college to

Syllabus Part II

prepare for technical careers, and using proper grammar and spelling demonstrates respect and professionalism.

Follow the instructions, course outline, and rubrics to stay on track. Manage your time effectively to avoid falling behind. Trying to catch up later can be overwhelming. All assignments must be completed by Sunday at 11:59 PM in the week they were assigned. However, you can work ahead on many assignments, such as chapter quizzes, exams, and labs, to plan accordingly. Please note that assignments completed early may not be graded until after the due date.

This course will require a significant amount of time. The time needed per week will vary, so you need to plan accordingly. As per the time requirements specified in the Edison Academic Catalog, students should set aside a minimum of 18 hours per week for this course. Students are responsible for making up any missed work. Students must complete any missed assignments. I will not repeatedly approach students to complete work; it's your responsibility.

Grading and Evaluation Policy

Discussion Post Assignments

You will be responsible for completing the Discussion Board posts included in each module of the course. The Discussion Board posts allow you to engage with, share your insights, reflect on course topics, and collaborate with your peers. Typically, the discussions will deepen in complexity as the semester progresses, encouraging more critical thinking and application of concepts. These discussion posts combined account for 5% of your overall grade for the course.

Video Lectures, Video Demonstrations, Readings and Section Quizzes

You will be responsible for watching Video Lectures, Video Demonstrations, Assigned Readings and Section Quizzes. These Items Account for 10% of your overall grade for the course.

Tests/Skills Demonstrations

You will be responsible for completing the Section Tests (20%) and Skills Demonstrations (25%) in each Section of the course. The combined scores from these assessments account for 45% of your overall grade for the course.

Final Exams

You will complete a comprehensive set of final exams in Weeks 13, 14, and 15 of this course, assessing your overall knowledge of the materials. The final exam will consist of multiple choice, matching, short answer, lab simulations and possibly essay questions. The exam is open-resource but timed, with a question range of around 100. The 3 assessments accounts for 40% of your overall grade for the course.

Syllabus Part II

Weighted Grading Scale

Assessed Items	%
Discussion Board Posts	5%
Videos, Readings, and Section Quizzes	10%
Tests and Skills Demonstrations	45%
Final Exams	40%
Total	100%

Final grades

A letter grade is earned based on the final weighted percentage for all Assigned materials, Module Tests, Skills Demonstrations, Discussion posts and the Final Exams.

This course will conform to the following grading scale:

90 - 100%	A
80 - 89.99%	B
70 - 79.99%	C
60 - 69.99%	D
Below 60%	F

TESTING YOUR FAITH ACT POLICY

Edison State Community College is committed to providing an environment respectful of students' beliefs. Students are permitted to be absent for up to 3 days each semester based on their faith, religion, or spiritual belief system with no academic penalty. Students must complete the Testing Your Faith Act Accommodations Form, <https://www.edisonohio.edu/services-support/registration-records>, located in "Forms" and provide a copy to their individual faculty within 14 days from the start of the course. The entire policy can be found in the student handbook at <https://www.edisonohio.edu/services-support/student-resources>.

Syllabus Part II

Weekly Assignment Schedule

****** YOU ARE REQUIRED TO HAVE THE COURSEWARE MATERIAL DURING THE FIRST WEEK OF THE COURSE. **** ANY STUDENT NOT COMPLETING THE ASSIGNMENT LABLED "1.1.12 - Module 1 Test" BY THE DUE DATE WILL BE AUTOMATICALLY DROPPED FROM THE COURSE FOR NON PARTICIPATION. ******

Week 1 Assignments

Section 1.1 - Course Introduction

1. 1.1.1 - PC Pro Introduction Video
 2. 1.1.2 - Computing Basics Video
 3. 1.1.3 - Computing Facts Reading
 4. 1.1.4 - Use the Simulator Video
 5. 1.1.5 - Explore the Lab Interface Skills Demonstration
 6. 1.1.6 - Set Up a Computer Skills Demonstration
 7. 1.1.7 - Internal Components Video
 8. 1.1.8 - Work with Internal Components Video
 9. 1.1.9 - Connect Internal Components Skills Demonstration
 10. 1.1.10 - Work with Network and Server Cabinets Video
 11. 1.1.11 - Networking Rack Facts Reading
 12. 1.1.12 - Module 1 Test
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Week 2 Assignments

Section 2.1 - Protection and Safety

1. 2.1.1 - Safety Video
2. 2.1.2 - Safety Measures Reading
3. 2.1.3 - Electrostatic Discharge Video
4. 2.1.4 - ESD Protection Video
5. 2.1.5 - ESD Facts Reading
6. 2.1.6 - Module 2.1 Test

Section 2.2 - Environmental Controls

1. 2.2.1 - Environmental Concerns Video
2. 2.2.2 - Environmental Facts Reading
3. 2.2.3 - Power Concerns Video
4. 2.2.4 - Configure UPS Settings Video
5. 2.2.5 - Power Concern Facts Reading
6. 2.2.6 - Install a UPS Skills Demonstration
7. 2.2.7 - Module 2.2 Test

Section 2.3 - Professionalism

1. 2.3.1 - Professionalism Video

Syllabus Part II

2. 2.3.2 - Professionalism Facts Reading
3. 2.3.3 - Module 2.3 Test

Section 2.4 - Change Management

1. 2.4.1 - Change Management Overview Video
2. 2.4.2 - Change Management Facts Reading
3. 2.4.3 - Module 2.4 Test

Section 2.5 - PC Maintenance

1. 2.5.1 - PC Maintenance Best Practices Video
2. 2.5.2 - PC Maintenance Facts Reading
3. 2.5.3 - Module 2.5 Test

Section 2.6 - PC and Networking Tools

1. 2.6.1 - PC and Networking Tools Video
2. 2.6.2 - PC and Networking Tools Facts Reading
3. 2.6.3 - Module 2.6 Test

Section 2.7 - Troubleshooting Process Overview

1. 2.7.1 - Troubleshooting Process Video
2. 2.7.2 - Troubleshooting Process Facts Reading
3. 2.7.3 - Module 2.7 Test

Section 2.8 - Support Systems

1. 2.8.1 - Ticketing Systems Video
2. 2.8.2 - Ticketing Systems Facts Reading
3. 2.8.3 - Create and Close Tickets Video
4. 2.8.4 - Ticketing System Settings Video
5. 2.8.5 - Create a Ticket Skills Demonstration
6. 2.8.6 - Close a Ticket Skills Demonstration
7. 2.8.7 - Asset Management Video
8. 2.8.8 - Asset Management Facts Reading
9. 2.8.9 - Explore Asset Tracking Systems Video
10. 2.8.10 - View Warranty Information Video
11. 2.8.11 - Module 2.8 Test

Section 2.9 - Documentation

1. 2.9.1 - Documentation Types Video
2. 2.9.2 - Documentation Types Facts Reading
3. 2.9.3 - Onboarding and Offboarding Checklists Video
4. 2.9.4 - Onboarding and Offboarding Checklists Facts Reading
5. 2.9.5 - Module 2.9 Test

Week 3 Assignments

Syllabus Part II

Section 3.1 - Network Media

1. 3.1.1 - Network Cables Video
2. 3.1.2 - Coaxial Cable Facts Reading
3. 3.1.3 - Twisted Pair Cable Facts Reading
4. 3.1.4 - Twisted Pair Connector Facts Reading
5. 3.1.5 - Fiber Optic Cable Facts Reading
6. 3.1.6 - Module 3.1 Test

Section 3.2 - Cables and Connectors

1. 3.2.1 - External Connectors Video
2. 3.2.2 - Universal Serial Bus Video
3. 3.2.3 - USB Facts Reading
4. 3.2.4 - Install USB Devices Skills Demonstration
5. 3.2.5 - Peripheral and Video Cables Video
6. 3.2.6 - Peripheral and Video Cables Facts Reading
7. 3.2.7 - Hard Drive Cables Video
8. 3.2.8 - Hard Drive Cable Facts Reading
9. 3.2.9 - Adapter and Converter Facts Reading
10. 3.2.10 - Module 3.2 Test

Section 3.3 - Cases and Motherboards

1. 3.3.1 - Cases and Form Factors Video
2. 3.3.2 - Cases and Form Factor Facts Reading
3. 3.3.3 - Motherboard Components Video
4. 3.3.4 - Motherboard Facts Reading
5. 3.3.5 - Install a Motherboard Video
6. 3.3.6 - Motherboard Installation Facts Reading
7. 3.3.7 - Choose and Install a Motherboard Skills Demonstration
8. 3.3.8 - Module 3.3 Test

Section 3.4 - Motherboard Troubleshooting

1. 3.4.1 - Motherboard Troubleshooting Video
2. 3.4.2 - Motherboard Troubleshooting Facts Reading
3. 3.4.3 - Troubleshoot System Power Skills Demonstration
4. 3.4.4 - Troubleshoot Power Supply Problems Skills Demonstration
5. 3.4.5 - Module 3.4 Test

Section 3.5 - Memory

1. 3.5.1 - DRAM Types Video
2. 3.5.2 - Random Access Memory (RAM) Facts Reading
3. 3.5.3 - Multi-Channel Memory Architecture Facts Reading
4. 3.5.4 - Module 3.5 Test

Section 3.6 - Memory Installation

1. 3.6.1 - Memory Characteristics Video
2. 3.6.2 - Memory Facts Reading
3. 3.6.3 - Select Memory by Sight Skills Demonstration

Syllabus Part II

4. 3.6.4 - Select the Correct Memory Module Video
5. 3.6.5 - Install Memory Video
6. 3.6.6 - Memory Installation Facts Reading
7. 3.6.7 - Install Triple Channel Memory Skills Demonstration
8. 3.6.8 - Module 3.6 Test

Section 3.7 - Memory Troubleshooting

1. 3.7.1 - Memory Troubleshooting Video
2. 3.7.2 - Test Memory Video
3. 3.7.3 - Memory Troubleshooting Facts Reading
4. 3.7.4 - Troubleshoot Memory 1 Skills Demonstration
5. 3.7.5 - Troubleshoot Memory 2 Skills Demonstration
6. 3.7.6 - Module 3.7 Test

Section 3.8 - BIOS/UEFI

1. 3.8.1 - BIOS/UEFI Video
2. 3.8.2 - PC Boot Process Video
3. 3.8.3 - BIOS/UEFI Facts Reading
4. 3.8.4 - Edit BIOS/UEFI Settings Video
5. 3.8.5 - Use Built-in System Diagnostics Video
6. 3.8.6 - Flash the BIOS Video
7. 3.8.7 - Find BIOS/UEFI Settings Skills Demonstration
8. 3.8.8 - BIOS/UEFI Security Video
9. 3.8.9 - Configure BIOS/UEFI Security Settings Video
10. 3.8.10 - BIOS/UEFI Security Facts Reading
11. 3.8.11 - Configure BIOS/UEFI Security Skills Demonstration
12. 3.8.12 - Module 3.8 Test

Section 3.9 - Processors

1. 3.9.1 - Processor Concepts Video
2. 3.9.2 - CPU Facts Reading
3. 3.9.3 - CPU Performance Facts Reading
4. 3.9.4 - CPU Socket Facts Reading
5. 3.9.5 - Install a Processor Video
6. 3.9.6 - CPU Installation Facts Reading
7. 3.9.7 - Select and Install a Processor Skills Demonstration
8. 3.9.8 - Module 3.9 Test

Section 3.10 - Processor Troubleshooting

1. 3.10.1 - Processor Troubleshooting Video
2. 3.10.2 - Processor Troubleshooting Facts Reading
3. 3.10.3 - Troubleshoot Processor Installation 1 Skills Demonstration
4. 3.10.4 - Troubleshoot Processor Installation 2 Skills Demonstration
5. 3.10.5 - Module 3.10 Test

Section 3.11 - Video and Expansion Cards

1. 3.11.1 - Expansion Buses and Slots Video
2. 3.11.2 - Expansion Bus Types Reading

Syllabus Part II

3. 3.11.3 - Install an Expansion Card Video
4. 3.11.4 - Install Expansion Cards Skills Demonstration
5. 3.11.5 - Video Cards Video
6. 3.11.6 - Video and Capture Card Facts Reading
7. 3.11.7 - Install a Video Card Video
8. 3.11.8 - Configure Capture Card Video
9. 3.11.9 - Video Card Installation Facts Reading
10. 3.11.10 - Upgrade a Video Card Skills Demonstration
11. 3.11.11 - Module 3.11 Test

Section 3.12 - Audio

1. 3.12.1 - Digital Audio Video
2. 3.12.2 - Sound Cards Video
3. 3.12.3 - Sound Card Facts Reading
4. 3.12.4 - Manage Audio Devices Video
5. 3.12.5 - Sound Card Installation Facts Reading
6. 3.12.6 - Sound Card Connectors Reading
7. 3.12.7 - Select and Install a Sound Card Skills Demonstration
8. 3.12.8 - Module 3.12 Test

Section 3.13 - Cooling

1. 3.13.1 - System Cooling Video
2. 3.13.2 - System Cooling Facts Reading
3. 3.13.3 - Module 3.13 Test

Section 3.14 - Power Supplies

1. 3.14.1 - Power Supplies Video
2. 3.14.2 - Power Supply Facts Reading
3. 3.14.3 - Identify Power Supply Components Video
4. 3.14.4 - Change the Power Supply Video
5. 3.14.5 - Install a Power Supply Skills Demonstration
6. 3.14.6 - Module 3.14 Test

Week 4 Assignments

Section 4.1 - Operating System

1. 4.1.1 - Workstation Operating Systems Video
2. 4.1.2 - Workstation Operating System Facts Reading
3. 4.1.3 - Module 4.1 Test

Section 4.2 - Windows Basics

1. 4.2.1 - Windows Operating Systems Video
2. 4.2.2 - Windows Operating System Facts Reading
3. 4.2.3 - Windows 10 Editions Video
4. 4.2.4 - Windows 11 Editions Video
5. 4.2.5 - Windows Editions Facts Reading

Syllabus Part II

6. 4.2.6 - Windows Features Video
7. 4.2.7 - Windows Features Facts Reading
8. 4.2.8 - Use the Windows 10 Interface Video
9. 4.2.9 - Use the Windows 11 Interface Video
10. 4.2.10 - Windows Interface Facts Reading
11. 4.2.11 - Windows Upgrade Video
12. 4.2.12 - Windows Upgrade Facts Reading
13. 4.2.13 - Module 4.2 Test

Section 4.3 - Linux Basics

1. 4.3.1 - Linux Operating Systems Video
2. 4.3.2 - Navigate Linux in the GUI Video
3. 4.3.3 - Linux Facts Reading
4. 4.3.4 - Module 4.3 Test

Section 4.4 - macOS Basics

1. 4.4.1 - macOS Introduction Video
2. 4.4.2 - Installing and Uninstalling Apps Video
3. 4.4.3 - macOS Interface System Preferences Video
4. 4.4.4 - macOS Features and Settings Video
5. 4.4.5 - macOS Facts Reading
6. 4.4.6 - Module 4.4 Test

Section 5.1 - Storage Devices

1. 5.1.1 - Storage Devices Video
2. 5.1.2 - Storage Device Facts Reading
3. 5.1.3 - Module 5.1 Test

Section 5.2 - SATA

1. 5.2.1 - SATA Video
2. 5.2.2 - Install a SATA Device Video
3. 5.2.3 - SATA Installation Facts Reading
4. 5.2.4 - Install SATA Devices Skills Demonstration
5. 5.2.5 - Module 5.2 Test

Section 5.3 - Optical Media

1. 5.3.1 - CD Drives Video
2. 5.3.2 - DVD Drives Video
3. 5.3.3 - Blu-ray Video
4. 5.3.4 - Optical Media Facts Reading
5. 5.3.5 - Module 5.3 Test

Section 5.4 - RAID

1. 5.4.1 - RAID Video
2. 5.4.2 - RAID Facts Reading
3. 5.4.3 - Configure a RAID Array Video
4. 5.4.4 - RAID Configuration Facts Reading

Syllabus Part II

5. 5.4.5 - Create RAID Arrays Skills Demonstration
6. 5.4.6 - Implement a RAID Solution Skills Demonstration
7. 5.4.7 - Module 5.4 Test

Section 5.5 - File Systems

1. 5.5.1 - Partitions, Volumes, and File Systems Video
2. 5.5.2 - View File System Components Video
3. 5.5.3 - File System Facts Reading
4. 5.5.4 - MBR Partitioning Video
5. 5.5.5 - MBR Partitioning Facts Reading
6. 5.5.6 - GPT Partitioning Video
7. 5.5.7 - GPT Partitioning Facts Reading
8. 5.5.8 - Create Volumes with Disk Management Video
9. 5.5.9 - Create Volumes with Diskpart Video
10. 5.5.10 - Convert Volumes Video
11. 5.5.11 - Create Volumes Skills Demonstration
12. 5.5.12 - Format Drives Skills Demonstration
13. 5.5.13 - Disk Status Facts Reading
14. 5.5.14 - Module 5.5 Test

Section 5.6 - Storage Management

1. 5.6.1 - Add Storage Video
2. 5.6.2 - Create Mount Points and Extending Volumes Video
3. 5.6.3 - Shrink and Split Partitions Video
4. 5.6.4 - Storage Management Facts Reading
5. 5.6.5 - Add Space to Existing Volumes Skills Demonstration
6. 5.6.6 - Module 5.6 Test

Section 5.7 - Storage Spaces

1. 5.7.1 - Storage Spaces Video
2. 5.7.2 - Create Storage Spaces Video
3. 5.7.3 - Storage Space Facts Reading
4. 5.7.4 - Implement Storage Spaces Skills Demonstration
5. 5.7.5 - Module 5.7 Test

Section 5.8 - Disk Optimization

1. 5.8.1 - Storage Optimization Video
2. 5.8.2 - Optimize Disks in Windows Video
3. 5.8.3 - Optimize Disks in Linux Video
4. 5.8.4 - Optimize Disks in macOS Video
5. 5.8.5 - Disk Optimization Facts Reading
6. 5.8.6 - Perform Disk Maintenance Skills Demonstration
7. 5.8.7 - Module 5.8 Test

Section 5.9 - Storage and RAID Troubleshooting

1. 5.9.1 - Storage and RAID Troubleshooting Video
2. 5.9.2 - Storage and RAID Troubleshooting Facts Reading
3. 5.9.3 - SSD Storage Issues Video
4. 5.9.4 - SSD Maintenance Facts Reading

Syllabus Part II

5. 5.9.5 - Troubleshoot SATA Devices Skills Demonstration
6. 5.9.6 - Module 5.9 Test

Week 5 Assignments

Section 6.1 - Windows Pre-Installation

1. 6.1.1 - Pre-Installation Planning
2. 6.1.2 - Installation Planning Facts
3. 6.1.3 - Verify System Compatibility
4. 6.1.4 - Practice Questions

Section 6.2 - Windows Installation

1. 6.2.1 - Windows Installation Video
2. 6.2.2 - Prepare Disks for Installation Video
3. 6.2.3 - Prepare Disks for Installation Skills Demonstration
4. 6.2.4 - Create Bootable Media Video
5. 6.2.5 - Configure Workstation for Network Boot Video
6. 6.2.6 - Install a Workstation Image Using PXE Skills Demonstration
7. 6.2.7 - Install Windows Video
8. 6.2.8 - Installation Facts Reading
9. 6.2.9 - Post-Installation Video
10. 6.2.10 - Post-Installation Facts Reading
11. 6.2.11 - Module 6.2 Test

Section 6.3 - Cloud Computing

1. 6.3.1 - Cloud Computing Overview Video
2. 6.3.2 - Cloud Computing Facts Reading
3. 6.3.3 - Module 6.3 Test

Section 6.4 - Virtualization

1. 6.4.1 - Virtualization Overview Video
2. 6.4.2 - Virtualization Facts Reading
3. 6.4.3 - Use VMWare Player Video
4. 6.4.4 - Use Hyper-V Video
5. 6.4.5 - Hyper-V Facts Reading
6. 6.4.6 - Create Virtual Machines Skills Demonstration
7. 6.4.7 - Create Virtual Hard Disks Skills Demonstration
8. 6.4.8 - Module 6.4 Test

Section 7.1 - Windows System Tools

1. 7.1.1 - Use Task Manager Video
2. 7.1.2 - Task Manager Facts Reading
3. 7.1.3 - Use Control Panel Video
4. 7.1.4 - Control Panel Facts Reading
5. 7.1.5 - Use Management Consoles Video
6. 7.1.6 - Management Consoles Facts Reading
7. 7.1.7 - View System Information Video
8. 7.1.8 - System Configuration Video
9. 7.1.9 - Use Regedit Video
10. 7.1.10 - Use Event Viewer Video

Syllabus Part II

11. 7.1.11 - Windows System Tool Facts Reading
12. 7.1.12 - Explore System Commands Video
13. 7.1.13 - System Command Facts Reading
14. 7.1.14 - Use System Commands Skills Demonstration
15. 7.1.15 - Module 7.1 Test

Section 7.2 - Windows Settings

1. 7.2.1 - Personalize Windows Video
2. 7.2.2 - Configure Region and Language Options Video
3. 7.2.3 - Index Files Video
4. 7.2.4 - Settings Facts Reading
5. 7.2.5 - Module 7.2 Test

Section 7.3 - Performance Monitoring

1. 7.3.1 - Performance Monitoring Video
2. 7.3.2 - Monitor System Performance Video
3. 7.3.3 - Performance Monitoring Facts Reading
4. 7.3.4 - Module 7.3 Test

Section 7.4 - Windows Application Management

1. 7.4.1 - Windows Application Installation Video
2. 7.4.2 - Manage Windows Applications Video
3. 7.4.3 - Desktop Application Management Facts Reading
4. 7.4.4 - Configure Application Compatibility Video
5. 7.4.5 - Application Compatibility Facts Reading
6. 7.4.6 - Schedule Tasks Video
7. 7.4.7 - Manage Microsoft Store Apps Video
8. 7.4.8 - Microsoft Store Applications Facts Reading
9. 7.4.9 - Manage Applications Skills Demonstration
10. 7.4.10 - Repair Programs Skills Demonstration
11. 7.4.11 - Module 7.4 Test

Section 7.5 - Linux Application Management

1. 7.5.1 - Install Linux Software Video
2. 7.5.2 - Manage Apps on Linux Video
3. 7.5.3 - Manage Processes on Linux Video
4. 7.5.4 - Linux Application Management Facts Reading
5. 7.5.5 - Manage Linux Processes Skills Demonstration
6. 7.5.6 - Module 7.5 Test

Section 7.6 - Digital Content Management

1. 7.6.1 - Software Licensing Video
2. 7.6.2 - Digital Rights Management (DRM) Video
3. 7.6.3 - Digital Content Management Facts Reading
4. 7.6.4 - Module 7.6 Test

Section 7.7 - Virtual Memory

Syllabus Part II

1. 7.7.1 - Windows Virtual Memory Video
2. 7.7.2 - Manage Virtual Ram Video
3. 7.7.3 - Virtual Memory Facts Reading
4. 7.7.4 - Configure Virtual Memory Skills Demonstration
5. 7.7.5 - Module 7.7 Test

Section 7.8 - Windows and Application Troubleshooting

1. 7.8.1 - Troubleshooting Windows Part 1 Video
2. 7.8.2 - Troubleshooting Windows Facts Part 1 Reading
3. 7.8.3 - Troubleshooting Windows Part 2 Video
4. 7.8.4 - Troubleshooting Windows Facts Part 2 Reading
5. 7.8.5 - Troubleshoot Windows Applications Video
6. 7.8.6 - Troubleshoot Windows Services Video
7. 7.8.7 - Module 7.8 Test

Section 7.9 - Scripting Basics

1. 7.9.1 - Scripting Video
2. 7.9.2 - Scripting Types Video
3. 7.9.3 - Scripting Uses Video
4. 7.9.4 - Scripting Facts Reading
5. 7.9.5 - Module 7.9 Test

Week 6 Assignments

Section 8.1 - Active Directory

1. 8.1.1 - Workgroup vs. Domain Setup Video
2. 8.1.2 - Active Directory Overview Video
3. 8.1.3 - Join a Domain Video
4. 8.1.4 - Join a Workstation to a Domain Skills Demonstration
5. 8.1.5 - Manage Active Directory Objects Video
6. 8.1.6 - Active Directory Facts Reading
7. 8.1.7 - Create User Accounts Skills Demonstration
8. 8.1.8 - Create OUs Skills Demonstration
9. 8.1.9 - Delete OUs Skills Demonstration
10. 8.1.10 - Group Policy Video
11. 8.1.11 - Use Group Policy Video
12. 8.1.12 - Group Policy Facts Reading
13. 8.1.13 - Module 8.1 Test

Section 8.2 - Users and Groups

1. 8.2.1 - Users and Groups Video
2. 8.2.2 - User and Group Facts Reading
3. 8.2.3 - Login Options Video
4. 8.2.4 - Login Option Facts Reading
5. 8.2.5 - Manage Local Users and Groups Video
6. 8.2.6 - Authenticate with Online User Accounts Video
7. 8.2.7 - Online Authentication Facts Reading
8. 8.2.8 - Manage Users and Groups Skills Demonstration
9. 8.2.9 - Manage UAC Settings Video
10. 8.2.10 - UAC Facts Reading

Syllabus Part II

11. 8.2.11 - Module 8.2 Test

Section 8.3 - Remote Services

1. 8.3.1 - Remote Access Technologies Video
2. 8.3.2 - Remote Access Technologies Facts Reading
3. 8.3.3 - Remote Desktop Video
4. 8.3.4 - Use Remote Desktop Video
5. 8.3.5 - Remote Desktop Facts Reading
6. 8.3.6 - Remote Assistance Video
7. 8.3.7 - Remote Assistance Facts Reading
8. 8.3.8 - Use Remote Assistance Video
9. 8.3.9 - Configure Remote Services Skills Demonstration
10. 8.3.10 - Screen Sharing Facts Reading
11. 8.3.11 - Use Video Conferencing Software Video
12. 8.3.12 - Module 8.3 Test

Section 8.4 - VPN

1. 8.4.1 - Virtual Private Networks (VPN) Video
2. 8.4.2 - Set Up a VPN Connection Video
3. 8.4.3 - VPN Facts Reading
4. 8.4.4 - Configure a VPN Connection Skills Demonstration
5. 8.4.5 - Module 8.4 Test

Section 8.5 - Updates

1. 8.5.1 - Updates Video
2. 8.5.2 - Use Windows Update Video
3. 8.5.3 - Update Facts Reading
4. 8.5.4 - Configure Windows Update Skills Demonstration
5. 8.5.5 - Update Linux Video
6. 8.5.6 - Update macOS Video
7. 8.5.7 - Module 8.5 Test

Section 8.6 - System Backup

1. 8.6.1 - System Backup Video
2. 8.6.2 - Backup Facts Reading
3. 8.6.3 - Create Backups in Windows Video
4. 8.6.4 - Create Backups in Linux Video
5. 8.6.5 - Restore Data on Linux Video
6. 8.6.6 - Use Time Machine on macOS Video
7. 8.6.7 - Restore Data on macOS Video
8. 8.6.8 - Back Up the Computer Skills Demonstration
9. 8.6.9 - Configure File History Skills Demonstration
10. 8.6.10 - Restore Data from File History Skills Demonstration
11. 8.6.11 - Module 8.6 Test

Section 8.7 - System Recovery

1. 8.7.1 - Windows System Recovery Video
2. 8.7.2 - Use Restore Points Video
3. 8.7.3 - Create a Restore Point Skills Demonstration

Syllabus Part II

4. 8.7.4 - Use Windows System Recovery Tools Video
5. 8.7.5 - Boot into the Windows Recovery Environment Skills Demonstration
6. 8.7.6 - Use File Recovery Tools Video
7. 8.7.7 - System Recovery Facts Reading
8. 8.7.8 - Module 8.7 Test

Section 8.8 - Windows Boot Errors

1. 8.8.1 - Windows Boot Process Video
2. 8.8.2 - Boot Process Facts Reading
3. 8.8.3 - Modify the Boot Order Video
4. 8.8.4 - Configure the Boot Order Skills Demonstration
5. 8.8.5 - Use Advanced Boot Options Video
6. 8.8.6 - Windows Boot Options Reading
7. 8.8.7 - Use the bootrec Command Video
8. 8.8.8 - Startup Error Facts Reading
9. 8.8.9 - Troubleshoot System Startup 1 Skills Demonstration
10. 8.8.10 - Troubleshoot System Startup 2 Skills Demonstration
11. 8.8.11 - Troubleshoot System Startup 3 Skills Demonstration
12. 8.8.12 - Troubleshoot System Startup 4 Skills Demonstration
13. 8.8.13 - Module 8.8 Test

Section 9.1 - Manage Files on Windows

1. 9.1.1 - Windows File and Folder Properties Video
2. 9.1.2 - System File Locations Video
3. 9.1.3 - File Management Facts Reading
4. 9.1.4 - Manage Files on Windows Video
5. 9.1.5 - Manage Files Skills Demonstration
6. 9.1.6 - Manage Directories from the Command Prompt Video
7. 9.1.7 - Manage Files from the Command Prompt Video
8. 9.1.8 - File Management Commands Reading
9. 9.1.9 - Manage Files and Folders Skills Demonstration
10. 9.1.10 - Module 9.1 Test

Section 9.2 - NTFS and Share Permissions

1. 9.2.1 - NTFS and Share Permissions Video
2. 9.2.2 - NTFS and Share Permissions Facts Reading
3. 9.2.3 - Configure Basic Folder Sharing on Windows Video
4. 9.2.4 - Configure Advanced Folder Sharing on Windows Video
5. 9.2.5 - Configure Share and NTFS Permissions Video
6. 9.2.6 - Configure NTFS Permissions Video
7. 9.2.7 - Share and Secure Folders Skills Demonstration
8. 9.2.8 - Configure NTFS Permissions Skills Demonstration
9. 9.2.9 - Module 9.2 Test

Section 9.3 - File Encryption

1. 9.3.1 - File Encryption Video
2. 9.3.2 - File Encryption Facts Reading
3. 9.3.3 - Encrypt Files Video
4. 9.3.4 - Configure File Encryption Skills Demonstration
5. 9.3.5 - BitLocker Video

Syllabus Part II

6. 9.3.6 - Use BitLocker Video
7. 9.3.7 - Use Bitlocker To Go Video
8. 9.3.8 - BitLocker Facts Reading
9. 9.3.9 - Module 9.3 Test

Section 9.4 - Linux File Management

1. 9.4.1 - Use Linux Shell Commands Video
2. 9.4.2 - Linux Shell Facts Reading
3. 9.4.3 - Use Shell Commands Skills Demonstration
4. 9.4.4 - Manage the Linux File System Video
5. 9.4.5 - View File Contents Video
6. 9.4.6 - Edit File Contents Video
7. 9.4.7 - Manage Ownership and Permissions Video
8. 9.4.8 - Linux File Management Facts Reading
9. 9.4.9 - Manage the Linux File System Skills Demonstration
10. 9.4.10 - Manage Linux File Ownership Skills Demonstration
11. 9.4.11 - Module 9.4 Test

Week 7 Assignments

Section 10.1 - Peripheral Devices

1. 10.1.1 - Peripheral Devices Video
2. 10.1.2 - Peripheral Device Facts Reading
3. 10.1.3 - Module 10.1 Test

Section 10.2 - Display Devices

1. 10.2.1 - Configure Display Settings in Windows Video
2. 10.2.2 - Configure Advanced Display Settings in Windows Video
3. 10.2.3 - Select and Configure Dual Monitors Skills Demonstration
4. 10.2.4 - Configure Display Settings in Linux Video
5. 10.2.5 - Configure Display Settings in macOS Video
6. 10.2.6 - Display Device Facts Reading
7. 10.2.7 - Module 10.2 Test

Section 10.3 - Display, Video, and Projector Troubleshooting

1. 10.3.1 - Video Troubleshooting Video
2. 10.3.2 - Video Troubleshooting Facts Reading
3. 10.3.3 - Projector Troubleshooting Video
4. 10.3.4 - Projector Troubleshooting Facts Reading
5. 10.3.5 - Module 10.3 Test

Section 10.4 - Device Driver Management

1. 10.4.1 - Device Installation Video
2. 10.4.2 - Install and Manage Device Drivers on Windows Video
3. 10.4.3 - Manage Devices on Linux Video
4. 10.4.4 - Manage Devices on macOS Video
5. 10.4.5 - Hardware Device Facts Reading
6. 10.4.6 - Device Driver Installation Facts Reading

Syllabus Part II

7. 10.4.7 - Manage Devices Skills Demonstration
8. 10.4.8 - Module 10.4 Test

Section 10.5 - Device Driver Troubleshooting

1. 10.5.1 - Device Driver Troubleshooting Video
2. 10.5.2 - Troubleshoot Devices Video
3. 10.5.3 - Work with Legacy Devices and Drivers Video
4. 10.5.4 - Device Troubleshooting Facts Reading
5. 10.5.5 - Manage Devices 1 Skills Demonstration
6. 10.5.6 - Manage Devices 2 Skills Demonstration
7. 10.5.7 - Module 10.5 Test

Week 8 Assignments

Section 11.1 - Networking Overview

1. 11.1.1 - Networking Introduction Video
2. 11.1.2 - Network Types Video
3. 11.1.3 - Networking Facts Reading
4. 11.1.4 - Module 11.1 Test

Section 11.2 - Networking Ports and Protocols

1. 11.2.1 - TCP and UDP Video
2. 11.2.2 - TCP/IP Protocol Facts Reading
3. 11.2.3 - Ports and Protocols Video
4. 11.2.4 - Ports and Protocols Facts Reading
5. 11.2.5 - Module 11.2 Test

Section 11.3 - Client-Side Network Configuration

1. 11.3.1 - Device Addressing Video
2. 11.3.2 - IPv4 Addressing Video
3. 11.3.3 - IPv4 Address Facts Reading
4. 11.3.4 - IP Version 6 Video
5. 11.3.5 - IPv6 Facts Reading
6. 11.3.6 - Configure TCP/IP Properties Video
7. 11.3.7 - Configure TCP/IP Settings on Windows 10 Skills Demonstration
8. 11.3.8 - Configure TCP/IP Settings on Windows 11 Skills Demonstration
9. 11.3.9 - Module 11.3 Test

Section 11.4 - Services Provided by Network Devices

1. 11.4.1 - Server Roles Video
2. 11.4.2 - Server Role Facts Reading
3. 11.4.3 - Explore Server Roles Video
4. 11.4.4 - Configure DHCP on a Windows Server Video
5. 11.4.5 - Configure DNS on a Windows Server Video
6. 11.4.6 - Internet Appliances Video
7. 11.4.7 - Internet Appliances Facts Reading
8. 11.4.8 - Internet of Things Video
9. 11.4.9 - Smart Devices Video

Syllabus Part II

10. 11.4.10 - Internet of Things Facts Reading
11. 11.4.11 - Configure Smart Devices Skills Demonstration
12. 11.4.12 - Embedded Systems (SCADA) Video
13. 11.4.13 - Embedded Systems (SCADA) Facts Reading
14. 11.4.14 - Module 11.4 Test

Section 11.5 - Wireless Networking

1. 11.5.1 - Wireless Networking Video
2. 11.5.2 - Install a Wireless Network Adapter Video
3. 11.5.3 - Wireless Networking Facts Reading
4. 11.5.4 - Wireless Security Video
5. 11.5.5 - Wireless Security Facts Reading
6. 11.5.6 - Wireless Encryption and Authentication Video
7. 11.5.7 - Wireless Encryption and Authentication Facts Reading
8. 11.5.8 - Configure a Wireless Connection Video
9. 11.5.9 - Connect to a Wireless Network Skills Demonstration
10. 11.5.10 - Create a Home Wireless Network Skills Demonstration
11. 11.5.11 - Secure a Home Wireless Network Skills Demonstration
12. 11.5.12 - Configure a Wireless Profile Skills Demonstration
13. 11.5.13 - Infrared, Bluetooth, and NFC Video
14. 11.5.14 - Configure Bluetooth Connections Video
15. 11.5.15 - Bluetooth, RFID, and NFC Facts Reading
16. 11.5.16 - Module 11.5 Test

Section 11.6 - SOHO Configuration

1. 11.6.1 - SOHO Configuration Video
2. 11.6.2 - SOHO Configuration Facts Reading
3. 11.6.3 - Configure a SOHO Router Video
4. 11.6.4 - Configure a Wireless Router Video
5. 11.6.5 - Windows Network Profile Facts Reading
6. 11.6.6 - Perform a Firmware Update Video
7. 11.6.7 - Update Firmware Skills Demonstration
8. 11.6.8 - Module 11.6 Test

Section 11.7 - Networking Hardware

1. 11.7.1 - Network Infrastructure Video
2. 11.7.2 - Explore Network Switch Settings Video
3. 11.7.3 - Network Infrastructure and Device Facts Reading
4. 11.7.4 - Internet Connection Types Video
5. 11.7.5 - Internet Connection Type Facts Reading
6. 11.7.6 - Select and Install a Network Adapter Skills Demonstration
7. 11.7.7 - Configure a Wireless Infrastructure Skills Demonstration
8. 11.7.8 - Configure a DSL Internet Connection Skills Demonstration
9. 11.7.9 - Connect to a VPN Video
10. 11.7.10 - Module 11.7 Test

Section 11.8 - Command Line Network Utilities

1. 11.8.1 - Command Line Network Utilities Video
2. 11.8.2 - Use ping and pathping Video
3. 11.8.3 - Use ipconfig Command Video

Syllabus Part II

4. 11.8.4 - Use ip Command (Linux) Video
5. 11.8.5 - Use tracert and traceroute Video
6. 11.8.6 - Use nslookup Video
7. 11.8.7 - Use dig (Linux) Video
8. 11.8.8 - Other Network Command Line Utilities Video
9. 11.8.9 - Command Line Network Utilities Facts Reading
10. 11.8.10 - Use the Linux ip Command Skills Demonstration
11. 11.8.11 - Explore Configuration Information 1 Skills Demonstration
12. 11.8.12 - Explore Configuration Information 2 Skills Demonstration
13. 11.8.13 - Explore Configuration Information 3 Skills Demonstration
14. 11.8.14 - Module 11.8 Test

Section 11.9 - Network Troubleshooting

1. 11.9.1 - Network Troubleshooting Video
2. 11.9.2 - Troubleshoot Network Connectivity Video
3. 11.9.3 - Network Troubleshooting Facts Reading
4. 11.9.4 - Fix a Network Connection 1 Skills Demonstration
5. 11.9.5 - Fix a Network Connection 2 Skills Demonstration
6. 11.9.6 - Module 11.9 Test

Week 9 Assignments

Section 12.1 - Laptops

1. 12.1.1 - Laptops Video
2. 12.1.2 - External Laptop Ports and Functions Video
3. 12.1.3 - Laptop Facts Reading
4. 12.1.4 - Laptop Special Keys Facts Reading
5. 12.1.5 - Change a Laptop Hard Drive Video
6. 12.1.6 - Install Laptop Memory Video
7. 12.1.7 - Install a Laptop Keyboard Video
8. 12.1.8 - Replace Internal Laptop Components Video
9. 12.1.9 - Laptop Upgrade and Repair Facts Reading
10. 12.1.10 - Module 12.1 Test

Section 12.2 - Mobile Device Displays and Components

1. 12.2.1 - Display Components Video
2. 12.2.2 - Replace LCD Components Video
3. 12.2.3 - Mobile Device Displays and Components Facts Reading
4. 12.2.4 - Module 12.2 Test

Section 12.3 - Laptop Power Management

1. 12.3.1 - Portable Power Video
2. 12.3.2 - Laptop Power Facts Reading
3. 12.3.3 - Batteries Video
4. 12.3.4 - Battery Facts Reading
5. 12.3.5 - Configure Power Options Video
6. 12.3.6 - Edit Power Options Skills Demonstration
7. 12.3.7 - Create a Power Plan Skills Demonstration
8. 12.3.8 - Module 12.3 Test

Syllabus Part II

Section 12.4 - Mobile Devices

1. **12.4.1** - Mobile Device Overview Video
2. **12.4.2** - Mobile Device Facts Reading
3. **12.4.3** - Mobile Device Connection Methods Video
4. **12.4.4** - Mobile Connection Facts Reading
5. **12.4.5** - Mobile Device Accessories Video
6. **12.4.6** - Mobile Device Accessory Facts Reading
7. **12.4.7** - Module 12.4 Test

Section 12.5 - Mobile Device Network Connectivity

1. **12.5.1** - Wireless and Cellular Data Connections Video
2. **12.5.2** - Wireless and Cellular Data Connections Facts Reading
3. **12.5.3** - Networking Mobile Devices Video
4. **12.5.4** - MDM and Synchronization Video
5. **12.5.5** - Synchronize Mobile Devices Video
6. **12.5.6** - Configure MDM Solution Video
7. **12.5.7** - MDM and Synchronization Facts Reading
8. **12.5.8** - Configure Email on Mobile Devices Video
9. **12.5.9** - Mobile Email Configuration Facts Reading
10. **12.5.10** - Manage Mobile Devices Skills Demonstration
11. **12.5.11** - Module 12.5 Test

Section 12.6 - Mobile Device Security

1. **12.6.1** - Mobile Device Security Video
2. **12.6.2** - Mobile Device Security Facts Reading
3. **12.6.3** - Secure Mobile Devices Video
4. **12.6.4** - Configure iPad Access Control and Authentication Skills Demonstration
5. **12.6.5** - Module 12.6 Test

Section 12.7 - Laptop and Mobile Device Troubleshooting

1. **12.7.1** - Common Laptop Issues Video
2. **12.7.2** - Laptop Maintenance Facts Reading
3. **12.7.3** - Battery Recalibration Facts Reading
4. **12.7.4** - Laptop Troubleshooting Facts Reading
5. **12.7.5** - Mobile Device Troubleshooting Video
6. **12.7.6** - Maintain Mobile Devices Video
7. **12.7.7** - Mobile Device Troubleshooting Facts Reading
8. **12.7.8** - Module 12.7 Test

Week 10 Assignments

Section 13.1 - Printer Overview

1. **13.1.1** - Printing Overview Video
2. **13.1.2** - Printer Overview Facts Reading
3. **13.1.3** - Install a Local Printer Video
4. **13.1.4** - Select and Install a Printer Skills Demonstration
5. **13.1.5** - Configure Printer Properties Video
6. **13.1.6** - Manage Print Jobs Video

Syllabus Part II

7. **13.1.7** - Printing Management Facts Reading
8. **13.1.8** - Add a Printer Skills Demonstration
9. **13.1.9** - Manage Printing Skills Demonstration
10. **13.1.10** - Module 13.1 Test

Section 13.2 - Print Connectivity

1. **13.2.1** - Printer Connectivity Methods Video
2. **13.2.2** - Share a Printer Video
3. **13.2.3** - Configure a Wireless Network Printer Video
4. **13.2.4** - Printer Connectivity Methods Facts Reading
5. **13.2.5** - Network Scanning Methods Video
6. **13.2.6** - Network Scanning Method Facts Reading
7. **13.2.7** - Configure Network Printing Skills Demonstration
8. **13.2.8** - Module 13.2 Test

Section 13.3 - Printer Types and Components

1. **13.3.1** - Laser Printers Video
2. **13.3.2** - Laser Printing Facts Reading
3. **13.3.3** - Inkjet Printers Video
4. **13.3.4** - Inkjet Printer Facts Reading
5. **13.3.5** - Thermal Printers Video
6. **13.3.6** - Thermal Printers Facts Reading
7. **13.3.7** - Impact Printers Video
8. **13.3.8** - Impact Printers Facts Reading
9. **13.3.9** - 3D Printers Video
10. **13.3.10** - 3D Printer Facts Reading
11. **13.3.11** - Module 13.3 Test

Section 13.4 - Printer Troubleshooting

1. **13.4.1** - Printer Troubleshooting Video
2. **13.4.2** - Troubleshoot Printing Video
3. **13.4.3** - Printer Troubleshooting Facts Reading
4. **13.4.4** - Module 13.4 Test

Week 11 Assignments

Section 14.1 - Security Best Practices

1. **14.1.1** - Best Practices for Securing Workstations Video
2. **14.1.2** - Workstation Security Facts Reading
3. **14.1.3** - Best Practices for Account Management Video
4. **14.1.4** - Security Policy Facts Reading
5. **14.1.5** - Module 14.1 Test

Section 14.2 - Incident Response and Regulated Data

1. **14.2.1** - Incident Response Video
2. **14.2.2** - Incident Response Facts Reading
3. **14.2.3** - Regulated Data Video
4. **14.2.4** - Regulated Data Facts Reading

Syllabus Part II

5. **14.2.5** - Module 14.2 Test

Section 14.3 - Physical Security

1. **14.3.1** - Building Physical Access Measures Video
2. **14.3.2** - Building Physical Access Measure Facts Reading
3. **14.3.3** - Use a Biometric Scanner Video
4. **14.3.4** - Module 14.3 Test

Section 14.4 - Logical Security Measures

1. **14.4.1** - Logical Security Measures Video
2. **14.4.2** - Logical Security Measures Facts Reading
3. **14.4.3** - Configure a Screen Saver Password Video
4. **14.4.4** - Require a Screen Saver Password Skills Demonstration
5. **14.4.5** - Elevate Privileges on Linux Video
6. **14.4.6** - Configure Password Policies on Windows Video
7. **14.4.7** - Enforce Password Settings Skills Demonstration
8. **14.4.8** - Manage Linux Passwords Skills Demonstration
9. **14.4.9** - Manage Authentication on Windows Video
10. **14.4.10** - Use Windows Certificate Manager Video
11. **14.4.11** - Module 14.4 Test

Section 14.5 - Social Engineering Attacks

1. **14.5.1** - Social Engineering Video
2. **14.5.2** - Social Engineering Facts Reading
3. **14.5.3** - Threats Video
4. **14.5.4** - Threat Facts Reading
5. **14.5.5** - Vulnerabilities Video
6. **14.5.6** - Vulnerability Facts Reading
7. **14.5.7** - Module 14.5 Test

Section 14.6 - Data Destruction and Disposal

1. **14.6.1** - Data Disposal and Destruction Video
2. **14.6.2** - Wipe a Disk Video
3. **14.6.3** - Data Disposal and Destruction Facts Reading
4. **14.6.4** - Configure Remote Wipe Skills Demonstration
5. **14.6.5** - Module 14.6 Test

Section 14.7 - Malware Protection

1. **14.7.1** - Malware Video
2. **14.7.2** - Malware Facts Reading
3. **14.7.3** - Implement Malware Protection on Windows Video
4. **14.7.4** - Configure Microsoft Defender Antivirus Skills Demonstration
5. **14.7.5** - Implement Malware Protection on Linux Video
6. **14.7.6** - Implement Malware Protection on macOS Video
7. **14.7.7** - Malware Removal Best Practice Video
8. **14.7.8** - Malware Removal Best Practice Facts Reading
9. **14.7.9** - Module 14.7 Test

Syllabus Part II

Section 14.8 - Firewalls

1. **14.8.1** - Firewalls Video
2. **14.8.2** - Configure Windows Firewall Video
3. **14.8.3** - Firewall Facts Reading
4. **14.8.4** - Configure Microsoft Defender Firewall Skills Demonstration
5. **14.8.5** - Network Appliances Video
6. **14.8.6** - Network Appliance Facts Reading
7. **14.8.7** - Module 14.8 Test

Section 14.9 - Proxy Servers

1. **14.9.1** - Proxy Settings Video
2. **14.9.2** - Configure Proxy Settings Video
3. **14.9.3** - Proxy Server Facts Reading
4. **14.9.4** - Use a Proxy Server Skills Demonstration
5. **14.9.5** - Module 14.9 Test

Section 14.10 - Install, Configure, and Secure Browsers

1. **14.10.1** - Browsers Video
2. **14.10.2** - Browser Facts Reading
3. **14.10.3** - Install Browser and Extensions Video
4. **14.10.4** - Browser Settings Video
5. **14.10.5** - Configure Browser Settings Video
6. **14.10.6** - Browser Setting Facts Reading
7. **14.10.7** - Module 14.10 Test

Section 14.11 - Security Troubleshooting

1. **14.11.1** - Troubleshoot PC Security Issues Video
2. **14.11.2** - Troubleshoot PC Security Facts Reading
3. **14.11.3** - Troubleshoot Mobile OS Security Issues Video
4. **14.11.4** - Troubleshoot Mobile OS Security Facts Reading
5. **14.11.5** - Module 14.11 Test

Week 12 Assignments

1. **15.1.1** - Build a Computer From Scratch Skills Demonstration
2. **15.2.1** - Troubleshoot a Malfunctioning Computer Skills Demonstration
3. **15.3.1** - Troubleshoot System Startup Skills Demonstration
4. **15.4.1** - Create a Home Office Network Skills Demonstration
5. **15.5.1** - Configure the Windows Operating System Skills Demonstration
6. **15.6.1** - Troubleshoot a Mobile Device Skills Demonstration
7. **15.7.1** - Configure Linux Skills Demonstration

Week 13 Assignments

1. **A.1** - Prepare for TestOut PC Pro Certification
2. **A.1.1** - Pro Exam Objectives Reading
3. **A.1.3** - How to Take the Pro Exam Reading
4. **A.2.1** - Pro Domain 1: Hardware Skills Demonstration

Syllabus Part II

5. **A.2.2** - Pro Domain 2: Software Skills Demonstration
6. **A.2.3** - Pro Domain 3: Security Skills Demonstration
7. **A.2.4** - Pro Domain 4: Troubleshooting Skills Demonstration
8. **A.3** - TestOut PC Pro Certification Skills Demonstration (**Exam**) **Note: This exam is required as part of the course grade and carries significant weight (40%) across the course.**

Week 14 Assignments

1. **B.1.1** - CompTIA A+ 220-1101 (Core 1) Exam Objectives Reading
2. **B.1.2** - CompTIA A+ 220-1101 (Core 1) Objectives by Course Section Reading
3. **B.1.3** - How to Take the CompTIA A+ 220-1101 (Core 1) Exam Reading
4. **B.1.4** - A+ 220-1101 (Core 1) Exam FAQs Reading
5. **B.1.5** - Hints and Tips for Taking the A+ 220-1101 (Core 1) Exam Reading
6. **B.1.6** - Why Certify Reading
7. **B.3.1** - CompTIA A+ 220-1101 (Core 1) Domain 1: Mobile Devices Preparation Test
8. **B.3.2** - CompTIA A+ 220-1101 (Core 1) Domain 2: Networking Preparation Test
9. **B.3.3** - CompTIA A+ 220-1101 (Core 1) Domain 3: Hardware Preparation Test
10. **B.3.4** - CompTIA A+ 220-1101 (Core 1) Domain 4: Virtualization and Cloud Computing Preparation Test
11. **B.3.5** - CompTIA A+ 220-1101 (Core 1) Domain 5: Hardware Network Troubleshooting Preparation Test
12. **B.4** - CompTIA A+ Core 1 (220-1101) Certification Practice Exam **Note: This exam is required as part of the course grade and carries significant weight (40%) across the course.**

Week 15 Assignments

1. **C.1.1** - CompTIA A+ 220-1102 (Core 2) Exam Objectives Reading
2. **C.1.2** - CompTIA A+ 220-1102 (Core 2) Objectives by Course Section Reading
3. **C.1.3** - How to Take the CompTIA A+ 220-1102 (Core 2) Exam Reading
4. **C.1.4** - CompTIA A+ 220-1102 (Core 2) Exam FAQs Reading
5. **C.1.5** - Hints and Tips for Taking the CompTIA A+ 220-1102 (Core 2) Exam Reading
6. **C.1.6** - Why Certify Reading
7. **C.3.1** - CompTIA A+ 220-1102 (Core 2) Domain 1: Operating Systems Preparation Test
8. **C.3.2** - CompTIA A+ 220-1102 (Core 2) Domain 2: Security Preparation Test
9. **C.3.3** - CompTIA A+ 220-1102 (Core 2) Domain 3: Software Troubleshooting Preparation Test
10. **C.3.4** - CompTIA A+ 220-1102 (Core 2) Domain 4: Operational Procedures Preparation Test
11. **C.4** - CompTIA A+ Core 2 (220-1102) Certification Practice Exam **Note: This exam is required as part of the course grade and carries significant weight (40%) across the course.**

Week 16 Assignments

Please see the **assignments section** on the Edison blackboard course page for links to submit these assignments for credit towards this course. (<https://edisonohio.blackboard.com/>)