

Course Name	PC MAINTENANCE & TROUBLESHOOTING (SC)	
Course Overview	This course covers the fundamentals of computer hardware and software and advanced concepts such as security, networking, and the responsibilities of an IT professional. Participants will learn about the internal components of a computer, assemble a computer system, install an operating system, and troubleshoot using system tools and diagnostic software.	
Course Objective	<p>After completing this course, participants will be able to:</p> <ul style="list-style-type: none"> • Describe the components of a computer system, mobile devices and basic security for protecting people, equipment, and environments from accidents, damage, and contamination. • Perform installation of operating system, printer and assemble/upgrade a computer system. • Apply good communications skills and professional behavior while working with customers. • Perform preventive maintenance and advanced troubleshooting. <p>Assess customer needs, analyze possible configurations, and provide solutions or recommendations for hardware, operating systems, networking, and security.</p>	
Course Outline	COURSE CONTENT/OUTLINE	
	Topic 1:	INTRODUCTION TO PERSONAL COMPUTER
	Topic 2:	LAB PROCEDURES AND TOOL USE
	Topic 3:	COMPUTER ASSEMBLY
	Topic 4:	OVERVIEW OF PREVENTATIVE MAINTENANCE AND TROUBLESHOOT
	Topic 5:	OPERATING SYSTEM
	Topic 6:	BASIC NETWORKING
	Topic 7:	LAPTOP
	Topic 8:	MOBILE DEVICES

	Topic 9:	PRINTERS	
	Topic 10:	BASIC SECURITY	
	Topic 11:	THE IT PROFESSIONAL	
	Topic 12:	ADVANCED TROUBLESHOOTING	
Duration			