IT Support: Hardware Essentials

Modality: On Demand

Duration: 16 Hours

About this course:

IT Support: Hardware Essentials is designed to introduce students to a basic understanding of the different types of computing devices (desktop computers, laptops, tablets, smartphones, etc.), computer components (CPU, memory, power supplies, etc.) as well as peripheral devices, storage devices, displays and connection interfaces.

This course also includes an introduction to basic hardware troubleshooting skills.

Course Objective:

- Describe computing devices
- Understand PC and laptop hardware components
- Troubleshoot common hardware issues
- Explore mobile and connected devices
- Troubleshoot common mobile device and connected device issues

Audience:

- IT Support officer

Prerequisite:

- The Windows client training as part of the Microsoft Professional Program – IT Support.

Course Outline:

Computers and Components

- Types of Computing Devices
- Computer Components
- Storage Devices
- Common Peripheral Devices
- Display Devices
- Connection Interfaces
- Module 1 Lab and Assessment

Troubleshooting Common Hardware Issues

- Basic Support Measures

- Troubleshoot System Components
- Troubleshoot RAM, Hard Drives, and RAID Arrays
- Troubleshoot Video and Display Issues
- Troubleshoot Printers
- Module 2 Lab and Assessment

Mobile and Connected Devices

- Mobile Digital Devices
- Connected Devices
- Mobile and Connected Device Connectivity
- Module 3 Lab and Assessment

Troubleshoot Common Mobile Devices

- Troubleshoot Mobile Device Hardware
- Troubleshoot Mobile Device Operating Systems and Applications
- Module 4 Lab and Assessment

Final Assessment

- Final Assessment?