



Certificate of Course Completion

IT Essentials

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 people, equipment, and environments from accidents, damage, and contamination
- Perform a step-by-step assembly of a desktop computer
- Explain the purpose of preventive maintenance and identify the elements of the troubleshooting process
- Install and navigate an operating system
- Configure computers to connect to an existing network
- Install and share a printer
- Upgrade or replace components of a laptop based on customer needs
- Describe the features, characteristics, and operating systems of mobile devices
- Implement basic hardware and software security principles
- Apply good communication skills and professional behavior while working with customers
- Perform preventive maintenance and advanced troubleshooting
- Assess customer needs, analyze possible configurations, and provide solutions or recommendations for hardware, operating systems, networking, and security

Michael Love

Student

Whitireia Community Polytechnic

Academy Name

New Zealand

Location

Manu Katene

Instructor

Jul 30, 2016

Date

M. Katene

Instructor Signature



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Jul 30, 2016

Dear Michael Love

Congratulations on completing the **IT Essentials** 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, and acquired competencies that include the following:

- Define information technology (IT) and describe the components of a personal computer
- Describe how to protect people, equipment, and environments from accidents, damage, and contamination
- Perform a step-by-step assembly of a desktop computer
- Explain the purpose of preventive maintenance and identify the elements of the troubleshooting process
- Install and navigate an operating system
- Configure computers to attach to an existing network
- Describe the features, characteristics, and operating systems of mobile devices
- Implement basic hardware and software security principles
- Apply good communication skills and professional behavior while working with customers
- Perform preventive maintenance and advanced troubleshooting
- 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 cursive script that reads "Chuck Robbins".

Chuck Robbins
Chief Executive Officer
Cisco Systems, Inc.