

**Course Objectives/Course Outline**  
**Spokane Community College**

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**Course Title:** IT Essentials – A+

**Prefix and Course Number:** CIS 201

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**Course Learning Outcomes:**

**By the end of this course, a student should be able to:**

Upon completion of the IT Essentials course, students should be able to perform the following tasks:

- Define information technology (IT) and describe the components of a personal computer
- Describe how to protect people, equipment, and the environment from accidents, damage, and contamination
- Perform a step-by-step disassembly and 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 a network
- Upgrade or replace components of a laptop based on customer needs
- Describe the features and characteristics of mobile devices
- Install and share a printer
- Implement basic hardware and software security principles
- Apply good communications skills and demonstrate professional behavior while working with customers
- Perform preventive maintenance and basic troubleshooting
- Assess customer needs, analyze possible configurations, and provide solutions or recommendations for hardware, operating systems, networking, and security

**Course Outline:**

- I. Introduction to the Personal Computer
- II. Lab Procedures and Tool Use
- III. Computer Assembly
- IV. Overview of Preventive Maintenance and Troubleshooting
- V. Operating Systems
- VI. Networks
- VII. Laptops
- VIII. Mobile Devices
- IX. Printers
- X. Security
- XI. The IT Professional
- XII. Advanced Troubleshooting