

Please note: These objectives may include, but are not limited to, the following topics.

Operating System Basics

What is an OS and what does it do? Difference between applications and OS, common OS features, software/hardware relationship, updates, software

Manage computer files and folders: Directory and folder hierarchy and structure, file/folder management, common file extensions and default behavior

Manage computer configuration, Control Panel, OS drivers: Basic Desktop Customization, power states, power options, power down, hibernating, user accounts and rights

Computer Hardware and Concepts

Common computer terminology: Hardware and peripherals, storage, types of devices, server, desktop, laptop, tablet, smart phone, other mobile devices

Computer performance: Pros and cons of particular devices, processing vs. memory vs. storage

Computer Software and Concepts

Software management: Install, uninstall, reinstall, licensing, freeware, shareware, open-source, premium applications, end user license agreements (EULAs), site licensing, single seat vs. volume

Software Usage (using the right tool for the right task): Hardware implications, database vs. spreadsheet, desktop publishing, presentation, content creation, entertainment, media editing/manipulation

Software Tools: File compression, updates, disk management, virus and malware scanners

Troubleshooting

Software: Updates, OS versioning, virus and malware removal, understanding safe mode, KB, help, task and process management

Hardware: Firmware updates, cables and connections, devices and peripherals, firmware updates, OS Versioning, drivers

Backup/Restore: Offsite, external, cloud, versioning of backups