

## CompTIA Strata - IT for Sales

Days of Training: 2

### Overview

In this course students will acquire the essential skills and information needed to set up, configure, maintain, troubleshoot, and perform preventative maintenance of the hardware and software components of a basic personal computer workstation.

### Prerequisites

Basic end-user experience with personal computers and personal computer software is highly desirable.

#### Lesson 1: Getting Started with Computers

- Computer Basics
- System Board Components
- Storage Devices

#### Lesson 2: Computer Peripherals

- Input Devices
- Display Devices
- External Devices

#### Lesson 3: Portable Computing Devices and Media Players

- Portable Computing Devices
- Media Players

#### Lesson 4: Setting Up a Basic PC Workstation

- Personal Computer Connection Methods
- Connect Display Devices
- Connect Input Devices
- Connect External Devices
- Start the Computer

#### Lesson 5: Working with Software

- Identify Installation Requirements
- Install Software
- Identify Operating System and Software Upgrade Issues

#### Lesson 6: Network Technologies

- Computer Network Basics
- Wireless Networks
- Internet Connectivity

#### Lesson 7: Personal Computer Security Concepts

- Malicious Software
- Personal Computer Security Measures

#### Lesson 8: Sales and Communication Skills

- Professionalism and Communication
- Solutions Offering Delivery Requirements

#### Lesson 9: Preventative Maintenance Techniques

- Prevent Electrical Hazards
- Perform Preventative Maintenance

#### Lesson 10: Maintaining and Troubleshooting a Basic PC Workstation

- Back Up and Restore Data
- Operating System Utilities
- Troubleshoot Common Hardware and Software Issues

#### Lesson 11: Green IT Fundamentals

- Green IT
- Reuse and Dispose of Materials

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