

## IT Essentials

The student has successfully achieved student level credential for completing IT Essentials course administered by the undersigned instructor. The student was able to proficiently:

- Select and install the appropriate computer components to build, repair, or upgrade personal computers.
- Demonstrate safe lab procedures.
- Appropriate use of tools to perform preventive maintenance and troubleshooting on personal computers.
- Perform installation, repair, maintenance, and troubleshooting of Windows operating systems.
- Explain the operation of local area networks and configure devices to connect to LANs and the Internet.
- Configure devices to connect to the Internet and Cloud services.
- Explain how to configure, repair, upgrade, maintain, and troubleshoot laptops and mobile devices.
- Explain how to configure, secure and troubleshoot mobile, OS X, and Linux operating systems.
- Install and share a printer to meet requirements.
- Implement basic host, data, and network security.
- Explain the roles and responsibilities of the IT professional.

**Stephan Malobeka**

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Student

**University of Zambia**

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Academy Name

**Zambia**

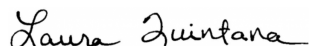
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Location

**19 Oct 2023**

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Date



Laura Quintana  
VP & General Manager, Cisco Networking Academy