IT Help Desk/End User Support Specialist Program
Customized Client Environments-555-200.7

Subject Description: In this course, students learn Standard Clients, as well as Custom Client Environments.

Subject Hours: 8 Contact Hours   (4 hours lecture, 4 hours lab)

Performance Objectives: Acquire the essential skills and information you will need to install, upgrade, repair, configure, troubleshoot, optimize, and perform preventative maintenance of basic personal computer hardware and operating systems.

Prerequisites: 555-200.6 Installing and Configuring Operating Systems

Required Textbooks: CompTIA A+ Certification: Essentials - 2nd edition
By: Axzo Press

Instructional Methods: Lab, E-Learning, and Classroom Instruction

Maximum Student: Instructor Ratio: 16:1

Content Outline: Standard Clients
Custom Client Environments

Basis of Grades:

Test/Quizzes	25%
Final Exam	25%
Class/Homework Assignments	25%
Lab Assignments	25%