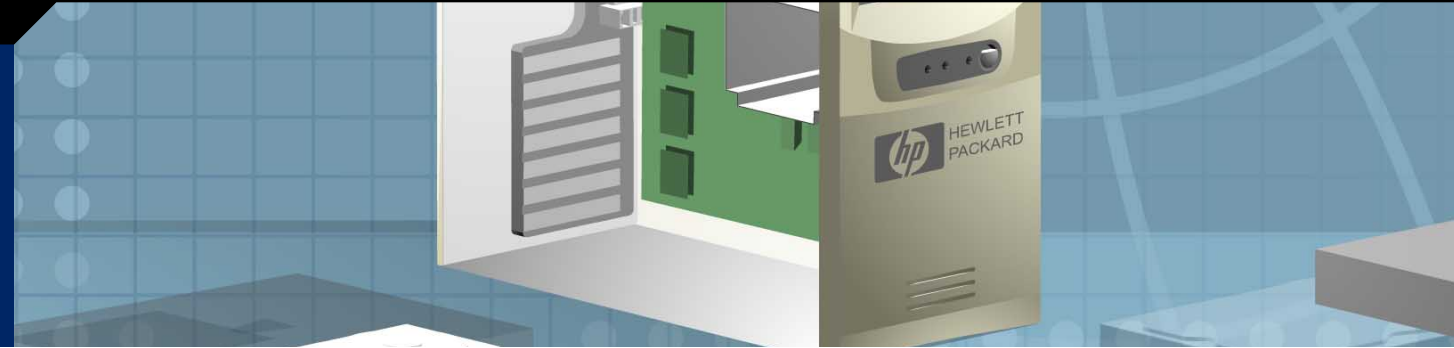


## Certificate of Course Completion

### IT Essentials I: PC Hardware and Software



Newton Rowland

Date : June 16, 2003  
Instructor : Espinosa, Laurie  
Location : Sarasota  
Academy Name : Sarasota County  
Technical Institute

**During IT Essentials I, administered by the undersigned instructor, the student demonstrated the following competencies:**

- Build, configure, upgrade, and maintain a personal computer system.
- Diagnose and resolve problems of a personal computer system.
- Install and configure various computer peripheral devices.
- Setup, configure, and maintain a local area network.
- Resolve network connectivity problems on a local area network using a systematic troubleshooting approach.
- Install, configure, upgrade, and maintain Microsoft Windows operating systems.
- Diagnose and resolve problems using Microsoft Windows system tools.
- Utilize relevant workplace safety and environmental standards during computer maintenance.
- Effectively utilize a customer-oriented approach to resolve user problems.
- Provide computer hardware and software support based upon a set of standard and systematic diagnostic principles.

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Instructor's Signature

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