

## Software

- Navigating DOS: DOS File Management, Common DOS commands
- Installing Windows 98: Identify Hardware requirements, Recover from Setup Failure
- The Windows 98 Boot Process: Understand POST, Real Mode and Protected Mode
- Troubleshooting Windows 98 Boot Process: Create and use a Startup Disk
- Windows 98 Structure: Identify and understand Real Mode and Protected Mode Components
- The Registry: Understand the Function and Structure of the Registry
- Navigating Windows 98: Understand the Windows 98 User Interface, Work with the Control Panel to change system settings
- Windows Disk Management: Use the various Disk tools to optimise Windows 98
- Running Applications in Windows 98: Understand Multi-tasking, Virtual Machines, Windows 98 Memory Model, Optimise 32-bit and 16-bit Windows applications
- Configuring Windows 98 Drivers: The Plug and Play Process, Device Manager, Troubleshoot Device Problems
- Windows 98 Printing: Managing Printing, Troubleshooting Printing
- Windows Millennium Edition: Identify the new features of Windows Me
- Networking: Understand the components of and Configure a Peer-to-Peer Network, Share Resources, set Access Privileges, Understand UNC Names

- The Internet: Understand the Internet, Internet Services, Internet Security, Internet connections, Domain Names
- Features of Windows NT: Identify various features of Windows NT
- Installing Windows NT: Identify System Requirements, the Installation Process, Setup Switches, Steps to Prepare for Network Installations
- The Windows NT Boot Process: Identify the Boot Sequence, Load Sequence, Logon Sequence and Core Boot Files
- Configuring Windows NT Workstation: Understand the Windows NT Registry, Registry Structure, Hives and Files, Last Known Good, Control Panel, Adding and Removing SCSI Devices
- User Account Management: User Account Management
- Windows NT File Systems: File System Comparison, FAT, NTFS, NTFS Recovery, NTFS Security, NTFS Auditing, Ownership of Files and Directories, Using Disk Administrator
- Managing Disk Resources: Setting Permissions, File Compression
- Troubleshooting Windows NT: Error Categories, Event Viewer, Windows NT Diagnostics
- Overview of Windows 2000: Windows 2000 Professional and Server, Differences from Windows 9x
- Windows 2000 Setup: Hardware Requirements, NTFS, FAT, Domain or Workgroup Selection, Setup Program, Creating Setup Boot Disks for Windows 2000, Network Installations
- The Windows 2000 Boot Process: Boot Files, The Recovery Console
- Administering Windows 2000: Microsoft Management Console and Console Modes

- Disk and Storage Management: Partitions, Volumes, Managing Disks and Volumes, Converting from FAT / FAT32 to NTFS, Using Disk Quotas, Encrypting Files and Folders
- Managing Users and Groups: Local and Domain user accounts, Built-in User Accounts, Administrator, Guest, Creating User Accounts, The Local Users And Groups Snap-in, Planning and Implementing Groups, Built-in Groups
- Managing NTFS Security: NTFS Folder and File Permissions, Assigning Permissions to Users and Groups, Permissions Inheritance, Setting Permissions, Ownership, Moving and Copying Files and Folders
- Overview of Windows XP: Differences from Windows 2000, NT, 9x
- Windows XP Setup: Hardware Requirements, NTFS, FAT, Domain or Workgroup Selection, Setup Program, Creating Setup Boot Disks for Windows XP, Network Installations
- The Windows XP Boot Process: Boot Files, New Technologies.

## Hardware

- Describe the key components of a PC.
- Describe system unit and system board components.
- Understand about electrical safety.
- Document system configuration and understand CMOS/BIOS settings.
- Identify and work with External PC ports, printer ports, cables and connectors.
- Understand handshaking.
- Work with and understand SCSI connectors, cabling and standards.
- Describe the disassembly routine.
- Clean and provide preventative maintenance.
- Troubleshoot the boot process.

- Store components for future use correctly.
- Confidently use test meters.
- Understand electrical units.
- Troubleshoot power supply problems.
- Describe Processor terms and the difference between different processors.
- Troubleshoot processors.
- Work with system resources.
- Work with I/O and memory addresses.
- Resolve resource conflicts.
- Understand BUS architecture.
- Work with RAM and ROM.
- Work with other types of storage media.
- Work with display adapters and monitors.
- Describe the attributes of different printer types.
- Understand Modem communication and describe the difference between Asynchronous and synchronous transmission.
- Understand the differences between a Laptop and a Desktop PC.
- Work with error detection and Modem diagnostics.
- Understand Local Area Networks.
- Work with network cabling and adapter cards.
- Understand repeaters, bridges, routers and gateways.
- Appreciate and understand the importance of good troubleshooting and customer service skills