



IT Essentials 5.0 Global Partners

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Overview



IT Essentials 5.0

- A comprehensive overview of computer hardware and software with an introduction to advanced concepts
- Designed for students pursuing careers in IT who want practical knowledge of how different types of computing devices work
- Provides an engaging interactive experience with “hands-on” labs, rich assessments with immediate diagnostic feedback, Cisco Packet Tracer simulation activities, and virtual learning tools
- Helps prepare students for new CompTIA A+ certification exams
- Available in Cisco NetSpace with an improved learning and teaching experience



Content Changes in ITE 5.0

- New course design aligns with CompTIA A+ exam topics
- New and updated content
 - New mobile device content
 - New client side virtualization skills
 - Expanded Windows 7 OS topics
 - Increased troubleshooting skills
 - Increased networking and security skills
 - Updated skills review exam
 - New checkpoint exam and practice final exam
 - Reported errors in prior version corrected
- Updated Cisco Packet Tracer activities
 - Packet Tracer's rich simulation environment allows students to experiment with network behavior and develop problem solving and troubleshooting skills

ITE 5.0 on Cisco NetSpace

- ITE 5.0 is available only on Cisco NetSpace

Users must upgrade to Cisco NetSpace to access course materials

Instructor training classes are only available on NetSpace

- Benefits of NetSpace course delivery

Curriculum can be accessed through mobile devices

Improved user interface experience

- Ability to control size of font, chapter text area, and media area

Course management flexibility for instructors

- Ability to reorder course chapters
- Ability to add course content, including videos, documents, and links
- Ability to add assignments and add or modify existing quizzes
- Ability to access all related resources from inside the course

Communication and collaboration tools, including groups, discussion threads, and course calendar with automatic notifications

Important Milestones

Milestones for ITE 5.0

Preview / Update Announcements	Small Market Trial	Target General Availability	Target Product Announcements
May 31, 2012 November 29, 2012	November 19-30, 2012	January 2013	January 2013

English ITE 4.1 End of Life

February 17, 2013 is the **last date to create new student classes** in Academy Connection and Cisco NetSpace

- Plan and open any classes that are needed for ITE 4.1 prior to this date

December 31, 2013 is the **last date to access the course materials** on Cisco NetSpace
NOTE: All classes in Academy Connection should end by June 30, 2013.

If you cannot complete an ITE 4.1 class in Academy Connection by June 30, 2013, please open the class in Cisco NetSpace to ensure your students will have enough time to complete the course.

Review of Preventative Maintenance and Troubleshooting

Summary

Summary

This chapter discussed the concepts of preventive maintenance and the troubleshooting process.

- Regular preventive maintenance reduces hardware and software problems.
- Before beginning any repair, back up the data on a computer.
- The troubleshooting process is a guideline to help you solve computer problems in an efficient manner.
- Document everything that you try, even if it fails. The documentation that you create is a useful resource for you and other technicians.



Previous

Internet

ITE 5.0 Demo

Rob Meals

Course Design



New CompTIA A+ Certification Exams

2009 Edition

A+ Essentials
220-701

+

A+ Practical Application
220-702



2012 Edition

220 - 801

+

220 -802

- New certification changes were announced in October 2012
- 220-700 series exams (2009 editions) will be available until August 31, 2013
- BOTH the 220-801 and 220-802 exams must be passed for CompTIA A+ certification
- Student vouchers are available for 2012 exam via the CompTIA Authorized Partner Program

CompTIA A+ 2012 Exam Topics

220-801

- PC Hardware
- Networking
- Laptops
- Printers
- Operational Procedures

220-802

- Operating Systems
- Security
- Mobile Devices
- Troubleshooting

Alignment to CompTIA A+ Certification

ITE v5.0 Chapter	220-801 exam	220-802 exam
1 – Personal Computer	●	
2 – Lab Procedures	●	
3 – Computer Assembly	●	
4 – Preventive Maintenance	●	●
5 – Operating Systems		●
6 – Networks	●	
7 – Laptops	●	
8 – Mobile Devices		●
9 – Printers	●	
10 – Security		●
11 – IT Professional	●	●
12 – Advanced Troubleshooting		●

IT Essentials 5.0 Course Outline

Scope and
Sequence and
DRAFT
release notes
available

Course Chapter and Goals

Ch. 1	Introduction to the Personal Computer Goal: Describe a Personal Computer System	Ch. 7	Laptops Goal: Describe how laptops are constructed, their basic configuration, maintenance, and troubleshooting.
Ch. 2	Lab Procedures and Tool Use Goal: Demonstrate safe lab procedures and proper tool use.	Ch. 8	Mobile Devices Goal: Describe operating systems, basic configuration, maintenance, security and repair for mobile devices.
Ch. 3	Computer Assembly Goal: Demonstrate safe lab procedures and proper tool use.	Ch. 9	Printers Goal: Demonstrate all procedures required for printers.
Ch. 4	Overview of Preventative Maintenance and Troubleshooting Goal: Explain the purpose of and basic rules of preventive maintenance and the troubleshooting process.	Ch. 10	Security Goal: Explain importance of security, describe procedures, and perform security measures.
Ch. 5	Operating Systems Goal: Install, upgrade, navigate and troubleshoot various operating systems.	Ch. 11	The IT Professional Goal: Describe the communication and related skills needed by an IT professional.
Ch. 6	Networks Goal: Describe, create and maintain a network.	Ch. 12	Advanced Troubleshooting Goal: Perform advanced troubleshooting procedures on computers, operating systems, laptops, printers, network and security.

Instructor Training



ITE 5.0 Instructor Training Requirements

- ITE 4.0 or 4.1 instructors

 - No instructor training required

 - Review of instructor resources recommended

- New ITE instructors

 - Required to complete training through an Instructor Training Center (ITC)

 - Must successfully pass skills-based assessment

 - Instructor Fast Track option available to those with prior subject matter knowledge

 - Fast Track enrollment prerequisites (one or more of following):

1. Hold a current, valid CompTIA A+ certification
2. Formal evidence of one year of recent experience in computer repair field
3. Formal evidence of having taught two classes in the subject area

- ITQ for ITE in progress

Instructor Resources

Instructor Resources		
Resource	Description	Location
Instructor Resource Spotlight	Web page with helpful links to important instructor resources	ITE Offerings page
Are You Ready?	Activity to bring awareness to technology changes in ITE 5.0	Instructor Professional Development Academy
Overview PPT	Presentation explaining high level concepts, changes and site navigation	Items will be placed in ITE Resource folder and a link will be available on the ITE Resource Spotlight web page
Release Notes	Overview of major changes with detailed description of changes from previous version	
ITE 5.0 Teaching PPT	Explanations and tips for teaching course topics	
ITE 5.0 Planning PPT	One PowerPoint for each chapter covering objectives, teaching analogies, and best practices	
Instructor Checklist	Checklist to assist instructors as they prepare to teach a course	

Instructor Resource Spotlight Page

The screenshot shows the Cisco Networking Academy website. The top navigation bar includes 'NetSpace Home', 'About Us', 'Program', 'Offerings', and 'Communities'. The main content area is titled 'IT Essentials 5.0 Instructor Resource Spotlight'. A sidebar on the left lists various offerings, with a red arrow pointing to the 'IT Essentials 5.0 Instructor Resource Spotlight' link. The main content area contains a list of resources for instructors, including an overview PowerPoint, scope and sequence document, frequently asked questions, a self-assessment activity, a community link, and an instructor checklist.

Welcome, Nathalie Barreneche, Sig

CISCO Cisco Networking Academy

NetSpace Home About Us ▾ Program ▾ Offerings ▾ Communities ▾

Offerings

- All Resources
- IT Essentials
- CCNA Discovery
- CCNA Exploration
- CCNA Security
- CCNP
- Packet Tracer
- Cisco Aspire
- Passport21

IT Essentials 5.0 Instructor Resource Spotlight

As you prepare to teach IT Essentials 5.0, please review these helpful resources to understand

- **IT Essentials 5.0 Overview PowerPoint:** Overview presentation explaining the changes to Cisco NetSpace, and information about student learning outcomes, equipment, and the course.
- **Scope and Sequence:** Document outlining the course goals and objectives
- **Frequently Asked Questions:** Document with frequently asked questions and answers
- **Are You Ready for ITE 5.0?:** A self-assessment activity for ITE instructors to bring awareness to their own knowledge and skills.
- **IT Essentials Community:** Engage with other instructors and Cisco experts to network with and learn more about the latest technologies, upcoming events, lab equipment and more.
- **Instructor checklist:** Coming soon....

IT Essentials

IT Essentials provides an introduction to the computer hardware and software for entry-level ICT professionals. The curriculum covers the fundamentals of computer technology and advanced concepts.

The curriculum includes the following features:

- Students develop working knowledge of how computers operate, and software issues.
- Hands-on labs and virtual learning tools help students develop critical thinking and problem-solving skills.
- The course emphasizes the practical application of skills and provides troubleshooting systems.
- Cisco Packet Tracer simulation-based learning activities allow students to practice their skills in a safe, controlled environment.
- Interactive assessments provide immediate feedback to support learning.

Course Description

The IT Essentials (ITE) curriculum emphasizes practical experience to help help students prepare for entry-level career opportunities in ICT and the CCNA pathway to Cisco CCNA.

We are currently planning for the availability of ITE 5.0 in January 2013. To be notified of the release, please visit the [IT Essentials 5.0 Instructor Resource Spotlight](#) page.

Access Resources
IT Essentials


Are You Ready for ITE 5.0?

Are you ready for ITE 5.0?

Welcome!

This activity is designed to support your preparation for ITE 5.0.

Click [here](#) to get started.




ITE 5.0: Are you ready for the new technology?

Started: Jan 5 at 2:13pm

Windows 7

One of the most challenging areas for students in ITE is installing, upgrading and troubleshooting the operating systems. Windows 7 is the new operating system that is featured on the A+ certification exam. See how you do on some of the types of questions that will be presented to your students throughout the course for Windows 7.



Question 1 0 pts

Among the options listed below, which five are improvements Windows 7 has over older versions of Windows? (Choose five.)

- Support for virtual hard disks.
- Improved boot performance.
- DirectAccess
- Kernel improvements
- New items have been added to the control panel.
- Enhanced virtualized kernel operation.

Questions

- Question 1
- Question 2
- Question 3
- Question 4
- Question 5
- Question 6
- Question 7
- Question 8
- Question 9
- Question 10

Saved at 2:13pm
Time Elapsed: 1:38:00 Minutes, 21 Seconds

Instructor Checklist



Instructor Checklist

Last Updated 03 January 2013

This checklist provides a quick reference to help new and experienced Cisco Networking Academy® Instructors understand the resources available to help prepare for and teach Networking Academy™ classes.

Getting Accredited to Teach Networking Academy Courses

New academy Instructors must complete the following steps to become accredited to teach a course for the first time.

Action Item	Description	Location
Complete Academy Orientation course	All new Networking Academy Instructors must complete the self-paced orientation course	Target availability date March 2013
Decide which course to teach	<ul style="list-style-type: none"> Review course pages in the Cisco NetSpace™ learning environment for a description of each curriculum and associated career certifications Review resources such as overview documents, curriculum videos, and FAQs Work with your Academy Support Center (ASC) and area academy manager (AAM) to select initial offerings at your academy 	NetSpace Home > Offerings NetSpace Home > About Us > Courses and Certifications
Complete Instructor training for the course you plan to teach	<ul style="list-style-type: none"> Use the Academy Locator to find the closest Instructor Training Center (ITC) teaching the desired course Register for the course. Steps to register are included in the Membership Guide available in the Cluo NetAcad™ community After completing the course, the instructor trainer will accredit you as an instructor of that course. An Instructor Fast Track (IFT) option is available for instructor candidates with the required knowledge and skills to teach a course who would not benefit from full instructor training. 	NetSpace Home > Use the Locator NetSpace home > Communities > Cluo NetAcad

Setting up the Classroom

Action Item	Description	Location
Purchase and install hands-on lab equipment	<ul style="list-style-type: none"> Review the lab equipment list Order equipment Sign up for NetAcad Maintenance (optional) Install equipment per curriculum instructions 	NetSpace Home > Program > Equipment Information
Install software on	<ul style="list-style-type: none"> Install Cisco® device IOS 	NetSpace Home > Offerings >

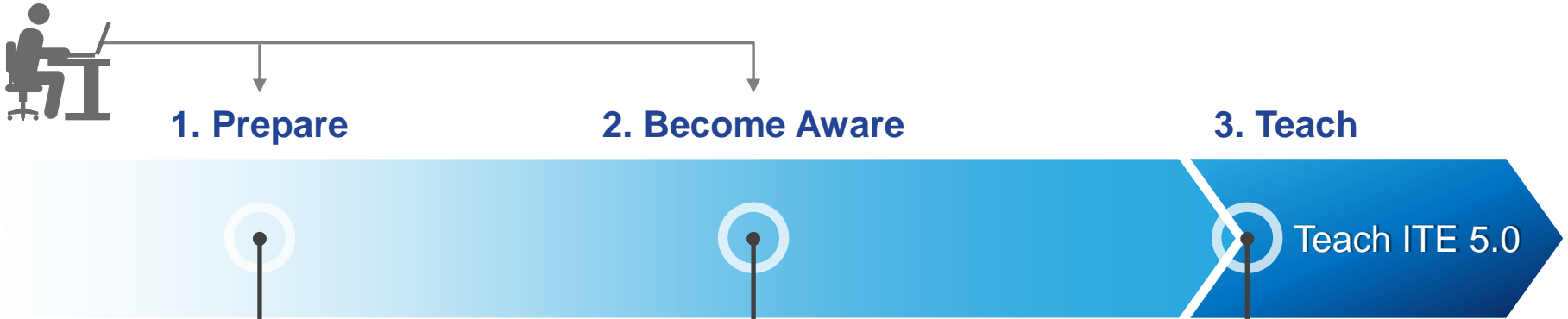
	development site	NetSpace Home > View Instructor Courses
Create online course and enroll students through Cisco NetSpace	<ul style="list-style-type: none"> Review NetSpace tutorials Create the course Set start and end dates Add instructors Enroll students 	NetSpace Home > Program > NetSpace Tutorials
Personalize and publish the course	<ul style="list-style-type: none"> Create a personal blog to introduce yourself Create a discussion forum for students to introduce themselves Create a course syllabus Add links to websites, local servers, and other resources you will use during the class Add assignments Add your favorite labs and activities Ensure your lesson plans and handouts are complete Publish the course 	NetSpace Home > Teach tab > course link (under Access the Courses You Are Teaching)

Instructor Resources

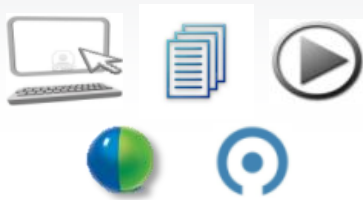
Resource	Description	Location
Curriculum teaching PPT	Document explaining the technology concepts and teaching guidelines	NetSpace Home > Offerings > select curriculum > Instructor Resource Spotlight
Curriculum planning guides	One PowerPoint for each chapter covering objectives, teaching analogies, and best practices	NetSpace Home > Offerings > All Resources > select curriculum
Instructor home page	Links to additional resources for the course you are teaching (available from within a course)	NetSpace Home > course link > Instructor Home link (under All Pages in right menu)
Instructor communities	Discussion boards with opportunities to collaborate with Cisco representatives and other instructors	NetSpace Home > Communities
Resource folders	Folder containing informative resources including FAQs, Scope and Sequence, and Release Notes	NetSpace Home > Offerings > All Resources
Instructor professional development site	Courses and activities designed to help instructors expand their technical knowledge	NetSpace Home > View Instructor Courses
Academy Support Center	Please contact your Academy Support Center if you need additional assistance	NetSpace Home > Manage tab > Manage ASC Relationship



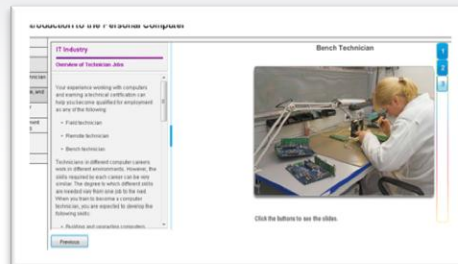
Preparing for ITE 5.0 in Cisco NetSpace



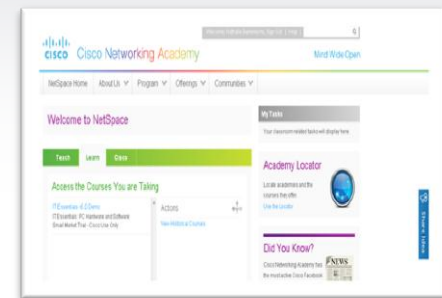
- Tutorials
- Instructor PowerPoints
- Partner communications
- Communities



“Are you Ready?” activity to become aware of technology updates



Open an ITE 5.0 class



Preparing for ITE 5.0

1. Upgrade to Cisco NetSpace -
 - Become familiar
 - Instructor Training classes for ITE 5.0 can only be opened in NetSpace
2. Contact Partner Advocacy team to create an ITQ record
3. Review the materials in partner communities as well as instructor resources

Resource	Availability	Location
Scope and Sequence	Available	Partner Community
Equipment List	Available	Partner Community
DRAFT Release Notes	Available	Partner Community
DRAFT FAQ	Available	Partner Community
Final Overview and Instructor Resources	General Availability – January 2013	ITE Offerings Page, ITE Resource Folder, ITE Community

Equipment



ITE 5.0 Equipment Requirements

- Hardware

 - One gigabyte (GB) RAM (Windows 7 32-bit) or Two GB RAM (Windows 7 64-bit) (2 x 512 MB or 2 x 1GB suggested)

 - Some labs will require one module of RAM to be uninstalled or the simulation of a faulty module for troubleshooting purposes.

 - 1 GB is the minimum requirement to run the full functions of Windows 7 Professional

- Software

 - Microsoft Windows 7 Professional (Media CD)

- Additional Items/Resources

 - One Internet connection for Internet searches and driver downloads (this could be the instructor's workstation)

 - One printer or integrated printer/scanner/copier for the class to share

 - One Linksys wireless router/switch or equivalent for the class to share, Linksys model WRT E2500

- NDG NETLAB+ can be used to complete the majority of labs

- Complete list available on Equipment Lists by Curriculum page

Q & A



Thank you.



Cisco Networking Academy
Mind Wide Open