

Exam Title: 9001410 IT Essentials

Courses Assessed by this Exam: 9001410 IT Essentials (Tech Support Services)

Key Vocabulary: small business network, GAN, INTRANET, LAN, WAN, virus, modern computer operating system, iOS, FTP/IP, Wireframe, Linux, Microsoft Windows, security, Apple, market share, operating system, uninstalled, dragging, app file, applications, trash, DOS, Mac OSX, VISTA, Windows 2000, source code, software, free license, BitTorrents, unsourced, proprietary, legal right, utilities, backup, defragmenter, file compression, streamline, sales process, job seekers, Large-scale integration (LSI), hardware, transistors, single silicon chip, ENIAC, EDVAC, microcomputer, integrated circuit mainframe, social media, CPU, external devices, LEDs, control bus, I/O port, On-chip peripheral, serial port, electronic copy, media card reader, plotter, printer, scanner, antivirus software, online backup service, anti-static wipes, Netscape navigator, visual basic, object oriented, pattern oriented, structured, top down, C++, software development life cycle, transformative technologies, 3D images, cloud services, VOIP, digital natives, Ethernet connectivity, IT departments, protocol data unit (PDU) file transfer protocol (FTP model, hypertext mark up language (HML) open systems interconnection, CD-ROM, modem, RAM, web browser, BIOS adapter, memory card, motherboard, megabyte, network latency, network bandwidth, application response, binary, input, output, spooled, bookmarks, cache, inheritance, site map, favorites, webspace, HTML, HTTP, ISP, URL, .com, .edu., .gov, .org, incompatibles, encryption, locks, subnet mask, telnet, ALT attribute, doctype declaration, specificity, HTML tag, meta description, desktop publishing, presentation, word processing, body, header, subject line, salutation, domain, subdomain, username, filter, spam, programmer, project manager, sound designer, writer.

Student Tasks:

- Identify the key elements when planning a website
- Identify the most common computer operating systems
- Compare and contrast various operating systems (DOS, Windows, Mac, Linux)
- Classify the different phases of the web design process.
- Explain the legal aspects of using works from another location
- Use common coding to create and complete a functional websites
- Distinguish the different types of markup language (CSS, XHTML, HTML JavaScript)
- Identify the different types of lists used in a website.
- Pinpoint when the use of the following might be in a website:
 - Large and small images
 - Tables
 - Charts

- Clarify the proper ways to save web pages
- Categorize the steps of processing and registering a domain name.
- Explain how search engines find potential customers for websites