

Department of Defense Education Activity

Certificate of Competency

Computer Service and Support

This is to certify that the student identified on the reverse side of this certificate has demonstrated proficiency in the listed technical competencies and employability skills for computer servicing and support.

Instructor

Administrator

Date



COMPETENCY PROFILE

Printed: / / /

School Address:

Computer Service and Support

Instructor Name:

DESCRIPTION: This student is considered to be work-ready in all the competencies listed below. Work-ready is defined as being judged proficient in the jobs or tasks in the competency area by performing them independently, without assistance, during the training period.

Student's Name

Level I - Orientation

A. PERSONNEL

- | | | |
|--|--|---|
| 1. Personnel Exam | The Homework Policy The Assignment Schedule The Competency Certificate | The Personnel Record The Resume Interview Preparation |
| 2. Course Orientation The Course Description Required Materials The Rules of Conduct The Grading Policy | 3. Employment Opportunities The Job Search | The Job Interview The Employment Contract |
| | 4. Applying for a Job The Job Application | |

B. PC TECHNICIAN TOOLKIT

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|---|---|--------------------------------------|
| 1. PC Technician Toolkit Exam | 2. Tool ID, Use, and Care Tool ID and Use | Tool Inventory |
| | | 3. Using a Digital Multimeter |

C. ELECTRONICS

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|---|--|-------------------------------|
| 1. Electronics Exam | 3. Electronics Skills Component Testing Basic Soldering | 6. Transistor Circuits |
| 2. Electronics Foundation Scientific Calculator Electronics Formulas | 4. Passive Devices | 7. Thyristors (SCR) |
| | 5. Active Devices | 8. Integrated Circuits |
| | | 9. IC Circuits |

Level II - PC Service Fundamentals

D. PC ANATOMY

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|------------------------------------|---------------------------------|
| 1. External Anatomy Exam | 2. Gross Anatomy Exam |
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E. FORMS AND PUBLICATIONS

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|---|---|---|
| 1. Forms and Publications Exam | The Parts Kit Inventory Record The Temporary Issue Receipt The Out Record The Supply Order Form Using Technical Manuals | 3. Work Order Control The Work Order Form The Repairable Item Tag The Job Control Log The Julian Calendar Job Dispatcher Software |
| 2. Documentation The Time Card The Homework Sheet The Tool Inventory Record | | |

F. THE PREVENTIVE MAINTENANCE INSPECTION

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|---|--|--|
| 1. The PC PMI Exam | Monitor Mouse Keyboard Drive Maintenance Diagnostics Testing | Workstation Setup |
| 2. PMI Overview Initial Workstation Inspection CPU | | 3. Performing the PMI Computer Workstation PMI Hard Drive Maintenance Computer Diagnostics |

Level III - Hardware and Software

G. CPU DISASSEMBLY

1. CPU Disassembly

Exam

2. CPU Disassembly Overview

Chassis
Power Supply

CDROM
Floppy Drive
Hard Drive
Interface Boards
Mother Board

U-Processor & Memory
3. Disassembling the CPU
Performance Test

H. OPERATING SYSTEM AND SOFTWARE

1. OS and Software

Exam

2. Operating Systems

MSDOS
Windows

Linux
Device Drivers
3. Application Software
Antivirus Software
Diagnostic Software

Network Client Software
Internet Browser Software
The Software Toolkit
Imaging a Workstation

I. PC UPGRADES

1. Upgrading PCs

Exam

2. Installing PC Upgrades

Software Drivers

Memory
Hard Drive
Video
Modem

Disk Drive
SCSI
Specialized Interface Devices

Level IV – Advanced PC Service Topics

J. PC ASSEMBLY

1. PC Assembly

Exam

2. CPU Disassembly Review

3. Assembling the PC

Chassis

Power Supply
Hard Drive
Floppy Drive
CDROM
Memory Modules

Mother Board
Video Interface Card
Sound Card
Network Interface Card
Computer Workstation

K. PC TROUBLESHOOTING AND REPAIR

1. PC Troubleshooting

Exam

2. Troubleshooting Hardware

Basic Troubleshooting
PC Power Supply
PC Mainboard
PC Keyboard

PC Mouse
PC Video Interface
PC Audio Interface
Hard Disk Drive
Floppy Disk Drive
CDROM
3. Troubleshooting Software

OS Troubleshooting
Software Troubleshooting
4. Advanced Troubleshooting
Troubleshooting Challenges
Faulted Parts

L. NOTEBOOK COMPUTERS

1. Notebook Computers

Exam

2. Servicing Notebooks

Notebook Technology

3. Notebook Disassembly

Battery
Keyboard
EMI Shield
Memory Module
Heat Sink Blower

Microprocessor
Floppy Disk Drive
Hard Disk Drive
CDROM Drive
Feature Cards

Level V - PC Connectivity

M. PC NETWORKING

1. PC Networking

Exam

2. PC Networks

Network Fundamentals
TCP/IP and the Internet

3. PC Networking

Modems/Dial-Up PPP
Windows Networking

N. PC PRINTERS

1. PC Printers

Exam

2. Servicing PC Printers

Impact Printers

3. Printing Techniques

Ink Jet Printers
Laser Printers
Windows Printing

4. Troubleshooting Printers

Common Printer Problems

O. A+ CERTIFICATION

1. A+ Certification

Preparatory Exam

2. CompTIA A+ Preparation

3. Practice Exams