

Dates	Week #	Topic	Review Fact Sheets & Video	Practice Questions	LabSims	Quiz/Exam
Week - 1/23/23	Week 1	01.01: Course Introduction	2.1.2 Safety Measures	2.1.6 Practice Questions	2.2.6 Install a UPS	Quiz Thursday
	Week 1	02.01: Protection and Safety	2.1.5 ESD Facts	2.2.7 Practice Questions		
	Week 1	02.02: Environmental Controls	2.2.2 Environmental Facts	2.3.3 Practice Questions		
	Week 1	02.03: Professionalism	2.2.5 Power Concern Facts	2.4.3 Practice Questions		
	Week 1	02.04: Change Management	2.3.1 Professionalism	2.5.3 Practice Questions		
	Week 1	02.05: PC Maintenance	2.4.2 Change Management Facts	2.6.3 Practice Questions		
	Week 1	02.06: PC and Networking Tools	2.5.2 PC Maintenance Facts	2.7.3 Practice Questions		
Week - 1/30/23	Week 1	02.07: Troubleshooting Process Overview	2.6.2 PC and Networking Tools Facts			
	Week 2	02.08: Support Systems	2.7.2 Troubleshooting Process Facts			
	Week 2	02.09: Documentation	3.1: Network Media	2.8.11 Practice Questions	2.8.5 Create a Ticket	Quiz Thursday
	Week 2	03.01: Network Media	3.2: Cables and Connectors	2.9.5 Practice Questions	2.8.6 Close a Ticket	
	Week 2	03.02: Cables and Connectors	3.3: Cases and Motherboards	3.1.6 Practice Questions	3.2.4 Install USB Devices	
Week - 2/6/23	Week 2	03.03: Cases and Motherboards	3.4: Motherboard Troubleshooting	3.2.10 Practice Questions	3.3.7 Choose and Install a Motherboard	
	Week 2	03.04: Motherboard Troubleshooting		3.3.8 Practice Questions	3.4.3 Troubleshoot System Power	
	Week 3	03.05: Memory		3.4.5 Practice Questions	3.4.4 Troubleshoot Power Supply Problems	
	Week 3	03.06: Memory Installation	3.5: Memory	3.5.4 Practice Questions	3.6.3 Select Memory by Sight	Quiz Thursday
	Week 3	03.07: Memory Troubleshooting	3.6: Memory Installation	3.6.8 Practice Questions	3.6.7 Install Triple Channel Memory	
Week - 2/13/23	Week 3	03.08: BIOS/UEFI	3.7: Memory Troubleshooting	3.7.6 Practice Questions	3.7.4 Troubleshoot Memy 1	
	Week 3	03.09: Processors	3.8: BIOS/UEFI	3.8.12 Practice Questions	3.7.5 Troubleshoot Memory 2	
	Week 3	03.10: Processor Troubleshooting	3.9: Processors	3.9.8 Practice Questions		
	Week 4	03.11: Video and Expansion Cards	3.10: Processor Troubleshooting	3.10.5 Practice Questions		
	Week 4	03.12: Audio	3.11.4 Install Expansion Cards	4.1.3 Practice Questions	3.11.10 Upgrade a Video Card	Quiz Thursday
Week - 2/20/23	Week 4	03.13: Cooling	3.11.10 Upgrade a Video Card	4.2.13 Practice Questions		
	Week 4	03.14: Power Supplies	3.12.7 Select and Install a Sound Card	4.3.4 Practice Questions		
	Week 4	04.01: Operating System	3.14.5 Install a Power Supply			
	Week 4	04.02: Windows Basics	4.1: Operating System			
	Week 4	04.03: Linux Basics	4.2: Windows Basics			
Week - 2/27/23	Week 5	04.04: macOS Basics	4.3: Linux Basics			Quiz Thursday
	Week 5	05.01: Storage Devices	4.4: macOS Basics	4.4.6 Practice Questions	5.2.4 Install SATA Devices	
	Week 5	05.02: SATA	5.1: Storage Devices	5.1.3 Practice Questions	5.4.5 Create RAID Arrays	
	Week 5	05.03: Optical Media	5.2: SATA	5.2.5 Practice Questions	5.4.6 Implement a RAID Solution	
	Week 5	05.04: RAID	5.3: Optical Media	5.3.5 Practice Questions	5.5.11 Create RAID Volumes	
	Week 5	05.05: File Systems	5.4: RAID	5.4.7 Practice Questions	5.5.12 Format Drives	
	Week 6	06.01: Windows Pre-Installation	5.1.2 Storage Device			
Week - 2/27/23	Week 6	06.02: Windows Installation	5.2.3 SATA Installation			Quiz Thursday
	Week 6	06.03: Cloud Computing	5.3.4 Optical Media			
	Week 7	07.01: Windows System Tools	5.4.2 RAID			
	Week 7	07.02: Windows Settings	5.5.3 File System			
	Week 7		5.5.5 MBR Partitioning			
	Week 7		5.5.7 GPT Partitioning			
	Week 7		5.5.13 Disk Status			
Week - 2/27/23	Week 6	05.06: Storage Management	5.6.4 Storage Management	5.6.6 Practice Questions	5.6.5 Add Space to Existing Drives	Quiz Thursday
	Week 6	05.07: Storage Spaces	5.7.3 Storage Space Facts	5.7.5 Practice Questions	5.7.4 Implement Storgae Spaces	
	Week 6	05.08: Disk Optimization	5.8.5 Disk Optimization	5.8.7 Practice Questions	5.8.6 Perform Disk Management	
	Week 6	05.09: Storage and RAID Troubleshooting	5.9.2 Storage and RAID Troubleshooting Facts	5.9.6 Practice Questions	5.9.5 Troubleshoot SATA Devices	
	Week 6	06.01: Windows Pre-Installation	5.9.4 SSD Maintenance	6.1.4 Practice Questions		
	Week 6	06.02: Windows Installation	6.1.2 Installation Planning	6.2.11 Practice Questions		
	Week 6	06.03: Cloud Computing	6.2.8 Installation	6.3.3 Practice Questions		
Week - 2/27/23	Week 7	06.04: Virtualization	6.2.10 Post-Installation			Quiz Thursday
	Week 7	07.01: Windows System Tools	6.3.2 Cloud Computing			
	Week 7	07.02: Windows Settings				
Week - 2/27/23	Week 7	07.01: Windows System Tools	6.4.2 Virtualization	6.4.8 Practice Questions	6.4.6 Create Virtual Machines	Quiz Thursday
	Week 7	07.02: Windows Settings	7.1.1 Task Manager	7.1.15 Practice Questions	6.4.7 Create Virtual Hard Disks	
	Week 7	07.02: Windows Settings	7.1.4 Control Panel	7.2.5 Practice Questions	7.1.14 Use System Commands	
Week - 2/27/23	Week 7	07.02: Windows Settings	7.1.6 Managemement Consoles	7.3.4 Practice Questions	7.4.9 Manage Applications	Quiz Thursday
	Week 7	07.02: Windows Settings				
	Week 7	07.02: Windows Settings				

Week - 3/6/23	Week 7	07.03: Performance Monitoring	7.1.11 Windows System Tool	7.4.11 Practice Questions	7.4.10 Repair Programs	Pre-Exam Prep
	Week 7	07.04: Windows Application Management	7.1.13 System Command	7.5.6 Practice Questions	7.5.5 Manage Linux Processes	
	Week 7	07.05: Linux Application Management	7.2.4 Settings			
			7.3.3 Performance Monitoring 7.4.3 Desktop Application Management 7.4.5 Application Compatibility 7.4.8 Microsoft Store Application 7.5.4 Linux Application Management			
Week - 3/13/23	Week 8	07.06: Digital Content Management	7.6.3 Digital Content Management	7.6.4 Practice Questions	7.7.4 Configure Virtual Memory	Exam Certification Week
	Week 8	07.07: Virtual Memory	7.7.3 Virtual Memory	7.7.5 Practice Questions	8.1.7 Create User Accounts	
	Week 8	07.08: Windows and Application Troubleshooting	7.8.2 Troubleshooting Windows Part 1	7.8.7 Practice Questions	8.1.8 Create Ous	
	Week 8	07.09: Scripting Basics	7.8.4 Troubleshooting Windows Part 2	7.9.4 7.9.5 Practice Questions	8.1.9 Delete Ous	
	Week 8	08.01: Active Directory	Scripting 8.1.5	8.1.13 Practice Questions	8.2.8 Manage Users and Groups	
	Week 8	08.02: Users and Groups	Manage Active Directory 8.1.6 Active Directory 8.1.12 Group Policy 8.2.2 User and Group 8.2.4 Login Options 8.2.7 Online Authentication	8.2.11 Practice Questions		
Week - 3/20/23	Week 9	08.03: Remote Services	8.3.2 Remote Access Technologies	8.3.12 Practice Questions	8.3.9 Configure Remote Services	Quiz Thursday
	Week 9	08.04: VPN	8.3.5 Remote Desktop	8.4.5 Practice Questions	8.4.4 Configure a VPN Connection	
	Week 9	08.05: Updates	8.3.7 Remote Assistance	8.5.7 Practice Questions	8.5.4 Configure Windows Update	
	Week 9	08.06: System Backup	8.3.10 Screen Sharing	8.6.11 Practice Questions	8.6.8 Back Up the Computer	
	Week 9	08.07: System Recovery	8.4.3 VPN	8.7.8 Practice Questions	8.6.9 Configure File History	
			8.5.3 Update 8.6.2 Backup 8.7.7 System Recovery		8.6.10 Restore Data from File History 8.7.3 Create a Restore Point 8.7.5 Boot into the Windows Recovery Environment	
Week - 3/27/23	Week 10	08.08: Windows Boot Errors	8.8.2 Boot Process	8.8.13 Practice Questions	8.8.4 Configure the Boot Order	Quiz Thursday
	Week 10	09.01: Manage Files on Windows	8.8.8 Startup Error	9.1.10 Practice Questions	8.8.9 Troubleshoot System Startup 1	
	Week 10	09.02: NTFS and Share Permissions	9.1.3 File Management	9.2.9 Practice Questions	8.8.10 Troubleshoot System Startup 2	
	Week 10	09.03: File Encryption	9.2.2 NTFS and Share Permissions	9.3.9 Practice Questions	8.8.10 Troubleshoot System Startup 3	
			9.3.2 File Encryption		8.8.10 Troubleshoot System Startup 4	
			9.3.8 BitLocker		8.8.10 Troubleshoot System Startup 5	
Week - 4/3/23	Week 11	09.04: Linux File Management	9.4.2 Linux Shell	9.4.11 Practice Questions	9.4.3 Use Shell Commands	Quiz Thursday
	Week 11	10.01: Peripheral Devices	10.1.2 Peripheral Device	10.1.3 Practice Questions	9.4.9 Manage The Linux File System	
	Week 11	10.02: Display Devices	10.2.6 Display Device	10.2.7 Practice Questions	9.4.10 Manage Linux File Ownership	
	Week 11	10.03: Display, Video, and Projector Troubleshooting	10.3.2 Video Troubleshooting	10.3.5 Practice Questions	Select and Configure Dual Monitors	
	Week 11	10.04: Device Driver Management	10.3.4 Projector Troubleshooting	10.4.8 Practice Questions	Manage Devices	
	Week 11	10.05: Device Driver Troubleshooting	10.4.5 Hardware Device	10.5.7 Practice Questions	Manage Devices 1	
	Week 11	11.01: Networking Overview	10.4.6 Device Driver Installation	11.1.4 Practice Questions	Manage Devices 2	
	Week 11	11.02: Networking Ports and Protocols	10.5.4 Device Troubleshooting	11.2.5 Practice Questions	Configure TCP/IP Settings on Windows 10	
			11.1.3 Networking		11.3.7	
			11.2.2 TCP/IP Protocol		11.3.8 Configure TCP/IP Settings on Windows 11	
			11.2.4 Ports and Protocols			
	Week 12	11.03: Client-Side Network Configuration	11.3.3 IPv4 Address	11.3.9 Practice Questions	11.4.11 Configure Smart Devices	
	Week 12	11.04: Services Provided by Network Devices	11.3.5 IPv6	11.4.14 Practice Questions	11.5.9 Connect to a Wireless Network	
			11.4.2 Server Role	11.5.16 Practice Questions	11.5.10 Create a Home Wireless Network	

Week 5/8/23	Week 16	14.04: Logical Security Measures	14.4.2 Logical Security Measures	14.4.11 Practice Questions	14.4.7 Enforce Password Settings
	Week 16	14.05: Social Engineering Attacks	14.5.2 Social Engineering	14.5.7 Practice Questions	14.4.8 Manage Linux Passwords
	Week 16	14.06: Data Destruction and Disposal	14.5.4 Threat	14.6.5 Practice Questions	14.4.4 Require a Screen Saver Password
	Week 16	14.07: Malware Protection	14.5.6 Vulnerability	14.7.9 Practice Questions	14.6.4 Configure Remote Wipe
	Week 16	14.08: Firewalls	14.6.3 Data Disposal and Destruction	14.8.7 Practice Questions	14.7.4 Configure Microsoft Defender Antivirus
	Week 16	14.09: Proxy Servers	14.7.2 Malware	14.9.5 Practice Questions	14.8.4 Configure Microsoft Defender Firewall
	Week 16	14.10: Install, Configure, and Secure Browsers	14.7.8 Malware Removal Best Practice	14.10.7 Practice Questions	14.9.4 Use a Proxy Server
	Week 16	14.11: Security Troubleshooting	14.8.3 Firewall	14.11.5 Practice Questions	
			14.8.6 Network Appliance		
			14.9.3 Proxy Server		
			14.10.2 Browser		
			14.10.6 Browser Settings		
			14.11.4 Troubleshoot Mobile OS Security		
					Exam Certification Week