

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 2	02.08: Support Systems	3.1: Network Media	2.8.11 Practice Questions	2.8.5 Create a Ticket	Quiz Thursday
	Week 2	02.09: Documentation	3.2: Cables and Connectors	2.9.5 Practice Questions	2.8.6 Close a Ticket	
	Week 2	03.01: Network Media	3.3: Cases and Motherboards	3.1.6 Practice Questions	3.2.4 Install USB Devices	
	Week 2	03.02: Cables and Connectors	3.4: Motherboard Troubleshooting	3.2.10 Practice Questions	3.3.7 Choose and Install a Motherboard	
	Week 2	03.03: Cases and Motherboards		3.3.8 Practice Questions	3.4.3 Troubleshoot System Power	
Week - 2/6/23	Week 3	03.05: Memory	3.5: Memory	3.5.4 Practice Questions	3.6.3 Select Memory by Sight	Quiz Thursday
	Week 3	03.06: Memory Installation	3.6: Memory Installation	3.6.8 Practice Questions	3.6.7 Install Triple Channel Memory	
	Week 3	03.07: Memory Troubleshooting	3.7: Memory Troubleshooting	3.7.6 Practice Questions	3.7.4 Troubleshoot Memy 1	
	Week 3	03.08: BIOS/UEFI	3.8: BIOS/UEFI	3.8.12 Practice Questions	3.7.5 Troubleshoot Memory 2	
	Week 3	03.09: Processors	3.9: Processors	3.9.8 Practice Questions		
Week - 2/13/23	Week 4	03.11: Video and Expansion Cards	3.11.4 Install Expansion Cards	4.1.3 Practice Questions	3.11.10 Upgrade a Video Card	Quiz Thursday
	Week 4	03.12: Audio	3.11.10 Upgrade a Video Card	4.2.13 Practice Questions		
	Week 4	03.13: Cooling	3.12.7 Select and Install a Sound Card	4.3.4 Practice Questions		
	Week 4	03.14: Power Supplies	3.14.5 Install a Power Supply			
	Week 4	04.01: Operating System	4.1: Operating System			
	Week 4	04.02: Windows Basics	4.2: Windows Basics			
Week - 2/20/23	Week 5	04.04: macOS Basics	4.4: macOS Basics	4.4.6 Practice Questions	5.2.4 Install SATA Devices	Quiz Thursday
	Week 5	05.01: Storage Devices	5.1: Storage Devices	5.1.3 Practice Questions	5.4.5 Create RAID Arrays	
	Week 5	05.02: SATA	5.2: SATA	5.2.5 Practice Questions	5.4.6 Implement a RAID Solution	
	Week 5	05.03: Optical Media	5.3: Optical Media	5.3.5 Practice Questions	5.5.11 Create RAID Volumes	
	Week 5	05.04: RAID	5.4: RAID	5.4.7 Practice Questions	5.5.12 Format Drives	
	Week 5	05.05: File Systems	5.1.2 Storage Device			
			5.2.3 SATA Installation			
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 7	Week 7	06.04: Virtualization	6.4.2 Virtualization	6.4.8 Practice Questions	6.4.6 Create Virtual Machines	
	Week 7	07.01: Windows System Tools	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	
			7.1.6 Management Consoles	7.3.4 Practice Questions	7.4.9 Manage Applications	

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 Active Directory Group Policy User and Group Login Options Online Authentication	8.1.6 8.2.11 Practice Questions 8.1.12 8.2.2 8.2.4 8.2.7		
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 8.5.3 Update 8.6.2 Backup 8.7.7 System Recovery	8.7.8 Practice Questions	8.6.9 Configure File History 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 9.3.2 File Encryption 9.3.8 BitLocker	9.3.9 Practice Questions	8.8.10 Troubleshoot System Startup 3 8.8.10 Troubleshoot System Startup 4 8.8.10 Troubleshoot System Startup 5	
					9.1.5 Manage Files 9.1.9 Manage Files and Folders 9.2.7 Share and Secure Folders 9.2.8 Configure NTFS Permissions 9.3.4 Configure File Encryption	
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	10.4.7 Manage Devices	
	Week 11	10.05: Device Driver Troubleshooting	10.4.5 Hardware Device	10.5.7 Practice Questions	10.5.5 Manage Devices 1	
	Week 11	11.01: Networking Overview	10.4.6 Device Driver Installation	11.1.4 Practice Questions	10.5.6 Manage Devices 2	
	Week 11	11.02: Networking Ports and Protocols	10.5.4 Device Troubleshooting	11.2.5 Practice Questions	11.3.7 Configure TCP/IP Settings on Windows 10	
			11.1.3 Networking 11.2.2 TCP/IP Protocol 11.2.4 Ports and Protocols		11.3.8 Configure TCP/IP Settings on Windows 11	
	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 11.4.2 Server Role	11.4.14 Practice Questions 11.5.16 Practice Questions	11.5.9 Connect to a Wireless Network 11.5.10 Create a Home Wireless Network	

Week - 4/10/23	Week 12	11.05: Wireless Networking	11.4.7 Internet Appliances	11.6.8 Practice Questions	11.5.11 Secure a Home Wireless Network
	Week 12	11.06: SOHO Configuration	11.4.10 Internet of Things 11.4.13 Embedded Systems (SCADA) 11.5.3 Wireless Networking 11.5.5 Wireless Security 11.5.7 Wireless Encryption and Authentication 11.5.15 Infrared, Bluetooth, and NFC Facts 11.6.2 SOHO Configuration 11.6.5 Windows Network Profile		11.5.12 Configure a Wireless Profile 11.6.7 Update Firmware
Week - 4/17/23	Week 13	11.07: Networking Hardware	11.7.3 Network Infrastructure and Device	11.7.10 Practice Questions	11.7.6 Select and Install a Network Adapter
	Week 13	11.08: Command Line Network Utilities	11.7.5 Internet Connection Type	11.8.14 Practice Questions	11.7.8 Configure a Wireless Infrastructure
	Week 13	11.09: Network Troubleshooting	11.8.9 Command Line Network Utilities	11.9.6 Practice Questions	11.7.8 Configure a DSL Internet Connection
	Week 13	12.01: Laptops	11.9.3 Network Troubleshooting 12.1.4 Laptop Special Keys 12.1.9 Laptop Upgrade and Repair	12.1.10 Practice Questions	11.8.10 Use the Linux ip Command 11.8.11 Explore Configuration Information 1 11.8.12 Explore Configuration Information 2 11.8.13 Explore Configuration Information 3 11.9.4 Fix a Network Connection 1 11.9.5 Fix a Network Connection 2
Week 4/24/23	Week 14	12.02: Mobile Device Displays and Components	12.2.3 Mobile Device Displays and Components	12.2.4 Practice Questions	12.3.6 Edit Power Options
	Week 14	12.03: Laptop Power Management	12.3.2 Laptop Power	12.3.8 Practice Questions	12.3.7 Create a Power Plan
	Week 14	12.04: Mobile Devices	12.4.4 Mobile Connection	12.4.7 Practice Questions	12.5.10 Manage Mobile Devices
	Week 14	12.05: Mobile Device Network Connectivity	12.3.4 Battery	12.5.11 Practice Questions	12.6.4 Configure iPad Access Control and Authentication
	Week 14	12.06: Mobile Device Security	12.4.6 Mobile Device Accessory	12.6.5 Practice Questions	
	Week 14	12.07: Laptop and Mobile Device Troubleshooting	12.5.2 Wireless and Cellular Data Connections 12.5.7 MDM and Synchronization 12.5.9 Mobile Email Configuration 12.7.2 Laptop Maintenance 12.7.3 Battery Recalibration 12.7.4 Laptop Troubleshooting 12.7.7 Mobile Device Troubleshooting	12.7.8 Practice Questions	
	Week 14				Quiz Thursday
Week - 5/1/23	Week 15	13.01: Printer Overview	13.1.2 Printer Overview	13.1.10 Practice Questions	13.1.4 Select and Install a Printer
	Week 15	13.02: Print Connectivity	13.2.4 Printer Connectivity Methods	13.2.8 Practice Questions	13.1.8 Add a Printer
	Week 15	13.03: Printer Types and Components	13.2.6 Network Scanning Method	13.3.11 Practice Questions	13.1.9 Manage Printing
	Week 15	13.04: Printer Troubleshooting	13.3.2 Laser Printing	13.4.4 Practice Questions	13.2.7 Configure Network Printing
	Week 15	14.01: Security Best Practices	13.3.4 Inkjet Printer	14.1.5 Practice Questions	
	Week 15	14.02: Incident Response and Regulated Data	13.3.6 Thermal Printers	14.2.5 Practice Questions	
	Week 15	14.03: Physical Security	13.3.7 Impact Printers	14.3.4 Practice Questions	
	Week 15		13.3.10 3D Printer 13.4.3 Printer Troubleshooting 14.1.2 Workstation Security 14.1.4 Security Policy 14.2.2 Incident Response 14.2.4 Regulated Data 14.3.2 Building Physical Access Measure		Pre-Exam Prep

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		Exam Certification Week
		14.9.3 Proxy Server		
		14.10.2 Browser		
		14.10.6 Browser Settings		
		14.11.4 Troubleshoot Mobile OS Security		