

## Computing and Peripherals Skills

कम्प्यूटिंग एवं परिधीय कौशल कम्प्यूटर सिस्टम इन्स्टालेशन, फील्ड से कस्टमर काल्स को अटेन्ड करते हुए सिस्टम पर आई त्वरित समस्या निवारण में सहायता जैसे कार्यों का कौशल निरन्तर मांग में रहता है।

Program Name	Computing and Peripherals Skills	Course Code	ELE/Q4601
<b>Training Outcomes: After completing this programme, participants will be able to:</b>			
<ul style="list-style-type: none"> <li>• Ability to build interpersonal relationships, and have a customer centric approach.</li> <li>• Develop critical thinking and conduct root cause analysis – Problem solving.</li> <li>• Business Communication, email etiquette.</li> <li>• Working with office package for reporting and documentation – MS-Word, Excel, PowerPoint.</li> <li>• Installing and configuring the networking, servers and storage systems.</li> <li>• Attending to field calls from client and Handle Complaints for system trouble shooting and repairs.</li> <li>• Knowing the importance of SLAs and Company Processes.</li> <li>• Understand the basic steps in a Service Call.</li> </ul>			

## CURRICULUM / SYLLABUS

### Part-A (Domain Skills)

S. No.	Module	Duration (In Hours)
1.	<b>Hardware Essentials</b> <ul style="list-style-type: none"> <li>• Understanding the different component of computer, Assembly of system, Netbooks and Notebooks, Troubleshooting of the system.</li> <li>• To understand layout, Components and form factors of mother board, form factors, slot, types and different memory types.</li> <li>• To identify the types of Storage and types of hardware components in the computer and differentiate it.</li> <li>• To Recognize the methods of storage and different hardware components used storage</li> <li>• To understand the methods of troubleshooting storage, power supplies, types of printer and scanner.</li> <li>• Recognize the types of laptop devices and to understand note book concepts and recognize of the component of computer, troubleshooting and installing and configuring of operating system and it drives.</li> <li>• To understand importance of work etiquette. To understand the methods safety measure to be used.</li> </ul>	30:00
2.	<b>Network Essentials</b> <ul style="list-style-type: none"> <li>• To understand the networking, OSI Concepts Recognize the Network technologies</li> <li>• To understand the colour coding for the Ethernet cable to be crimping.</li> <li>• Recognize network adaptor configuration. Recognize the network designed structure and understand the different configuration methods of device.</li> </ul>	30:00
3.	<b>Windows 7/10 Essentials</b> <ul style="list-style-type: none"> <li>• To understand features of windows client, performance information, tool configuration.</li> <li>• To understand the methods of installation, upgrading. The method</li> <li>• Configuring, maintaining, backup and recovery.</li> <li>• To understand the method basic functions to be done, service to be provided, communicate effectively in formal situations</li> </ul>	30:00
4.	<b>Windows Server</b> <ul style="list-style-type: none"> <li>• To understand Directory services and different functional levels,</li> </ul>	30:00



S. No.	Module	Duration (In Hours)
	<p>methods of installing configuring Directory services, methods of disaster recovery and backup.</p> <ul style="list-style-type: none"> <li>Recognize the method of implementing secure domain, administrating and creation of user, maintaining group policies.</li> </ul>	
5.	<p><b>Linux Server</b></p> <ul style="list-style-type: none"> <li>Recognize the Linux features, basic commands.</li> <li>Understand the methods of installing, configuring server and services.</li> <li>To understand the method of fault analysis, file system corruption.</li> <li>To understand method of installing, configuring network adaptor, basic services, managing of storage.</li> </ul>	30:00
6.	<p><b>IT Security Fundamentals</b></p> <ul style="list-style-type: none"> <li>To understand the method of installing, configuring, outlook and concepts of anti-virus.</li> <li>To understand the methods of identifying types indication of virus, worms, Trojan etc.</li> <li>To understand method s of system vulnerability and fixing them and methods of measure to prevent them.</li> </ul>	35:00
7.	<p><b>Concepts of ITIL v3</b></p> <ul style="list-style-type: none"> <li>To understand the method of PowerPoint monitoring, measuring and reporting.</li> <li>To understand the Method of CSF KPIs and Activity.</li> </ul>	25:00
<b>Sub Total</b>		<b>210:00</b>

## Part-B (Soft Skills)

S. No.	Topics	Duration (In Hours)
1.	Development Competency/ Proficiency in English/Vernacular	10:00
2.	Effective Communication	10:00
3.	Self & time Management	10:00
4.	Motivational Techniques	05:00
5.	Interpersonal Skill Development	05:00
6.	Computer Literacy	20:00
7.	Life Skills	05:00
8.	Entrepreneurship	15:00
9.	Occupational Safety, Health and Environment Education	10:00
<b>Sub Total</b>		<b>90:00</b>

**Total Course Duration: 300:00 Hours**