

## IT Service Support Certificate (2490)

This certificate helps develop skills needed for providing IT support services with an emphasis on operating systems, networking, and security.

Courses within this program help students prepare for the following certification exams: CompTIA A+, CompTIA Security+, CompTIA Network+, EC-Council CEH Exam 312-50, Red Hat Certified Technician (RHCT), and Microsoft Certified Technology Specialist 70-620, 70-623, and 70-647 exams.

**NOTE:** CPET 1050 has a prerequisite of prior exposure to applied technologies or successful completion of the CIM or ET Tech Prep programs. Students can take CIMN 0970 Introduction to Electrical Devices and Controls to gain the required knowledge and experience, if necessary. Students with prior experience should contact the Engineering Technologies Office to schedule the proficiency exam for CIMN 0970.

CPET 1050 . . . . .	.Assembling, Upgrading and Repairing Personal Computers . . . . .	.2
CPET 2050 . . . . .	.Advanced Assembly and Repair of Personal Computers . . . . .	.2
ITIS 1005. . . . .	.Computers and Information Processing. . . . .	.3
ITIS 1355. . . . .	.Security+ and Security Essentials . . . . .	.3
ITIS 2355 . . . . .	.Security Investigation and Penetration Studies. . . . .	.3
ITIS 2510. . . . .	.Help Desk Concepts and Management . . . . .	.2
ITON 1030. . . . .	.Using Microsoft Windows Vista . . . . .	.1
ITON 1205. . . . .	.Network+ and Networking Essentials . . . . .	.2
ITON 1740. . . . .	.Red Hat Linux Computing Essentials. . . . .	.3
ITON 1750. . . . .	.Red Hat Linux Core System Administration . . . . .	.3
ITON 2030. . . . .	.Windows Vista Configuration. . . . .	.2
ITON 2031. . . . .	.Support and Troubleshoot Applications on Vista . . . . .	.2
ITON 2237. . . . .	.Windows Server 2008 Applications Infrastructure Configuration . . . . .	.2
	<b>Certificate Total: 30</b>	