

## **MNA + COURSE CONTENTS**

### **PC Hardware Fundamentals**

- Fundamentals of PC
- Processor
- Computer Memory
- Motherboard
- Switched-mode Power Supply
- Assembling and Disassembling a PC
- Working with the BIOS/CMOS
- Preventive Maintenance and Material Recycling

### **Server+**

- Server Hardware
- Types of Server
- Installing and Configuring Servers in rack
- BIOS of Servers
- RAID Types & Configuration
- Part Placement in Servers
- Introduction to Data Center
- Building a Data Center

### **OS Support Skills**

- Operating System Basics
- Installing and Upgrading Windows 7
- Desktop Customization
- Working with Directory
- Managing User Accounts and Applications
- Authentication and Account Control
- Managing Devices and Disks
- Network Settings
- Internet Explorer
- Windows Update
- Windows Firewall Settings
- Resource Sharing
- Customizing Windows 7 Laptop
- Troubleshooting Windows 7 Environment
- Remote Management
- Recovery and Backup
- Installing and Configuring Antivirus
- Introduction to Windows 8

### **Networking Essentials (N+)**

- Basics of Computer Network
- Working with E-mail Clients
- OSI Model
- Transmission Media
- Networking Devices
- Network Topology
- Local Area Network Basics
- TCP/IP
- Ethernet Advanced
- Structured Cabling
- Wireless Networking
- Sharing Internet Connection
- Troubleshooting Network Problems

### **Implementing Cisco Devices (CCNA)**

- Internetworking Overview
- IP Addressing
- Assembling and Cabling Cisco Devices
- Router Fundamentals
- Basic Router Configuration
- IP Routing
- Routing Protocols
- Basic IP Traffic Management with Access Control Lists
- Establishing Serial Point-to-Point Connection
- Address Translation (NAT/PAT)
- Working with Cisco Catalyst Switch
- Configuring VLANs
- Cisco VPN
- IPv6
- Wireless LAN

## **Windows Server 2008 Administration**

- Installing Windows Server 2008
- Planning Storage Solution
- Planning Application Server and Services
- Overview of Active Directory Domain Services
- Designing and Implementing the AD Deployment
- Planning Infrastructure Services
- Configuring and Managing the DNS Server Role
- Configuring and Managing the DHCP Server Role
- Planning Security and Active Directory Administration
- Introduction to Group Policy
- Planning and Configuring Group Policy Environment
- Planning Server Deployments
- Global Catalog and Operation Master Roles
- Planning File Services
- Configuring File Security
- Maintaining Windows Server 2008 File Services
- Planning Print Services
- Configuring Routing, Remote Access and Wireless Networking
- Securing Infrastructure Services
- Maintaining Network Health
- Planning Server and Network Security
- Planning for High Availability
- Active Directory Maintenance
- AD Monitoring and Troubleshooting
- Monitoring Servers

## **Exchange Server 2010**

- Deploying MS Exchange Server
- Configuring Mailbox Servers
- Managing Recipient Objects
- Managing Client Access
- Managing Message Transport
- High Availability Exchange Roles
- Implementing Backup and Recovery
- Configuring Transport Rules
- Migration/ Upgradation of Exchange Server 2007 to Exchange Server 2010
- Implementing High Availability

## **Job Aid**

- Understanding Job Opportunities
- Researching the Company and Job
- Resume Writing Basics
- Resume Content
- Cover Letter
- Grooming
- Professional Etiquette
- Appearance
- Telephone Etiquette
- Body Language
- Preparing for the Interview
- Talking About Yourself
- Why Should You Be Hired?
- Talking About Your Future