

SMART GRAD COURSE CONTENTS

PC Hardware Support Skills

- Processor
- Computer Memory
- Motherboard
- Switched-mode Power Supply
- Hard Disk Drive
- Optical Disk Drive
- Keyboard and Mouse
- Computer Monitor
- Assembling and Disassembling a PC
- I/O Ports and Devices
- Working with the BIOS/CMOS
- Working with Portable PCs
- Working with Printers
- Working with Scanners
- Preventive Maintenance and Material Recycling
- Hardware Troubleshooting

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
- Drive Encryption using BitLocker
- Troubleshooting Windows 7 Environment
- Remote Management
- Recovery and Backup
- Installing and Configuring Antivirus
- Introduction to Windows 8

Networking Essentials

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

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
- Working with Active Directory Sites
- 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 on the Server
- Maintaining Network Health
- Planning Server and Network Security
- Securing Data Transmission and Authentication

- Planning for High Availability
- Active Directory Maintenance
- AD Monitoring and Troubleshooting
- Monitoring Servers
- Planning for Server Management

Implementing Cisco Devices

- 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
- Establishing Frame Relay Connection
- Address Translation (NAT/PAT)
- Working with Cisco Catalyst Switch
- Configuring VLANs
- Cisco VPN
- IPv6
- Wireless LAN

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

English for Communications

- Meeting people
- Relationships
- Places we visit
- Going on
- Times past

- Did they?
- Going places
- Better than the best
- Future time People and Things at the Office
- My Team
- Asking Questions
- Things Around the Office
- Business Travel Where Do You Work?
- Things People Do
- Buying
- What's Being Done?
- How Much?
- In the Past
- Remembering Rules
- Comparisons
- Free Time
- Future Plans

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
- About the Organization
- Questions About Salary
- Strengths and Weaknesses
- Improving Your Technical Knowledge
- Answering Technical Questions
- Handling Stressful Situations
- Asking Questions
- After the Interview
- E-mail Writing
- Handling Customers
- Handling Stress at Work
- Attitude