

IT Essentials 5.0

Frequently Asked Questions

Last Updated 17 January 2013

Q. What are the main features of the Cisco Networking Academy® IT Essentials 5.0 curriculum?

This course covers the fundamentals of computer hardware and software as well as advanced concepts. Students who complete this course will be able to describe the internal components of a computer, assemble a computer system, install an operating system, and troubleshoot using system tools and diagnostic software. Students will also be able to connect to the Internet and share resources in a networked environment.

New topics in this version include mobile devices and client side virtualization. The Microsoft Windows 7 operating system, networking, troubleshooting, and security topics have been updated and expanded—making the course more relevant to the ICT skills needed for current entry-level jobs.

New assessments include a checkpoint exam, practice final exam, and practice certification exams. The certification practice exams are targeted for release in February 2013. Diagnostic feedback is available for all assessments to support learning and remediation.

IT Essentials 5.0 is available on the Cisco NetSpace™ cloud-based learning environment.

Q. What features and benefits does the availability of IT Essentials 5.0 on Cisco NetSpace offer?

A. Features and benefits available in the NetSpace™ learning environment include the following:

- Curriculum can be accessed on mobile devices
- Improved user interface experience
 - Easy to use, intuitive navigation
 - Ability to control size of fonts, chapter text area, and media area
- Course management flexibility for instructors
 - Ability to add course content, including videos, documents, and links
 - Ability to add assignments
 - Ability to modify, add, and reorder quizzes
 - Ability to reorder course chapters
- Communication and collaboration tools, including groups, discussion threads, and course calendar with automatic notifications

Q. What features and benefits does the curriculum offer?

A. Course features and benefits include the following:

- Students develop working knowledge of how computers operate and how to assemble them.
- Students gain confidence in working with the components of desktop and laptop computers by learning the proper procedures for hardware and software installations, upgrades, and troubleshooting.

- Learning materials and labs feature new and updated relevant topics including the Microsoft Windows 7 operating system, mobile platform delivery capabilities, client side virtualization, and expanded networking and troubleshooting information.
- Hands-on labs and the Virtual Laptop and Virtual Desktop learning tools help students develop critical thinking and complex problem-solving skills.
- Cisco® Packet Tracer simulation-based learning activities promote the exploration of networking and network security concepts and allow students to experiment with network behavior.
- Online assessments provide immediate feedback to support the evaluation of knowledge and acquired skills.

Q. Will IT Essentials 5.0 help students prepare for the new CompTIA A+ certification?

A. Yes, IT Essentials version 5.0 aligns with the two new CompTIA A+ exams:

- 220-801
- 220-202

Q. How many final exams are included in IT Essentials 5.0?

A. There is one final exam after the last chapter in the course. This is a change from IT Essentials 4.1, which had two final exams. New exams in version 5.0 are a checkpoint exam, a practice final exam, and practice certification exams. The certification practice exams are targeted for release in February 2013.

Q. What are the equipment requirements?

A. The complete equipment list can be found in the Equipment Lists by Curriculum folder. To access this folder, sign into [NetSpace](#), select **Program > Equipment Information**, then click **Equipment Lists by Curriculum** to access the IT Essentials equipment list.

Q. Do the IT Essentials 5.0 labs support remote access through NDG's NETLAB+ solution?

A. The ITE lab topology is compatible with the NETLAB+ solution and enabled for remote operation. Most of the ITE 5.0 labs can be completed utilizing NETLAB+. To learn more, visit the [NETLAB+ Cisco Networking Academy support site](#).

Q. What are the prerequisites for this course?

A. There are no prerequisites.

Q. Is instructor training required to teach 5.0 for current 4.0 or 4.1 instructors?

A. No, instructor training is not required for current 4.0 or 4.1 instructors. However, we do recommend that instructors become familiar with the instructor resources available on Cisco NetSpace. To access these resources, sign into [NetSpace](#), select **Offerings > IT Essentials**, and scroll to the bottom of the page to open the IT Essentials resources folder.

Q. Is an Instructor Fast Track training option available?

A. Yes, an Instructor Fast Track option is available for IT Essentials 5.0 through Instructor Training Centers. New instructors with prior subject matter knowledge are eligible for this option if they meet one or more of the following criteria:

- Hold a current, valid CompTIA A+ certification
- Formal evidence of industry experience
- Formal evidence of having taught two classes in the subject area

Q. What instructor resources are available?

A. Instructor resources include the following:

- Release notes highlighting updates from 4.1 and new content in 5.0
- Instructor planning guides and presentations
- Instructor lab manual and Packet Tracer manual

The following new instructor resources are also available:

Resource	Location	Description
IT Essentials 5.0 Instructor Spotlight Page	Offerings > IT Essentials	Web page with links to important documents
Are You Ready for ITE 5.0?	NetSpace Home > click View Instructor Courses under Professional Development > Enroll	This activity will help IT Essentials instructors prepare for questions that students may ask about the technology covered in this course.
Instructor Checklist	Offerings > IT Essentials > IT Essentials 5.0 Instructor Spotlight Page	Checklist to assist instructors as they prepare to teach a course

Q. Is there a downloadable option for ITE 5.0?

A. Yes, there is a downloadable version of the ITE 5.0 course, but you will first need to create a class to access it. The file can be found by clicking the **Download ITE 5.0** in the right menu, or in the **Files** area of your course, in the left menu. When you locate the zip file, extract all the files. If you do not already have a local web server, we recommend that you download and install the Apache HTTP Server.

Q. Where can I find information on how to use Packet Tracer?

A. Packet Tracer resources are available in the Packet Tracer resources folder. To access this folder, sign into [NetSpace](#), select **Offerings > Packet Tracer** and scroll to the bottom of the page to open the resources folder.

Q. Will IT Essentials 5.0 be translated?

A. Yes, Cisco plans to translate the IT Essentials 5.0 course into Arabic, French, Russian, and Spanish. Translated curricula in these languages will be released in the August-September 2013 timeframe.

Q. When will the Cisco Press books be available?

A. The Cisco Press books will be available shortly after the release of the course.

Cisco Press Book	ISBN Number	Availability
Course Booklet, Version 5	ISBN: 1587133091 / 9781587133091	March 2013
Lab Manual, 5e	ISBN: 1587133105 / 9781587133107	March 2013
Companion Guide, 5e	ISBN: 1587133083 / 9781587133084	July 2013

Q. I'm starting my course soon; can I access the Course Booklet before it is published in March?

A. If you are starting your course in January, you may access the first few chapters of the Course Booklet in PDF format for free by visiting www.ciscopress.com/title/1587133091 and clicking **Download** under More Information.

Q. When will the IT Essentials 4.1 English language course be retired?

A. All academies are encouraged to migrate to IT Essentials 5.0 as soon as possible to take advantage of the updated course content and align with the new CompTIA A+ certification.

The end-of-life dates for version 4.1 in English are as follows:

Environment	Last Class Start Date	Last Class End Date
Academy Connection	17-FEB-2013	30-JUN-2013
Cisco NetSpace	17-FEB-2013	31-DEC-2013

Q. When will the IT Essentials 4.1 translated language courses be retired?

- A. All academies are encouraged to migrate to IT Essentials v5.0 as soon as possible to take advantage of the updated course content and align with the new CompTIA A+ certification.

The end-of-life dates for version 4.1 are as follows:

Language	Last Class Start Date	Last Class End Date
UN: Arabic, Chinese (Simplified), French, Russian, Spanish	31-JULY-2013	31-JULY-2014
Non-UN: all other languages	13-DEC-2013	13-DEC-2014

Q. What revisions have been made to the CompTIA A+ certification exams?

- A. The CompTIA A+ 801 and 802 certification exams are based on objectives created in 2012. Additional topics in these exams include mobile devices and the networking and troubleshooting topics have been expanded.

The structure of the new certification exams is similar to the old one; two exams must still be passed to obtain the A+ certification: 220-801 and 220-802.

The following table lists the names and numbers of the previous (700 series) and revised (800 series) exams:

700 Series Exams	800 Series Exams
CompTIA A+ Essentials (220-701)	CompTIA A+ 220-801
CompTIA A+ Practical Application (220-702)	CompTIA A+ 220-802

Q. What is the schedule for retirement of the CompTIA A+ 700 series exams?

- A. CompTIA will retire the 700 series of exams in English on August 31, 2013. All other language versions of the 700 series exams will be retired on December 31, 2013.

Q. What are the recommended browsers for IT Essentials 5.0 in Cisco NetSpace?

- A. NetSpace performance is best with the two most recent versions of the following browsers: Mozilla Firefox, Google Chrome, and Internet Explorer.

Q. Are certificates of completion and letters of merit available for IT Essentials 5.0?

- A. Yes, students who complete IT Essentials 5.0 are eligible to receive a certificate of completion and students who score 75 percent or higher on the final exam are eligible to receive a letter of merit signed by Cisco CEO John Chambers. After instructors mark the students as complete in the grade book, students will receive an email notifying them that a course completion certificate is available on their NetSpace user profile. Qualifying students will also be informed that a letter of merit is available.

Instructors can print and sign certificates for students by clicking the gear icon for the course on the Teach tab and scrolling down to the Enrolled Students section. Under the Certificates/Letters column, the instructor can click the **Actions** buttons to access and print certificates and letters.



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