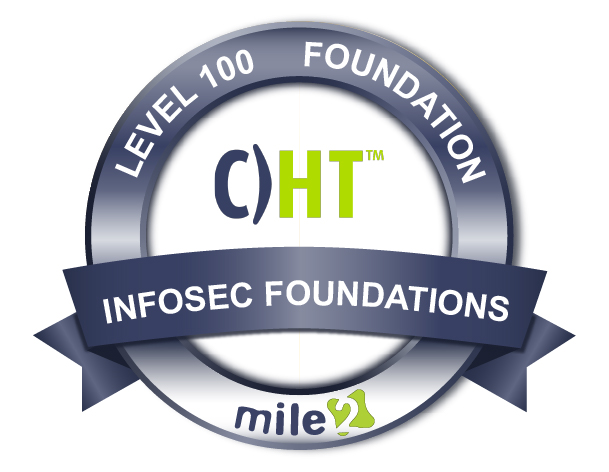
Description:

The C)HT and C)OST courses will kick start your career in the IT field by providing the foundational knowledge needed to install, configure, and support computer hardware systems and operating systems.





The C)HT will also provide an understanding of the fundamentals of networking and security/forensics; properly and safely diagnosing, resolving, and documenting common issues; as well as applying troubleshooting skills.

The Certified Operating Systems Technician, C)OST course builds on the C)HT course by focusing on operating systems; this includes installing, configuring and maintaining devices, PCs, and software for end users; understanding the basics of networking and security/forensics from the operating system view.

Properly and safely diagnose, resolve, and document common software issues. Apply troubleshooting skills, and providing appropriate customer support. We will cover virtualization, security, desktop imaging, and deployment. You will also learn the security foundations needed for the various operating systems.

Class Information

**C)HT Live Class Duration:** 5 Days

**C)OST Live Class Duration:** 5 Days

**CEUs:** 80

**Language:** English

**Class Formats Available:**

Instructor Led

Self-Study

Live Virtual Training

C)OST Modules/Lessons

**Module 1 -** Troubleshooting **Module 2 -** Motherboards and CPUs

**Module 3 -** Power Supplies **Module 4 -** Memory

**Module 5 -** Computer Expansion

**Module 6 -** Physical Storage **Module 7 -** Input-Output Devices

**Module 8 -** Display Devices **Module 9 -** Network Cables and Connectors

**Module 10 -** Printers and Multifunction Print Devices **Module 11 -** TCP/IP and Transport Protocols

**Module 12 -** Custom Computers

**Module 13 -** Operational Procedures

Key Course Information

C)HT Modules/Lessons

**Module 1** - Operating Systems **Module 2** - Windows Management

**Module 3** - Network Basics **Module 4** - Network Protocols **Module 5** - Wireless Networking

**Module 6** - Windows Networking

**Module 7** - Virtualization and Cloud Computing

**Module 8** - Security Principles **Module 9** - Security Technologies

**Module 10** - Securing Devices and Data

**Module 11** - SOHO Network Configurations

Exam Information

Upon Completion

The Certified Hardware Technician and Certified Operating Systems Technician exam is taken online through Mile2’s Learning Management System and is accessible on you Mile2.com account. The exam will take approximately 2 hours and consist of 100 multiple choice questions.

A minimum grade of 70% is required for certification.

All Mile2 certifications will be awarded a 3-year expiration date.

There are two requirements to maintain Mile2 certification:

1. Pass the most current version of the exam for your respective existing certification
2. Earn and submit 20 CEUs per year in your Mile2 account.

Upon completion, the Certified Hardware Technician and Certified Operating Systems Technician candidate will be able to competently take the C)OST & C)HT exams well as the CompTIAA+ 220-1002 exam.

* Anyone

**Question:** Do I have to purchase a course to buy a certification exam?

Answer: No

**Question:** Do all Mile2 courses map to a role-based career path?

Answer: Yes. You can find the career path and other courses associated with it at [www.mile2.com](http://www.mile2.com).

**Question:** Are all courses available as self-study courses?

Answer: Yes. There is however 1 exception. The Red Team vs Blue Team course is only available as a live class.

**Question:** Are Mile2 courses transferable/shareable?

Answer: No. The course materials, videos, and exams are not meant to be shared or transferred.

Course FAQ’s

Who Should Attend

Re-Certification Requirements

Accreditations



Logo

Description automatically generated





Course and Certification Learning Options

Graphical user interface, application

Description automatically generated





C)HT Detailed Outline:

**Course Introduction**

**Chapter 1: Troubleshooting**

Section 1: Troubleshooting theory

Section 2: Safety

**Chapter 2: Motherboards and CPUs**

Section 1: Motherboards

Section 2: CPUs

**Chapter 3: Computer Power Supplies**

Section 1: Power supply connectors

Section 2: Power supply installation

Section 3: Power supply troubleshooting

**Chapter 4: Memory**

Section 1: Read-only memory

Section 2: Random access memory

**Chapter 5: Computer Expansion**

Section 1: Expansion interfaces

Section 2: Expansion card installation

Section 3: Connectors and cables

**Chapter 6: Physical Storage**

Section 1: Disk drives

Section 2: Redundant array of independent disks (RAID)

Section 3: Optical drives

Section 4: Other storage methods

**Chapter 7: Input-Output Devices**

Section 1: Input devices

Section 2: Output devices

Section 3: Dual input-output devices

**Chapter 8: Display Devices**

Section 1: Display types

Section 2: Display installation

Section 3: Display troubleshooting

**Chapter 9: Network Cables and Connectors**

Section 1: Twisted-pair connections

Section 2: Coaxial connections

Section 3: Optical media

**Chapter 10: Mobile Devices**

Section 1: Mobile device types

Section 2: Mobile device troubleshooting

**Chapter 11: Printers and Multifunction Print Devices**

Section 1: Printer technologies

Section 2: Printer installation

Section 3: Printer maintenance

Section 4: Printer troubleshooting

**Chapter 12: Custom Computers**    
Section 1: Wi-Fi standards

Section 2: Wireless encryption

**Chapter 13: Operational Procedures**

Section 1: Environment

Section 2: Safety

Section 3: Content Privacy

Section 4: Professionalism

C)OST Detailed Outline:

**Chapter 1: Operating Systems**

Section 1: Windows versions and features

Section 2: Windows installation and upgrades

Section 3: Non-Windows operating systems

Section 4: Applications and Scripting

**Chapter 2: Windows Management**

Section 1: Operating system features and tools

Section 2: Control Panel utilities

Section 3: Command-line tools

Section 4: Troubleshooting

**Chapter 3: Network Basics**

Section 1: Classifying Networks

Section 2: Network Devices

Section 3: Internet Connections

**Chapter 4: Network Protocols**

Section 1: TCP/IP Settings

Section 2: Transport Protocols

Section 3: Application Protocols

**Chapter 5: Wireless Networking**

Section 1: Wi-Fi Standards

Section 2: Wireless Encryption

**Chapter 6: Windows Networking**

Section 1: Sharing and Security

Section 2: Network Connections

Section 3: Connection Troubleshooting

**Chapter 7: Virtualization and Cloud Computing**

Section 1: Virtualization

Section 2: Cloud Computing

**Chapter 8: Security Principles**

Section 1: Threats and Vulnerabilities

Section 2: Security Controls

**Chapter 9: Security Technologies**   
Section 1 – Operating System Securities

Section 2 – Security Hardware and Software

**Chapter 10: Securing Devices and Data**   
Section 1 – Workstation Security   
Section 2 – Mobile Device Security   
Section 3 – Security Troubleshooting

**Chapter 11: SOHO Network Configurations**

Section 1 – SOHO Router Features   
Section 2 – Network Security