

FIELD TECHNICIAN – COMPUTING AND PERIPHERALS

CURRICULUM / SYLLABUS

This course encompasses 4 out of 4 National Occupational Standards (NOS) of “Field Technician - Computing and Peripherals” Qualification Pack issued by “Electronic Sector Skill Council”.

Program Name	Field Technician – Computing and Peripherals		
Qualification Pack Name & Reference ID. ID	ELE/Q4601 VERSION 1.0		
Version No.	1.0	Version Update Date	07-May-2017
Pre-requisites to Training	12 th Pass/ Diploma Graduate		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Ability to build interpersonal relationships, and have a customer centric approach • Develop critical thinking and conduct root cause analysis – Problem solving • Business Communication, email etiquette • Working with office package for reporting and documentation – MS-Word, Excel, PowerPoint • Installing and configuring the networking, servers and storage systems • Attending to field calls from client and Handle Complaints for system trouble shooting and repairs • Knowing the importance of SLAs and Company Processes 		

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Hardware Essentials</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 22:00</p> <p>Corresponding NOS Code ELE/N4602 ELE/N4603</p>	<ul style="list-style-type: none"> Understanding the different component of computer , Assembly of system Troubleshooting of the system To understand layout, Components and from factors of mother board. To understand the form factors ,slot types and different memory types To identify the types of Storage. To Recognize the methods of storage and different hardware components used storage. To identify the types of hardware components in the computer and differentiate it. To understand the methods of troubleshooting storage, power supplies To understand types of printer and scanner To recognize features used Recognize the types of laptop devices and to understand note book concepts. Recognize of the component of computer, troubleshooting and installing and configuring of operating system and it drives. To understand importance of work etiquette. To understand the methods safety measure to be used This will be Multiple question types. Presenting their learnt knowledge 	<ul style="list-style-type: none"> Desktops Laptops Netbooks and Notebooks Laser Printers Ink Jet Printers Dot Matrix Printers Power adapters for each
2	<p>Network Essentials</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 22:00</p> <p>Corresponding NOS Code ELE/N4602 ELE/N4603</p>	<ul style="list-style-type: none"> To understand the networking, OSI Concepts Recognize the Network technologies. To understand the types of application functionality To understand the colour coding for the Ethernet cable to be crimping. Recognize network adaptor configuration Recognize the network designed structure. To understand the different configuration methods of device To understand method of self-motivation, self confidence. This will be Multiple question type. Presenting their learnt knowledge 	<ul style="list-style-type: none"> Post cards Screw Driver Cables (RJ45) Network switch Routers
3	<p>Windows 7/10 Essentials</p>	<ul style="list-style-type: none"> To understand features of windows client ,performance information ,tool configuration 	<ul style="list-style-type: none"> Videos Powerpoint Laptop

	<p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 22:00</p> <p>Corresponding NOS Code ELE/N4602 ELE/N4603</p>	<ul style="list-style-type: none"> To understand the methods of installation, upgrading and its features To understand the method Configuring, maintaining, backup and recovery Recognize the methods of installation, configuration, system security, maintaining of backup, recovery and backup. To understand the method basic functions to be done, service to be provided, communicate effectively in formal situations. This will be Multiple question type. Presenting their learnt knowledge 	<ul style="list-style-type: none"> Projector Projector Screen White Board
4	<p>Windows Server</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 22:00</p> <p>Corresponding NOS Code ELE/N4602 ELE/N4603</p>	<ul style="list-style-type: none"> To understand Directory services and different functional levels To understand methods of installing configuring Directory services. To understand the methods of disaster recovery and backup. Recognize the method of implementing secure domain, administrating and creation of user, maintaining group policies. To understand the goals set, improving the reading skills This will be multiple question type. Presenting their learnt knowledge 	<ul style="list-style-type: none"> Videos Powerpoint Laptop Projector Projector Screen White Board
5	<p>Linux Server</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 22:00</p> <p>Corresponding NOS Code ELE/N4602 ELE/N4603</p>	<ul style="list-style-type: none"> Recognize the Linux features, basic commands To understand the methods of installing, configuring server and services To understand the method of fault analysis, filesystem corruption. To understand method of installing, configuring network adaptor, basic services, managing of storage. To understand the impact, body language, verbal communication, comprehension. This will be Multiple question type. Presenting their learnt knowledge 	<ul style="list-style-type: none"> Videos Powerpoint Laptop Projector Projector Screen White Board
6	<p>IT Security fundamentals</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 25:00</p> <p>Corresponding NOS Code</p>	<ul style="list-style-type: none"> To understand the method of installing, configuring, outlook and concepts of anti-virus. To understand the methods of identifying types and indication of virus, worms, Trojan etc. To understand the compatibility issues and common errors. Recognize basic security risks To understand method s of system vulnerability and fixing them and methods of measure to prevent 	<ul style="list-style-type: none"> Videos Powerpoint Laptop Projector Projector Screen White Board

	ELE/N4602 ELE/N4603	<p>them.</p> <ul style="list-style-type: none"> To understand methods of having positive attitude, awareness, prioritize. This will be Multiple question type. Presenting their learnt knowledge 	
7	<p>Concepts of ITIL v3</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 22:00</p> <p>Corresponding NOS Code ELE/N4601 ELE/N9909</p>	<ul style="list-style-type: none"> To understand the method of monitoring, measuring and reporting To understand the Method of CSF, KPIs and Activity. To understand the methods of SLA, timeliness, response and resolution data To understand the problem management process flow, Determination resolution To Understand the methods Problem management, tracking report and control measures To understand the methods for learning new things at your work. This will be Multiple question type. Presenting their learnt knowledge 	<ul style="list-style-type: none"> Videos Powerpoint Laptop Projector Projector Screen <p>White Board</p>
8	<p>Final Assessment</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 23:00</p> <p>Corresponding NOS Code ELE/N4601 ELE/N4602 ELE/N4603 ELE/N9909</p>	<ul style="list-style-type: none"> There will be two types of assessment <ul style="list-style-type: none"> Multiple choice Scenario based 	
	<p>Total Duration</p> <p>Theory Duration 120:00</p> <p>Practical Duration 180:00</p>	<p>Unique Equipment Required:</p> <ul style="list-style-type: none"> Cable Crimping Tool Desktop Digital Multimeter Dot Matrix Printer ESD Gloves Ink Jet Printer Insulation Tape Lan Tester Laptop Lead Solder Motherboard Diagnoser Multi-Function Laser Printer Network Switch Post Cards Router 	

		<ul style="list-style-type: none">• Scanner• Screw Driver Set• Soldering Flux• Soldering Iron
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Grand Total Course Duration: **300 Hours 00 Minutes**

(This syllabus/ curriculum has been approved [Electronics Sector Skills Council of India](#))