

# Allgemeiner Stand im Programm

- Strukturen und Stand des Programms in Deutschland stabil
- IT-Bildungsnetz weiterhin Lead-ASC in Deutschland
- Carsten und Tobias teilen sich die AAM-Aufgabe
- Hochschule Niederrhein betreut 55 Akademien
- ASC ist First\_Point\_of\_Contact für Supportanfragen
- Instruktorenqualifizierung CCNA und ITE in Krefeld
- ‚Internet of Everything‘ kommt an; Portefolio wächst allgemein
- 16./17. September 2016 Deutscher Akademietag in Bielefeld

**. . . mein Focus hier IPD, CCNA 5.x und IT-Essentials 6.0**

# Instructor Professional Development (IPD)

Welcome, Thomas Meuser, Sign Out | Help

Mind Wide Open

My NetAcad About Us Program Offerings Communities

**Teach** 1 Learn

Access the Courses You Are Teaching Teach More Courses

ITE\_Instruktor\_2016\_1 Edit  
IT Essentials: PC Hardware and Software Hochschule Niederrhein

CCNA\_ITN\_Deutsch\_2016 Edit  
CCNA R&S: Introduction to Networks Hochschule Niederrhein

CCNA\_ITN\_2016 Edit  
CCNA R&S: Introduction to Networks

Actions

- Create a Course
- Manage Instructor Accreditation
- Access Academy Reports
- View Academy Information
- Show Concluded Courses

My Tasks

- Abschluss-Quiz
- Request Certificate of Attendance - March 2016 Global IPD Week

News and Events

- Japanese CCNA R&S 5.03 Available März 08, 2016
- New NetAcad.com Languages Available Februar 29, 2016
- Packet Tracer 6.3 Available März 01, 2016
- New Resource for New Partners and Instructors Februar 22, 2016
- CompTIA Certification Exam Discounts Available Februar 22, 2016

Professional Development

Explore resources designed to expand your knowledge and facilitate learning.

Global Instructor Resources 2


Technological Revolution 4.0: The Future is Here!

The future is here with automation, A.I., & robotics changing the way we work & learn. Discover how NetAcad can be your path to success Register Today!

Global IPD Resources



Check out the Technical

# Instructor Professional Development (IPD)

**Cisco Networking Academy**

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## Program

- FAQs and Tutorials
- Cisco Certifications and Vouchers
- Alumni Resources
- Equipment Information
- Curriculum Features
- Academy Reports
- Marketing Toolkit
- News and Events
- Recognition

## Professional Development Opportunities

### Global Instructor Professional Development (IPD) Week

Check out the resources for the [March Global IPD Week](#) posted in our NetAcad course.

To enroll in the March Global IPD Week course go to: <https://1040239.netacad.com/enroll/ATAGT3>

Already enrolled? Go directly to the course: <https://1040239.netacad.com/courses/341077>

Technical Sessions Include:

- Understanding Quality of Service (QoS)
- HSRP
- Network Programming
- Introduction to eBGP
- Basics of PPPoE
- Troubleshooting Multi-Area OSPF

The next Global IPD Week will be 30th May - 3rd June, 2016.

### Global Instructor Resources

Access [Global Instructor Resources](#) to expand your technical knowledge and supplement classroom instruction.

### Preview Networking Academy Courses

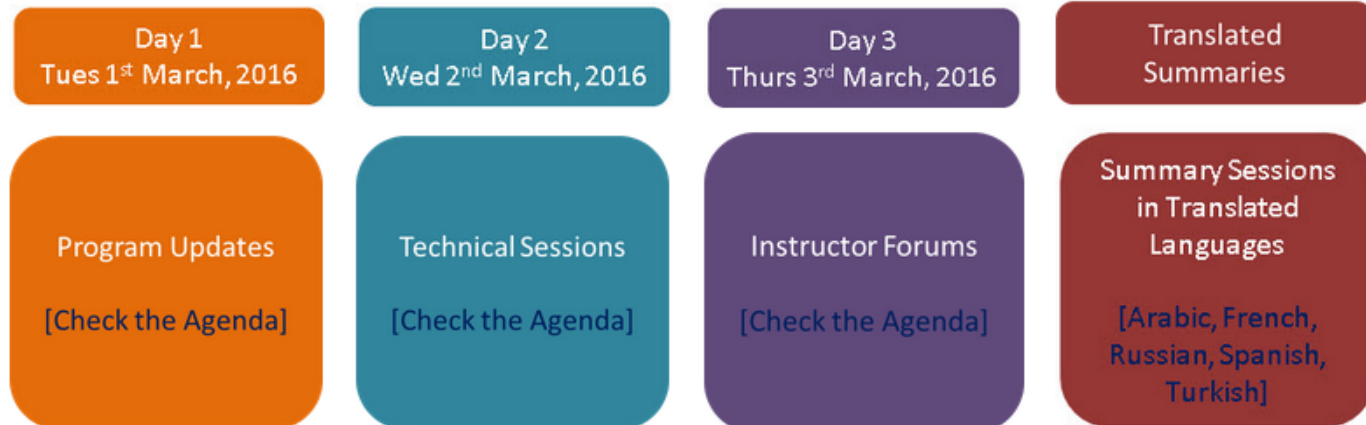
Enroll in the [Networking Academy Course Previews for Instructors](#). The Course Previews contain all the available Networking Academy courses arranged by curriculum, course, and language.

# Global IPD Week - March

Welcome to the Global IPD Week, where we bring to you an entire week of Instructor Professional Development specifically designed to enhance your Networking Academy knowledge!

Access this course to register for live sessions, review recordings and download resources.

>>>Complete this quick **1-question, one-time survey** in order to be able to access resources for the sessions.<<<



Meet the [Technical Field Engagement](#)  
Cisco Corporate Affairs

**QoS, HSRP,  
Network  
Programming,  
Intro to eBGP,  
Basics of  
PPPoE,  
Toubleshooting  
Multi-Area  
OSPF**

**Teaching ITE  
6.0  
Value-added  
Course  
Activities  
  
3 sessions**

PD Week **SWEEPSTAKES!**

# Enroll to IPD Courses

## Global Instructor Resources



What's New:

> More

Recommended

> More

IPv6

> More

Routing

> More

Switching

> More

WAN

> More

Security

> More

Cisco NetSpace

> More

Packet Tracer

> More

IT Essentials

> More

Events

> More

Other

> More

3

# Enroll to IPD Courses

## Global Instructor Resources Blog

### All Other Resources in GIR

Oktober 5, 2015 7:04 AM

#### GIPD Program Update Echo Rantanen/JoseEsquivel

Eng 










-   [NetAcad Strategy](#)
-   [CCNA R&S](#)
-   [CCNP R&S](#)
-   [Intro to Cybersecurity](#)
-   [NDG LPIC-1 101](#)
-   [Networking 101](#)
-   [Technopreneur](#)

#### CCNA R&S Case Study Abbas Sahwan

Eng 

-  [CCNA R&S Case Study](#)

#### Global IPD Week - Localized Sessions Marc/Serges/Eugene/Jose

-  [Arabic session](#)
-   [French session](#)
-   [Russian session](#)
-   [Spanish session](#)
-   [Turkish session](#)

#### Health Information Networking (HIN) Self-Paced Instructor Training Cisco Networking Academy

Eng 

-  [Health Information Networking \(HIN\)  
Self-Paced Instructor Training](#)






#### Teaching CCNA RS Best Practices Instructor Trainers

Eng

-   [Rod Thompson  
Jeff Mason - US](#)
-   [A Kayode Adesemowo  
EMEAR](#)
-   [Shailesh Jadhav - IN](#)
-   [Rasel H. Dela Cruz - PH](#)
-   [Jeng-yeung Chen - TW](#)

#### IPD Course Provided By Cisco Cisco Networking Academy

Eng 

-  [Are You Ready for CCNA R&S?](#)
-  [Are You Ready for ITE 5.0?](#)
-  [DHCP Best Practices](#)
-  [OS Introduction for CCNA  
Trainers](#)
-  [Site-to-Site IPsec VPNs](#)

4



# Academy Orientation 6.0 - Update

## Course Overview

Academy Orientation provides new Networking Academy instructors, administrators, and other partners a broad overview of the Cisco Networking Academy program, the services and resources available, and how to use these resources and netacad.com effectively.

**Prerequisites:** None

**Languages:** English

**Course Delivery:** Instructor led at an ASC or self paced

**Estimated Time to Complete:** 10 hours

## Rationale

Completing the Academy Orientation Course can help instructors and administrators gain a strong understanding of the Networking Academy and feel more confident implementing the program.

## 6.0 Updates

- References to netacad.com
- Updated course offerings
- Self-certification available
- Updated policies regarding requirements for offering courses

All new non-student users are encouraged to take the course

## Notes



- Academy Support Advisors must be accredited to open the course
- Self-enroll link located in Global Instructor Resources community
- Course is recommended not required






## Learning Components

- 10 chapters
- Videos
- Links to netacad.com tutorials
- Quizzes

# Enroll to Orientation Course

 Cisco Networking Academy Welcome, Thomas Meuser, Sign Out | Help |  Mind Wide Open

My NetAcad About Us ▾ Program ▾ Offerings ▾ Communities  

Global Instructor Resources  

Global Instructor Resources

Forums

- Discussion Forum

Resources

- Files
- Video
- Blog

NetAcad Community Home

Welcome to our all new Global Instructor Resource site!  
Thanks for your active participation.  
Please help us share this site with your fellow instructors.

What's New: Recommended **3**

- > More

WAN

- > More

Events

- > More

Security

- > More

Other

- > More

Cisco NetSpace

- > More

Routing

- > More

Switching

- > More

Packet Tracer

- > More

IT Essentials

- > More



# Enroll to Orientation Course



Cisco Networking Academy

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My NetAcad

About Us ▾

Program ▾

Offerings ▾

Communities



Global Instructor Resources

Forums

▸ Discussion Forum

Resources

▸ Files

▸ Video

▸ Blog

NetAcad

▸ Community Home

## Global Instructor Resources Blog

### Recommended Resources in GIR



October 5, 2015 7:23 AM

Scan this QR Code if using mobile device access.

English  
العربية  
Française  
Español  
日本語  
Türkçe  
русский язык  
Português

**CCNA Routing & Switching Bridging Material**

**Academy Orientation**

Enroll in Self-Paced Course  
Already enrolled? Go to Course

台灣教師成長資源  
Taiwan  
Instructor Professional Development Resources

4  
登記自學課程  
已登記？直接進入課程

**Packet Tracer New Feature Series**  
Eric Kwok

Eng

- Packet Tracer 6 Circling Tool
- Packet Tracer Variable Manager
- Packet Tracer 6 Isomorph
- IOS 15 Licensing Support in PT 6
- Access Server (Telnet) (SSH)
- Packet Tracer Bridge

**Cisco Packet Tracer 6.0 and Beyond**  
Brad Anderson & Bob Schoenherr

Eng

- Packet Tracer 6.0 and Beyond
- Part 1
- Part 2
- Part 3

**What You Need To Know To Teach IPv6 In CCNA 1 & 2**  
Rick Graziani

Eng

- What you need to know to teach IPv6 in CCNA 1
- What you need to know to teach IPv6 in CCNA 2
- Part 1 Part 2 Part 3 Part 4 Part 5



# Preview Networking Academy Courses

## Networking Academy Course Previews for Instructors



The "Networking Academy Course Previews for Instructors" course contains the online content of the Networking Academy courses arranged by curriculum, course, and language. Instructors and other non-student Academy roles can preview the actual course content of these online courses. Click on a curriculum link below to view the list of courses available, organized by course and language, and then select a specific course name to preview.

*NOTE: These materials are not intended for student use or for use in teaching a course.*

### Academy Orientation

IT Essentials ([Curriculum](#) / [Resources](#))

CCNA Routing and Switching ([Curriculum](#) / [Resources](#))

CCNA Security ([Curriculum](#) / [Resources](#))

CCNP (This is a textbook-only curriculum. / [Resources](#))

Introduction to the Internet of Everything ([Self-Enroll](#) / [Resources](#))

Entrepreneurship ([Self-Enroll](#) / [Resources](#))

Introduction to Cybersecurity ([Self-Enroll](#) / [Resources](#))

Get Connected ([Self-Enroll](#) / [Resources](#))

Be Your Own Boss modules ([Self-Enroll](#) / [Resources](#))

Packet Tracer Know How 1: Packet Tracer 101 ([Self-Enroll](#) / [Resources](#))

NDG Linux ([Information](#) and [Resources](#))

# Information on all Curricula

The screenshot shows the Cisco Networking Academy website. The top navigation bar includes 'My NetAcad', 'About Us', 'Program', 'Offerings', and 'Communities'. The 'Offerings' menu is open, showing a list of resources: 'Course Catalog', 'Self-paced Courses', 'Packet Tracer', 'Career Advantage Webinars', 'All Resources', 'IT Essentials', 'CCNA Routing and Switching', 'CCNA Security', 'CCNP', 'Linux', 'Health Information Networking', and 'Primers'. Three red circles and numbers highlight specific items: circle 1 around 'Offerings', circle 2 around 'CCNA Routing and Switching', and circle 3 around 'Career Advantage Webinars'. On the left, under 'Access the Courses You Are Teaching', there is a list of courses: 'DNM\_2016\_4', 'DNM\_2016\_3', and 'ITE\_Instruktor\_2016\_1'. On the right, there are promotional banners for 'NetRiders Competitions', 'Prepare For Your Career!', and 'FREE Peek Inside Linux'. A red starburst graphic in the bottom right corner contains the text 'Primers and HIN EOL 30. Juni 2016'.

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Mind Wide Open

My NetAcad About Us Program **Offerings** 1 Communities

Teach Manage Learn

Access the Courses You Are Teaching

DNM\_2016\_4 Edit  
CCNA R&S: Connecting Networks  
Hochschule Niederrhein

DNM\_2016\_3 Edit  
CCNA R&S: Scaling Networks  
Hochschule Niederrhein

ITE\_Instruktor\_2016\_1 Edit  
IT Essentials: PC Hardware and Software

Course Catalog

Self-paced Courses

Packet Tracer

**Career Advantage Webinars** 3

All Resources

IT Essentials

**CCNA Routing and Switching** 2

CCNA Security

CCNP

Linux

Health Information Networking

Primers

NetRiders Competitions

Encourage your CCNA and ITE students to reinforce skills by joining a NetRiders Skills Competition.

Learn More

Prepare For Your Career!

Explore this on-demand series to discover what career skills employers look for & how to perfect your job search, resume & interview!

Access On-Demand Series

FREE Peek Inside Linux

Use the latest version of Packet Tracer - version 6.3 is now

**Primers and HIN EOL 30. Juni 2016**

# Instructor-led and Self-enroll

Create a Course

Select an Academy/Institution

Hochschule Niederrhein - CA

Course Name Course ID

Create a Course

Select a NetAcad Course

Select a NetAcad Course

- IT Essentials: PC Hardware and Software
- CCNA R&S: Introduction to Networks
- CCNA R&S: Routing and Switching Essentials
- CCNA R&S: Scaling Networks
- CCNA R&S: Connecting Networks
- CCNA Discovery 1: Networking for Home and Small Business
- CCNA Discovery 2: Working at a Small-to-Medium Business or ISP
- CCNA Discovery 3: Introducing Routing and Switching in the Enterprise
- CCNA Discovery 4: Designing and Supporting Computer Networks
- CCNA Exploration 1: Network Fundamentals
- CCNA Exploration 2: Routing Protocols and Concepts
- CCNA Exploration 3: LAN Switching and Wireless
- CCNA Exploration 4: Accessing the WAN
- CCNA Security**
- CCNA ROUTE: Implementing IP Routing
- CCNP SWITCH: Implementing IP Switching
- CCNP TSHOOT: Maintaining and Troubleshooting IP Networks
- Introduction to the Internet of Everything
- Entrepreneurship

Create a course

Program Offerings Communities

Course Catalog

Self-paced Courses

Packet Tracer

Career Advantage Webinars

All Resources

IT Essentials

CCNA Routing and Switching

CCNA Security

CCNP

Linux

Health Information Networking

Primers

Enroll yourself

# Curriculum Updates ITE & CCNA R&S





# CCNA R&S Enhancements

- **CCNA R&S 5.03: Migrate all 4 CCNA courses to the latest GUI**

Improve the user experiences and course navigation

Provide functionality: index, search and bookmarking

- **CCNA R&S 5.1: Content Changes for the ITN course**

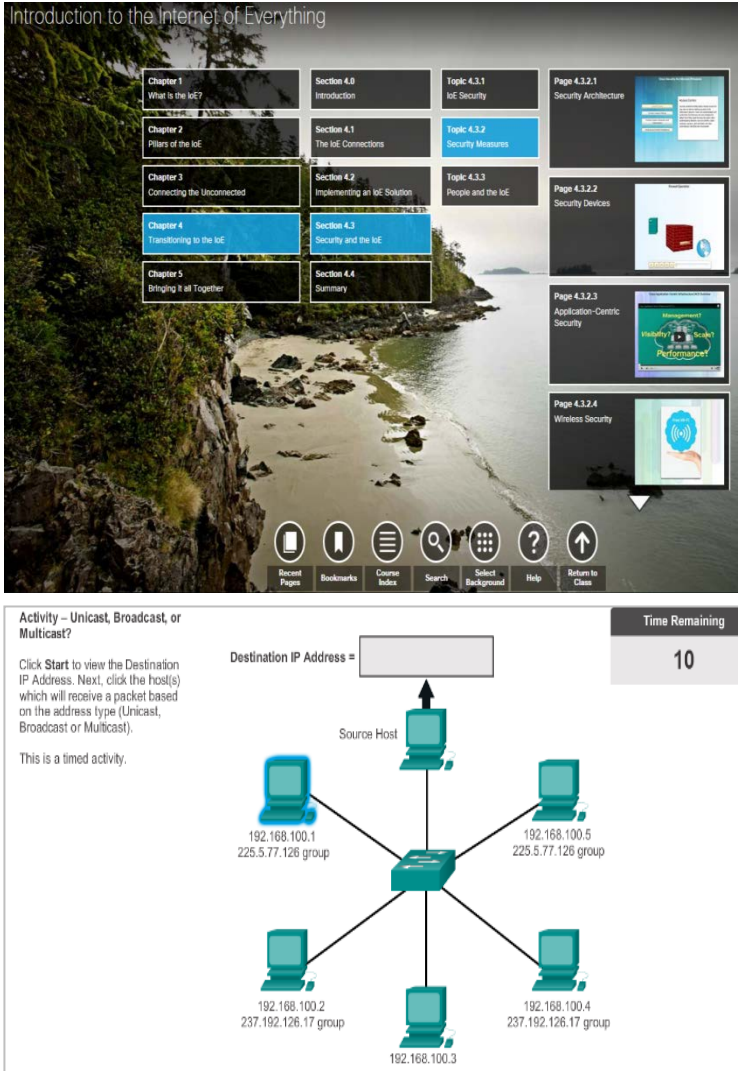
Revise and re-organize content, improve clarity and instructional flow, including assessments

Reduce students' cognitive load by simplifying the presentation of non-certification content (25-30% reduction)

Simplify CCNA labs and PT activities (50 minutes to complete)

Integrate instructional videos

- **Available Now (English version)**



The screenshot displays the CCNA R&S 5.03 GUI. The top section features a navigation menu with chapters and sections. The bottom section shows a network diagram with a central router connected to five hosts. The hosts are labeled with their IP addresses and subnets: 192.168.100.1 (225.5.77.126 group), 192.168.100.2 (237.192.126.17 group), 192.168.100.3, 192.168.100.4 (237.192.126.17 group), and 192.168.100.5 (225.5.77.126 group). A 'Source Host' is also indicated. The diagram is titled 'Activity - Unicast, Broadcast, or Multicast?' and includes instructions: 'Click Start to view the Destination IP Address. Next, click the host(s) which will receive a packet based on the address type (Unicast, Broadcast or Multicast). This is a timed activity.' A 'Time Remaining' counter shows 10 minutes.

# ITN 5.1 Key Features:

ITN 5.1 has the same content as ITN 5.0 but with the following features and improvements:

- An appendix for information either beyond the scope of ITN or content part of RSE
- Reduction in size but not content
- Use of videos to better teach and demonstrate specific topics
- Clarification of text and improved figures where needed
- Alignment of the transport layer chapter with the OSI and TCP/IP models

# Reducing the size but not the content

- About 95% of the content in ITN 5.0 is in ITN 5.1
- The other 5% is found the Appendix
- Reduced by:
  - Using the Appendix
  - Removal of duplicated content where it wasn't necessary
  - Where possible, we rewrote some of the content using less words
  - Made better use videos and graphics

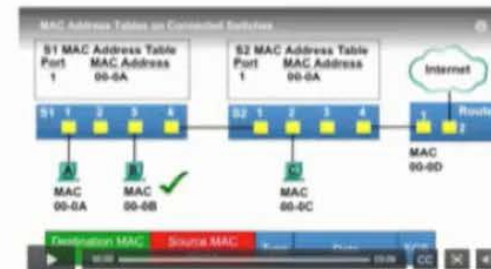
## Chapter 5 Appendix



The chapter appendices provide supplemental content for additional exploration into topics covered in the chapter.

The **Chapter 5: Ethernet** appendix includes the following topics:

- Fixed versus Modular Switches
- Module Options for Cisco Switch Slots
- Layer 2 versus Layer 3 Switching
- Cisco Express Forwarding
- Types of Layer 3 interfaces
- Configuring a Routed Port on a Layer 3 Switch
- Lab - Observing ARP with the Windows CLI, IOS CLI and Wireshark



### Video Demonstration - MAC Address Tables on Connected Switches

A switch can have multiple MAC addresses associated with a single port. This is common when the switch is connected to another switch. The switch will have a separate MAC address table entry for each frame received with a different source MAC address.

Click Play in the figure to view a demonstration of how two connected switches build MAC address tables.

Click [here](#) to download video slides from this demonstration.

# Instructor materials on CCNA Routing and Switching





# Spotlight—One place to access all Transitioning Information

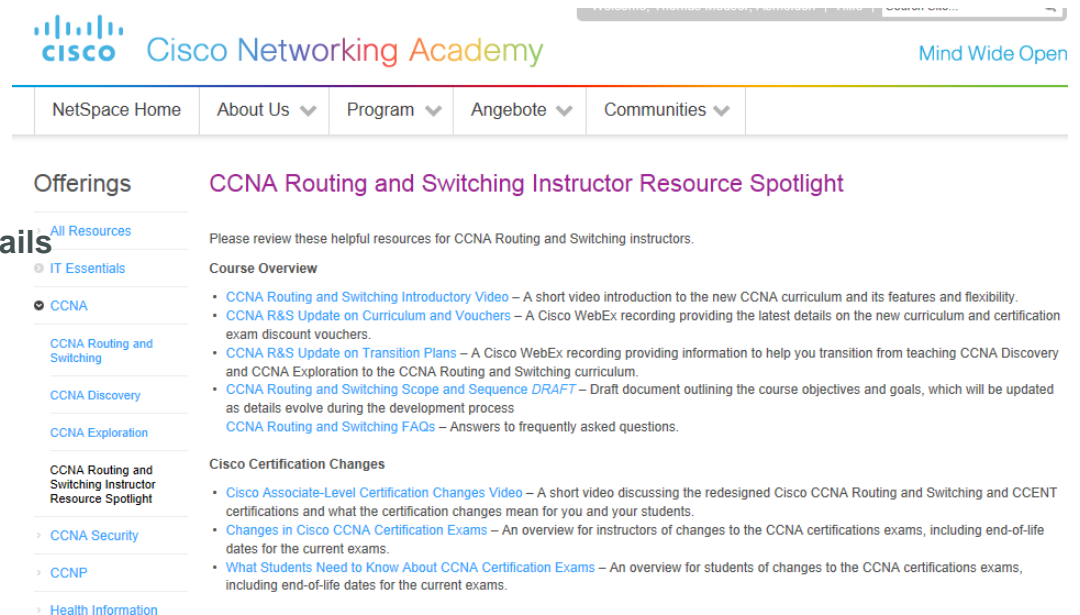
The screenshot shows the Cisco Networking Academy website. At the top, the Cisco logo and 'Cisco Networking Academy' text are visible, along with the tagline 'Mind Wide Open'. A navigation bar includes links for 'NetSpace Home', 'About Us', 'Program', 'Angebote', and 'Communities'. The 'Angebote' menu is circled in red and labeled with a black circle containing the number '1'. Below this, a dropdown menu is shown with 'All Resources', 'IT Essentials', 'CCNA' (circled in red and labeled with a black circle containing the number '2'), 'CCNA Security', 'CCNP', 'Health Information Networking', 'Packet Tracer', 'Cisco Aspire', and 'Passport21'. On the left side, under the 'Offerings' section, the 'CCNA' link is selected, and the 'CCNA Routing and Switching Instructor Resource Spotlight' link is circled in red and labeled with a black circle containing the number '3'. The main content area displays information about the CCNA curriculum, including links to 'CCNA Routing and Switching', 'CCNA Discovery', and 'CCNA Exploration'.



# Spotlight Page

## Visit CCNA Routing and Switching Instructor Resource Spotlight page on Cisco NetSpace:

- Videos introducing the new CCNA curriculum and CCNA certification exams
- Scope and Sequence
- Release Notes
- Current FAQs
- WebEx recording explaining curriculum details
- Certification Exams Delta document
- ... and more



The screenshot shows the Cisco Networking Academy NetSpace website. The header includes the Cisco logo and the text "Cisco Networking Academy" with a "Mind Wide Open" tagline. A navigation bar contains links for "NetSpace Home", "About Us", "Program", "Angebote", and "Communities". The main content area is titled "Offerings" and "CCNA Routing and Switching Instructor Resource Spotlight". It lists various resources for CCNA Routing and Switching instructors, including a video introduction, curriculum updates, transition plans, and a draft document outlining course objectives. It also mentions Cisco Certification Changes, including a video discussing the redesigned Cisco CCNA Routing and Switching and CCENT certifications, and an overview of changes to the CCNA certifications exams.

# Activities

- In the Instructor Planning Guide for each chapter...
- Activities, Labs and Packet Tracer exercises are designated as recommended or optional

## Chapter 5: Ethernet

Planning Guide  
Introduction to Networks v5.1

### Activities

- 5.0.1.2 OPTIONAL Class Activity  
**Join My Social Circle**
- 5.1.1.5 RECOMMENDED Interactive Activity  
**MAC and LLC Sublayers**
- 5.1.1.6 RECOMMENDED Interactive Activity  
**Ethernet Frame Fields**
- 5.1.1.7 OPTIONAL Lab  
**Using Wireshark to Examine Ethernet Frames**
- 5.1.2.8 OPTIONAL Lab  
**Viewing Network Device MAC Addresses**
- 5.2.1.4 Video Demonstration  
**MAC Address Tables on Connected Switches**

### Activities (cont.)

- 5.2.1.5 RECOMMENDED Video Demonstration  
**Sending a Frame to the Default Gateway**
- 5.3.1.7 RECOMMENDED Interactive Activity  
**Switch It!**
- 5.2.1.6 RECOMMENDED Packet Tracer  
**Examine the ARP Table**
- 5.2.2.4 RECOMMENDED Interactive Activity  
**Frame Forwarding Methods**
- 5.3.1.4 OPTIONAL Packet Tracer  
**Identify MAC and IP Addresses**
- 5.3.2.3 Video Demonstration  
**ARP Request**
- 5.3.2.4 Video Demonstration  
**ARP Reply**

# Release Notes

## What is in the Release Notes?

- These notes provide detailed information about this release, including:
- Course content details
- Known issues
- Certification exam alignment
- Support information



## CCNA R&S: Introduction to Networks Release Notes

Last updated 13 July 2015

### Purpose

Cisco CCNA® Routing and Switching is the fifth major release of the Cisco Networking Academy® CCNA curriculum. Introduction to Networks 5.1 is the first course in the CCNA Routing and Switching curriculum. These notes provide detailed information about this release, including course content, known issues, certification exam alignment, and support information.

### Release Content

Table 1. Content Included in the Introduction to Networks Course Release

Component	Description
E-Learning Content	11 chapters
Videos	41 videos spread across 8 chapters for a total of 3.5 hours of content
Labs	36 hands-on labs use a combination of 1941 routers (ISR G2x) and 2960 switches with the Cisco IOS® 15 software and PCs 9 networking research and exercise labs 22 class activities
Skills Assessments	1 skills assessment using equipment to verify the development of course skills
Cisco® Packet Tracer Activities	36 Packet Tracer activities embedded in the curriculum (PT version 6.1.1 or higher is required)
Packet Tracer Skills Integration Challenges	3 skills integration challenge activities 1 capstone troubleshooting challenge at the end of the course
Packet Tracer Multiuser Games	1 PTMU tutorial and 1 PTMU game
Pre-Test	1 pre-test that covers both prerequisite and pre-existing knowledge This can be used to understand what students know before starting the course to direct planning and customization of the curriculum.
Section Quizzes	2 section quizzes that target specific topics within a section or across sections
Chapter Quizzes	11 modifiable chapter quizzes
Chapter Exams	11 chapter exams containing simulation-based, multiple choice, and fill-in-the-blank questions
Practice Packet Tracer Skills Assessment	2 variable PTSAx to support skills acquisition; one at Chapter 6 and one at the end of the course
Practice Final Exam	1 practice final exam
Final Exam	1 final exam with field test pool items
Accessibility	11 chapters containing accessible text and media text Videos provide closed captioning (CC)

# IT Essentials 6.0





# IT Essentials

## Course Overview

IT Essentials covers the fundamentals of computer and mobile devices hardware, software, security and networking concepts.

Students learn how to assemble computers and troubleshoot hardware and software issues.

## Career Prep

Upper secondary and junior college students seeking career-oriented, entry-level hardware and software skills to prepare for technical support roles. Aligns with the CompTIA A+ certification for IT support technicians, administrators, and specialists.

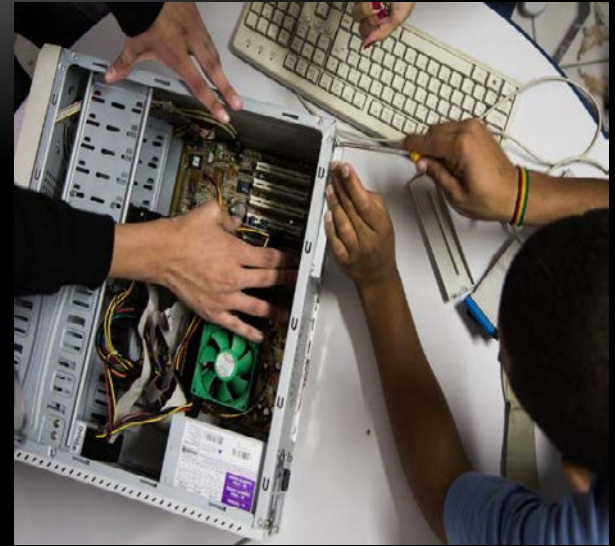
Prerequisites: None

Languages: Arabic, Chinese-S and T, Croatian, English, French, German, Hebrew, Hungarian, Italian, Japanese, Portuguese-Brazilian, Romanian, Russian, Spanish, Turkish, Ukrainn

Course Delivery: Instructor led

Estimated Time to Complete: 70 hours

Recommended Next Course: CCNA R&S ITN



## Learning Components

- 14 chapters
- 99 hands-on labs and 29 Interactive Activities
- Cisco Packet Tracer, virtual laptop, and virtual desktop learning tools
- 14 chapter exams, 1 checkpoint exam, 1 skills review exam, 1 practice final exam, 1 final exam, 1 skills-based assessment, and 2 practice exams for CompTIA A+ certification



# Content Changes in 6.0

- Focus on the skills needed to perform the job, not on the specific features and functions of different operating systems
- Updated and expanded content in: cybersecurity, mobile devices, troubleshooting and a variety of operating systems
- Aligns to latest version of Packet Tracer, PT 6.2 now PT 6.3
- Aligns with updated CompTIA A+ 220-901 and 220-902 certification exams
- New topics added to align with certification changes:
  - Mac OS (OS X) and Windows Phone
  - Data Centers and Cloud Computing
  - Networked Host Services
  - Basic Linux CLI commands
  - Motion Sensors, Touchpads, Smartcard readers
  - Windows 8 & 8.1



# IT Essentials 6.0 Content Updates

ITE 5.0	ITE 6.0
Chapter 1: Intro to the Personal Computer	Chapter 1: Introduction to the Personal Computer
Chapter 2: Lab Procedures and Tool Use	Chapter 2: Introduction to Lab Procedures and Tool Use
Chapter 3: Computer Assembly	Chapter 3: Computer Assembly
Chapter 4: Overview of Preventive Maintenance	Chapter 4: Overview of Preventive Maintenance
Chapter 5: Operating Systems	Chapter 5: Windows Installation
	Chapter 6: Windows Configuration and Management
Chapter 6: Networks	Chapter 7: Networking Concepts
	Chapter 8: Applied Networking
Chapter 7: Laptops	Chapter 9: Laptops and Mobile Devices
Chapter 8: Mobile Devices	Chapter 10: Mobile, Linux and OS X Operating Systems
Chapter 9: Printers	Chapter 11: Printers
Chapter 10: Security	Chapter 12: Security
Chapter 11: The IT Professional	Chapter 13: The IT Professional
Chapter 12: Advanced Troubleshooting	Chapter 14: Advanced Troubleshooting

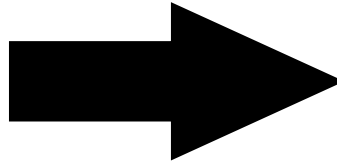
# New CompTIA A+ Certification Exams

2012 Edition

220-801

+

220-802



2015 Edition

220-901

+

220-902

- New certification exams were announced in December 2015
- 220-800 series exams will be available until June 30, 2016
- Both the 220-901 and 220-902 exams must be passed for CompTIA A+ certification
- Student vouchers are available for 900-series exams through the CompTIA Authorized Partner Program

# Certification Exam Voucher

- Discount off of A+ 901 and 902 certification exams is available to organization and students participating in the CompTIA Authorized Academy Partner Program
- CompTIA Academy Partner Program is available to:
  - Secondary Schools (including career or technical centers)
  - Colleges and Universities (Degree granting schools, including community colleges and technical colleges)
  - Not-For-Profits (501 (c) 3) organizations that provide technology instruction

<http://partners.comptia.org/Academy-Partner.aspx>

# End-of-Life for IT Essentials 5.0

Course	Language	Last Class Start Date
IT Essentials 5.0	English	January 20, 2017



# Virtual Learning Tools

**Two standalone tools are supported since ITE 5.0:**

- **Virtual Desktop Activity**
- **Virtual Laptop Activity**

**Designed to provide:**

- **Interactive learning opportunities**
- **Virtual “hands-on” experience**
- **Virtual disassembly and reassembly of desktops and laptops**



# Virtual Laptop Activity



# Aligning and Installing Components



# ITE 6.0 Instructor Training Requirements

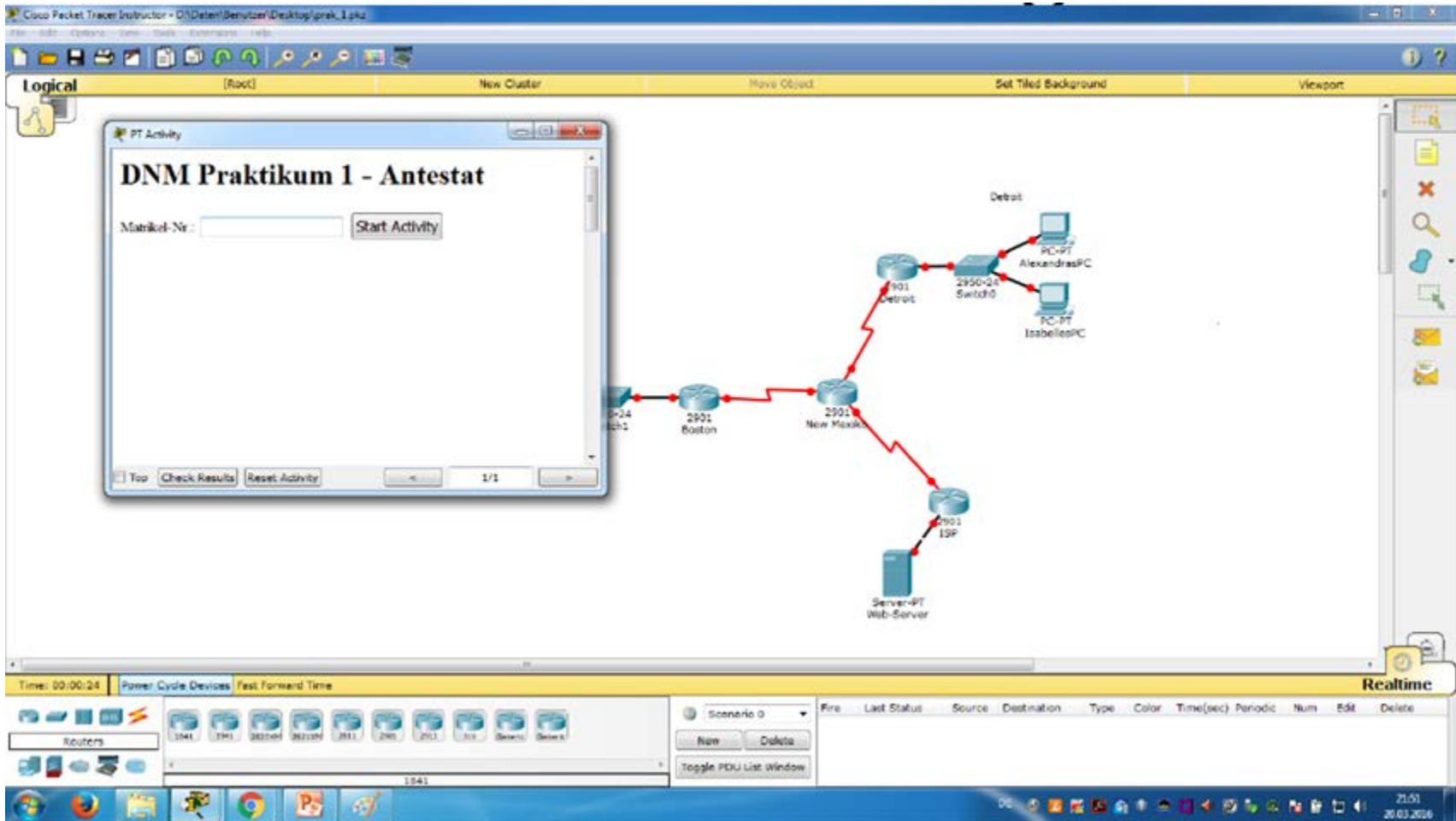
- **ITE 5.0 instructors**
  - No instructor training required
  - Review of instructor resources recommended
- **New ITE instructors**
  - Required to complete training through an Instructor Training Center (ITC)
  - Must successfully pass skills-based assessment
  - Instructor Fast Track option available to those with prior subject matter knowledge
  - Fast Track enrollment prerequisites (one or more of following):
    1. Hold a current, valid CompTIA A+ certification
    2. Formal evidence of one year of recent experience in computer repair field
    3. Formal evidence of having taught two classes in the subject area

# Packet Tracer als individualisiertes 'Prüfungstool'

- Packet Tracer pka-File mit vielen Aufgabenvariationen(Tickets) und einem individuellen Lösungskennwort für jeden Teilnehmer
- ein gemeinsames pka-File mit individuellen Daten erstellen und (online) verteilen
- Teilnehmer gibt beim Öffnen des pka-Files Kennung (bspw. Matr.-Nr) ein
- Teilnehmer erhält eines der unterschiedlichen Tickets
- Bei richtiger Lösung zeigt ein Web-Server in PT ein individuelles Passwort
- Passwort kann vom Instruktor online, in der Klasse, im Labor ect. geprüft werden



# Start des Packet Tracer mit Eingabe der Kennung



# Individuelle Aufgabenbeschreibung (Ticket)

The screenshot displays the Cisco Packet Tracer interface. On the left, a 'PT Activity' window titled 'Trouble-Ticket: -29' contains the following text:

**Szenario:**

Sie sind Netzwerkadministrator bei DNM-Labs. Ihnen wurde das folgende Trouble-Ticket zugewiesen:

Hallo lieber Netzwerkadministrator,

bei uns im Service-Desk sind seit heute morgen vermehrt Beschwerden eingegangen, dass die Benutzer aller unserer Standorte keine Verbindung zum externen Web-Server aufbauen können.

Die IP-Adresse des Web-Servers lautet 209.165.200.253.

Vielen Dank für Ihre Hilfe.

Mit freundlichen Grüßen

Der Service-Desk

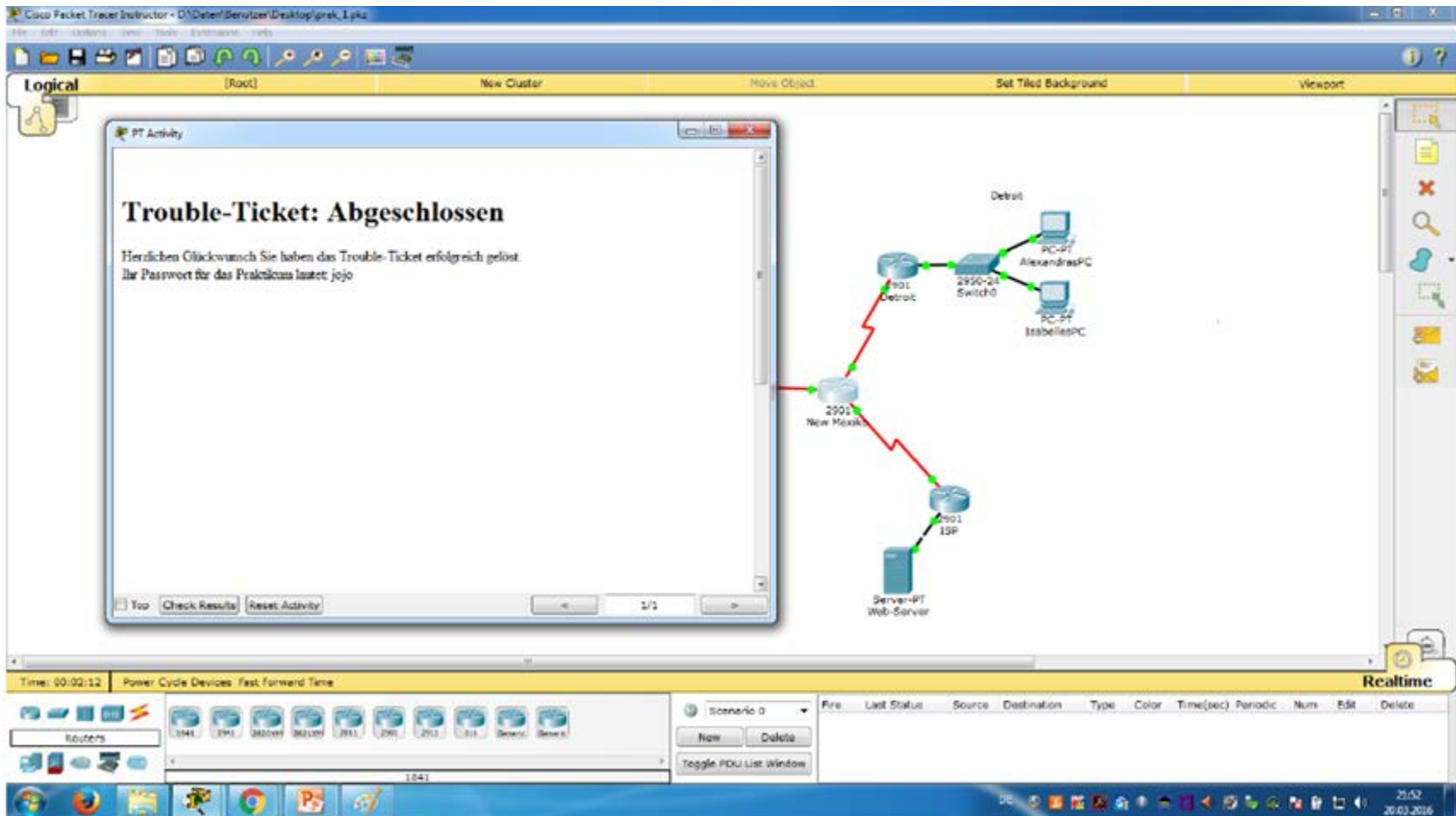
Below the text is a 'Test Activity' button and a status bar with 'Top', 'Check Results', and 'Reset Activity' buttons.

On the right, a network diagram shows a topology with the following components:

- 2901 Detroit** (Router) connected to **2950-24 Switch0** (Switch).
- 2901 New Mexico** (Router) connected to **2901 ISP** (Router).
- 2901 ISP** connected to **Server-PT Web-Server** (Server).
- 2950-24 Switch0** connected to **PC-PT AlexandrasPC** and **PC-PT IsabellasPC** (PCs).

The bottom of the interface shows a 'Realtime' status bar with a clock (Time: 00:00:16), a 'Power Cycle Devices' button, and a 'Scenario 0' dropdown menu. A table with columns 'Fire', 'Last Status', 'Source', 'Destination', 'Type', 'Color', 'Time(sec)', 'Periodic', 'Num', 'Edit', and 'Delete' is visible. The bottom taskbar shows icons for Windows, Firefox, Chrome, and Photoshop.

# Individuelles Passwort bei erfolgreicher Lösung



# Erstellung des finalen Packet Tracer -Files

- Erstellung einer csv-Datei mit Teilnehmerkennungen
  - Eine Kopfzeile mit den Spaltennamen (matNr,ticket,password):
  - Pro Student eine Zeile mit Matrikelnummer,,

```
matNr,ticket,password  
13,,  
14,,
```

- Erzeugung einer json-Datei über ein Python-Skript mit zufälliger Zuweisung der Ticket-Nr. und des Lösungs-Passworts
- Einfügen der Daten in den pka-File über den Activity Wizzard
- Wählen sie den Menüpunkt „Scripting -> Data Store“ aus
- Wählen sie die json-Datei aus und fügen so den per Skript erstellten Inhalt ein.

# Erstellung des Packet Tracer Szenarios und der Tickets

- Anlegen eines neuen Packet Tracer Files & Aufbau der Topologie
- Variablen anlegen, sodass eine dynamische Adressierung möglich ist
- Erstellung der Tickets in json-File

```
{  "tickets": [  
    {  
        "nr": "1",  
        "device": "8",  
        "text": "\"bei uns im Service-Desk sind seit heute morgen vermehrt Beschwerden eingegangen,",  
        "commands": [  
            { "cmd": "router eigrp 100", "eval": "0" },  
            { "cmd": "passive-interface serial0/0/1", "eval": "0" }  
        ],  
        "solution": [  
            { "cmd": "passive-interface Serial0/0/1", "type": "out", "eval": "0" }  
        ]  
    },  
    ]  
}
```

- Öffnen des PT-File & Activity Wizard
- Wechsel zu Scripting -> Data Stores -> ‚Wähle json-File‘
- Ändern der Anzahl von Tickets im python-Script