Hello, and welcome!

Are you intrigued by computers and how they keep us informed and connected? Then you are in the right place. This course will give you a broad understanding of the information technology (IT) field. It will help you decide if a career in IT is right for you. This course assumes that you don’t know much about how computers or software work, or even how to use them. Some experience with using a keyboard and mouse will be helpful but is not essential.

We invite you to take a minute to learn about the course by reviewing the following information. This way, you will be better able to understand the expectations of the course. Then you can determine how to manage your time and efforts as you navigate through it.

Dive into this experience and enjoy it.
We’ll help you every step of the way!
Course Description and Competencies

What to Expect
This course and the ITF+ certification are designed as the starting point for a career in IT support. Obtaining ITF+ certification will show that you have the aptitude to pursue a professional-level certification, such as CompTIA A+. This course will benefit you in pursuing a career in supporting desktop personal computer users. Such job roles include support engineer, maintenance engineer, desktop engineer, computer administrator, or PC support analyst.

Completing this course will help you acquire the knowledge and skills to set up a home computer. You will learn to use it securely and keep it in good working order. You will also learn to provide informal PC and simple computer network support to your colleagues in a small business.

This course covers the following competencies:

1. The learner describes technology systems and their role in converting data to organizational knowledge.
2. The learner recognizes and describes functions of basic computer hardware components.
3. The learner describes the structure, function, and security associated with networks.
4. The learner identifies common software architectures, development techniques, and the relationship between software and its environment.
5. The learner explains the structure and function of databases.

Your competencies will be assessed by a final course assessment and a certification exam. Details for preparing, registering, and completing the exam are in the 5 Steps to Completion unit in the Final Steps module at the end of the course. The registration fee for your first attempt to pass the exam are included with your WGU Academy enrollment.
Course Outline

Wondering what will be on the certification exam?

This course is designed to provide an appropriate level of detail about each exam topic.

<table>
<thead>
<tr>
<th>Module</th>
<th>Topics</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0 IT Concepts and Terminology</td>
<td>17% 4.0 Software Development: 12%</td>
</tr>
<tr>
<td>2.0 Infrastructure</td>
<td>22% 5.0 Database Fundamentals: 11%</td>
</tr>
<tr>
<td>3.0 Applications and Software:</td>
<td>18% 6.0 Security: 20%</td>
</tr>
</tbody>
</table>

This course is divided into 23 lessons across five modules, each covering a different subject area. The course modules do not map directly to the CompTIA exam domains. Instead, the topics and technologies are presented in the order that will make it easiest for you to understand them.

1. Using Computers
   - Illustrate the basics of computing and processing.
   - Manage applications and software.
   - Explain the troubleshooting methodology.

2. Using Apps and Databases
   - Compare and contrast common units of measure and fundamental data types and their characteristics.
   - Explain methods of application architecture and delivery models.
   - Explain database concepts and the purpose of a database.

3. Using Computer Hardware
   - Classify common types of input/output device interfaces.
   - Given a scenario, set up and install common peripheral devices to a laptop/PC.
   - Compare and contrast storage types.

4. Using Networks
   - Given a scenario, install, configure and secure a basic wireless network.
   - Compare and contrast authentication, authorization, accounting, and non-repudiation concepts.
   - Explain business continuity concepts.

5. Security Concepts
   - Summarize confidentiality, integrity, and availability concerns.
   - Explain common uses of encryption.
   - Summarize behavioral security concepts.
Technology Requirements

We want to be sure you have the tools to succeed! Review the Computer System and Technology Requirements to learn about the technology you’ll need. If you have questions about your setup, contact support@academy.wgu.edu.

Key Contacts

Your Fellow Learners

Check out the CompTIA ITF+ Lobby in this course site. In this online community, you can ask questions and explore ideas. You can connect with your fellow learners. You will also find helpful videos and exercises. When you use this site, you will realize that other learners may have the same questions you have. You can all benefit from learning together!

Tutor.com

If you need academic support, don’t hesitate to contact Tutor.com. There, you have access to thousands of tutors. And they are available 24/7 from any internet-ready device. You can also benefit from instructional videos, study tools, and other assistance.

Technical Support

If you encounter technical issues, be sure to contact the Help Desk. Just submit a Support Request for assistance.

Program Support

Do you have questions about your account? Our Academy Support Team has answers. They can help with billing, switching courses, and other requests. You can contact them at (888) 320-0540 or support@academy.wgu.edu.

Accommodations

WGU Academy provides compliant and accessible learning experiences. If you require accommodation, please contact us at the start of the course. You can email StudentAffairs@academy.wgu.edu or call (888) 320-0540. We are committed to ensuring that all students with disabilities have equal access to WGU Academy’s services and materials. We strive to use best practices for accessibility. Our goal is to conform to existing U.S. laws. These include the Americans with Disabilities Act and Section 504 and Section 508 of the Rehabilitation Act. Our learning management system (LMS) platform is Open edX. Open edX’s commitment to accessible content is published on their Website Accessibility Policy.