

## Certified Information Technology Professional (CITP)™

### Course Outline



[www.gaqm.org](http://www.gaqm.org)

#### What Modules are covered?

##### Module 1 - Foundation Level

Basic Terms  
Types of Computers  
Anatomy of a PC  
How a PC Works  
Hardware Devices  
CPU and Memory  
Input Devices  
Output Devices  
Secondary Storage Devices  
Software Basics  
Operating Systems and Applications  
How is Software Built?  
Types of Software  
Legal Issues  
How is Software Built?

##### Module 2 - Advanced Level

Working With the Computer  
First Steps  
Basic Tasks  
Using the Desktop  
Customizing Your Computer  
Printing  
Working with Files and Folders  
The Basics of Files and Folders  
Managing Files and Folders, Part I  
Managing Files and Folders, Part II  
Viewing File or Folder Properties  
Working With Files and Folders  
Compressed Files

##### Module 3 - Applications

Application Basics  
Basic Applications  
Working with a Window  
Working with WordPad  
Working With Applications  
Basics of Web Browsers  
Browsing the Web  
Working with Bookmarks  
Working With Web Pages  
Printing Web Pages

##### Module 4 - Internet Networks

Basic Terms  
Advanced Terms  
Networking Basics  
Basic Internet Concepts  
Internet Security

##### Module 5 - Workplace

Computers in the Workplace  
Tele-Communting  
The Electronic World  
Ergonomics  
Safety and the Environment

##### Module 6 - Security

Being Proactive  
Identifying Yourself  
Protecting your Data  
Understanding Malware  
Protecting Against Malware