

APPENDIX – B

(See rule 3)

Syllabus for training and examination:- 'CCC+' Level**Total Duration: 75 Hours.****Part: 1****Duration: 25 Hours.****➤ Operating System & Office Productivity Tools**

- Microsoft Windows XP/ 2003
- MS Word 2003 including using Mail Merge and Track Changes.
- MS Excel 2003 in depth (Usage of all formulas, functions, arguments, data filter etc.)
- MS Power Point 2003 including creating presentations.
- MS Outlook 2003 including using managing and organizing e- mail messages, schedules tasks, notes, contacts and other information.
- File and Folder Management
- Overview & usages of PDF

Part -2 :**Duration: 20 Hours.****➤ Microsoft Office Indic 2003 (Gujarati)**

- Introduction about MS Office 2003 Indic
- How to start Word? Methods of starting Word 2003
- How to change language English to Gujarati
- Introduction about the Gujarati Keyboards
- Introduction about the Gujarati IME. Difference between Remington and Transliteration K/B.
- How to operate the K/B. What is Transliteration K/B.
- How to type different Characters and Words from transliteration K/B.
- How to use IME help? How to use, spelling grammars check in Gujarati?
- What is smart Tag? What is Thesaurus?
- How to change the menu from English to Gujarati
- Convert the A:SCII font to Unicode from TBIL Converter

Part -3:**Duration: 10 Hours.****➤ Troubleshooting, Installation and Best Practices**

- Understanding Storage devices
- How to use a DVD / CD / ROM and floppy.
- Burning DVD / CD
- Taking data on and from a flash drive, pen drive
- Using data and resources from a Local Area Network.
- Using FTP for uploading and downloading of Data from the Internet
- Information on Scanner and scanner software usage/ configuration

➤ Installations:

- Installing basic software's like MS Office, etc.
- CD Burning software (Nero etc.)
- Installing or adding printers
- Installing or adding Fonts
- Installing sound drivers

- Installing drivers for any new hardware
- Installing new software and removing them using the control panel
- **Best Practices:**
 - Understanding patches, upgrades, versions and installing them.
 - Disk cleanup
 - Regular updating of anti virus software
 - scandisk
 - Backups in detail including the following:
 - Backup through Application
 - Backup through Utilities and Tools
 - Record Retention.
- **Troubleshooting:**
 - Troubleshooting Tools
 - Troubleshooting Viruses
 - Troubleshooting Fundamentals
 - Problems that keep a computer from starting
 - Troubleshooting OS
 - Problems after a Computer Boots

Part -4:**Duration: 10 Hours.**➤ **Technology Track**• **Networking / Internet Concepts (7 Hours)**

- a. Understand Network Implementation and troubleshoot Network Support.
- b. Understand Internet Basics, Connections and WAN Connections.
- c. Information on Internet explorer usage and various options/ settings available.
- d. Understand DNS and Uniform Resources Locators.
- e. Understand Firewalls and different Types of Virtual Private Networks.

• **Security (3 Hors)**

- a. General Security Concepts (Covering orientation on the criticality of the password protection, guidelines on forming new passwords, guidelines on protection, of the assigned accounts)
- b. Communication of Security
- c. Infrastructure Security
- d. Operational and Organizational Security.

Part -5:**Duration: 10 Hours.**➤ **Project Management Track**

- Overview of Project Management
- Project Framework.
- Project Management Concepts including Integration, Scope Management, Cost Management, Time Management, Quality Management, Communication Management, Risk Management & Procurement Management.
- Overview of Microsoft Project 2003