

CIWv5 Foundations Series

Internet Business Foundations



Internet Business Foundations prepares students to work effectively in today's business environment. In this course, students will learn about the tasks involved in various Information Technology (IT) job roles. Students will also learn about Internet connection methods, Internet protocols and the Domain Name System (DNS). Students will study the basic functions of Web browsers, the components of Web addresses and the use and control of cookies. Students will learn how plug-ins can improve their Web-browsing experience, and Students will use browsers to download and manage files.

Students will learn about databases as they relate to Web search engines, and Students will use search engines to conduct basic and advanced Web searches. This course also teaches Students to configure e-mail clients and use e-mail, and it provides guidelines for communicating effectively over the Internet via e-mail and other methods such as instant messaging and newsgroups.

Students will learn about the risks associated with being connected to the Internet, and about the security measures that can keep their system and their personal information secure. Finally, Students will study the fundamental elements of project management and the importance of acquiring these skills for all IT job roles.

Topics

Information Technology and the Internet

- Overview of Information Technology (IT)
- IT Job Roles
- Overview of Networks
- Overview of the Internet
- Connecting to the Internet
- Internet Protocols
- Domain Name System (DNS)

Web Browsing

- Introduction to Web Browsing
- Basic Functions of Web Browsers
- Installing a Web Browser
- Web Addresses
- How Browsers Work
- Browser Choices
- Resources for Technical Data
- Browsers in the Business World
- Browsing Techniques
- Configuring Web Browser Preferences
- Cookies
- Configuring Browser Security
- Proxy Servers
- Troubleshooting Internet Client Problems

Multimedia on the Web

- Introduction to Multimedia on the Web
- Objects, Active Content and Languages
- Objects and Security Issues
- Introduction to Plug-in Technology
- Data Compression and Decompression
- Plug-in Installation
- Types of Plug-ins
- Types of Viewers
- Miscellaneous File Formats
- Downloading Files with a Browser

Databases and Web Search Engines

- Introduction to Data Searching Tools
- Overview of Databases
- Introduction to Web Search Engines
- Registering a Web Site with a Search Engine
- Types of Web Searches
- Basic Web Searching Techniques
- Boolean Operators
- Advanced Web Searching Techniques
- Using Web Searches to Perform Job Tasks
- Unexpected Web Search Results
- Web Search Strategies
- Citing Copyrighted Web Site References

E-Mail and Personal Information Management

- Introduction to Electronic Mail (E-Mail)
- How E-Mail Works
- E-Mail Configuration Requirements
- E-Mail Message Components
- Creating and Sending E-Mail Messages
- Receiving and Viewing E-Mail Messages
- E-Mail in the Workplace
- E-Mail Problems and Solutions
- Personal Information Management (PIM)

Internet Services and Tools

- Internet Resource Tools
- Newsgroups
- Telnet
- File Transfer Protocol (FTP)
- Managing Downloaded Files
- Virtual Network Computing (VNC) and Microsoft Terminal Services
- Instant Messaging
- Peer-to-Peer Networks
- Lightweight Directory Access Protocol (LDAP)
- Concurrent Versions System (CVS)
- Communicating Effectively over the Internet
- Troubleshooting Using TCP/IP Tools

Internet Security

Introduction to Internet Security
Encryption
Authentication
Firewalls
Malware (Malicious Software)
Virus Detection and Prevention
Spyware
Updates and Patches
Screen Savers
List Servers and Listserv Groups
Security-Related Ethical and Legal
Issues

IT Project Management

Overview of IT Project Management
Project Management Fundamentals
Project Management Skills
Project Management Phases
The Project Triangle
Project Management Software
Creating Project Schedules
Documenting Projects
Planning and Scheduling Meetings
Reviewing Projects
Quality Assurance
IT Business Implications
Project Management Institute (PMI)

Target Audience

All professionals required to use the Internet in their daily job functions. Information in this course is required for all levels of specialization in the CIW program.

Job Responsibilities

Understand the common core of Internet knowledge, and apply the foundation skills required for further specialization.

Prerequisites

No prior experience using the Internet, developing Web pages or configuring networks is necessary. However, students should be familiar with an operating system such as Microsoft Windows XP before taking this course. The CIW Foundations courseware does not provide entry-level computer literacy. Rather, it builds upon computer literacy training and certifications such as Microsoft Office Specialist (www.microsoft.com) and IC³ (www.certiport.net).