

# CIWv5 Foundations Series

## Internet Business Foundations v2.0

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

You will learn about databases as they relate to Web search engines, and you will use search engines to conduct basic and advanced Web searches. This course also teaches you to configure e-mail clients and use e-mail, and it provides guidelines for communicating effectively over the Internet using modern Web technologies and social networking tools. You will also learn about Internet research and collaboration tools, software development tools, and the patent and licensing practices that accompany software applications.

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

### Topics

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#### Introduction to IT Business and Careers

- Information Technology (IT)
- IT Job Roles
- IT Industry Career Opportunities
- Technical Concepts and Training
- Technology Adoption Models
- Business Modeling
- Data Modeling
- The Importance of Standards

#### Introduction to Internet Technology

- Internet Technology
- Overview of Networks
- Overview of the Internet
- Connecting to the Internet
- Internet Protocols
- Domain Name System (DNS)
- Cloud Computing

#### 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
- Browsing Techniques
- Browser Elements
- Configuring Web Browser Preferences
- Cookies
- Configuring Browser Security

- Proxy Servers
- Google Chrome
- Troubleshooting Internet Client Problems
- Browsers in the Business World

#### 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
- Firefox Add-Ons
- 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
- Evaluating Resources
- Organizing Internet Research
- Citing Copyrighted Online Resources

#### 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
- List Servers and Listserve Groups
- Telnet
- File Transfer Protocol (FTP)
- Managing Downloaded Files
- Virtual Network Computing (VNC) and Microsoft Terminal Services
- Peer-to-Peer Networks

Lightweight Directory Access Protocol (LDAP)  
Concurrent Versions System (CVS)  
Troubleshooting Using TCP/IP Tools  
Universal Development Models  
Open-Source Development  
Proprietary Software and EULAs  
Software Patents

### **Internet Communication**

Communicating via the Internet  
Modern Web Technologies  
Social Networking  
Messaging  
Blogging  
Communicating Effectively over the Internet  
Convergence and Unified Communications Technologies

### **Internet Security**

Introduction to Internet Security  
Encryption

Authentication  
Firewalls  
Malware (Malicious Software)  
Virus Detection and Prevention  
Spyware  
Updates and Patches  
Screen Savers  
Security-Related Ethical and Legal Issues  
Typosquatting

### **IT Project and Program Management**

Overview of IT Project and Program 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  
Business Implications of IT Projects  
Project Management Institute (PMI)  
Program Management  
Concepts  
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

## **Target Audience**

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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**

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

## **Prerequisites**

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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 Vista 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](http://www.microsoft.com)) and IC<sup>3</sup> ([www.certiport.com](http://www.certiport.com)).