



Certificate of Course Completion

CCNA Discovery: Working at a Small-to-Medium Business or ISP

During the Cisco® Networking Academy course, administered by the undersigned instructor, the student was able to proficiently:

- Describe the structure of the Internet and how communication occurs between hosts
- Install, configure, and troubleshoot Cisco IOS devices for Internet and server connectivity
- Plan a basic wired infrastructure to support network traffic
- Configure a server to share resources and provide common Web services
- Implement basic WAN connectivity using Telco services
- Demonstrate proper disaster recovery procedures and perform server backups
- Monitor network performance and isolate failures
- Troubleshoot problems using an organized, layered procedure
- Describe the OSI model and the process of encapsulation

Alexandre Leclerc-Gravel

Student

Cégep de l'Outaouais

Academy Name

Gatineau

Location

Gargano, Patrick

Instructor

February 13, 2011

Date

Instructor Signature



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February 13, 2011

Dear Alexandre Leclerc-Gravel

Congratulations on completing the **CCNA Discovery: Working at a Small-to-Medium Business or ISP** course as part of the Cisco Networking Academy. This hands-on, lab-oriented course has prepared you for exciting career opportunities in the technology industry.

By completing this course you have earned a Certificate of Completion for CCNA Discovery: Working at a Small-to-Medium Business or ISP, and acquired competencies that include the following:

- Understanding the structure of the Internet and how communication occurs between hosts
- Installing, configuring and troubleshooting Cisco IOS devices
- Planning a basic wired infrastructure to support network traffic
- Configuring a server to share resources and provide common Web services
- Demonstrating proper disaster recovery procedures and perform server backups

Technological literacy is more important today than ever before, and Cisco is proud to provide you with the knowledge and skills necessary to build and maintain computers.

Please accept my best wishes for your continued success.

Sincerely,

A handwritten signature in black ink that reads "John Chambers".

John T. Chambers
Chairman and Chief Executive Officer