



IT Support Technician

IT Support Technician Training

- Section 01: How People Use Computers
- Section 02: System Hardware
- Section 03: Device Ports and Peripherals
- Section 04: Data Storage and Sharing
- Section 05: Understanding Operating Systems
- Section 06: Setting Up and Configuring a PC
- Section 07: Setting Up and Configuring a Mobile Device
- Section 08: Managing Files
- Section 09: Using and Managing Application Software
- Section 10: Configuring Network and Internet Connectivity
- Section 11: IT Security Threat Mitigation
- Section 12: Computer Maintenance and Management
- Section 13: IT Troubleshooting
- Section 14: Understanding Databases
- Section 15: Developing and Implementing Software

IT Asset Department

- Module 01: Introduction to the Course
- Module 02: The Missing Department
- Module 03: ITAM Team and Activities
- Module 04: Asset Tracking Tool
- Module 05: Populating the Database
- Module 06: Daily Operations and Reports
- Module 07: Was it a Boring Job?

Learning Computers and Internet Level 2

- Module 01 : Computer Operating and Troubleshooting
- Module 02 : Internet and Computing - Key Applications
- Module 03 : Internet and Computing - Tools & Networking
- Module 04 : Windows 8 for PC
- Module 05 : Windows 10 - New Developments
- Module 06 : Cyber Security Awareness

Building Your Own Computer

- Module 01: Introduction to Computer & Building PC
- Module 02: Overview of Hardware and Parts
- Module 03: Building the Computer
- Module 04: Input and Output Devices
- Module 05: Software Installation
- Module 06: Computer Networking
- Module 07: Building a Gaming PC
- Module 08: Maintenance of Computers

Electronic & Electrical Devices Maintenance

- Section 1: Introduction & Getting Started
- Section 2: Electronic and Electrical maintenance Repair
- Section 3: Tools Needed
- Section 4: Electronic Components
- Section 5: Testing
- Section 6: Troubleshooting
- Section 7: Introduction to Electronic Components: A Step by Step Guide

Cyber Security Incident Handling and Incident Response

- Section 01: An Introduction to Incident Handling
- Section 02: Preparation for an Incident
- Section 03: Identification
- Section 04: Containment
- Section 05: Eradication
- Section 06: Recovery Phase
- Section 07: Final Thoughts

GDPR Data Protection Level 5

- Module 01: GDPR Basics
- Module 02: GDPR Explained
- Module 03: Lawful Basis for Preparation
- Module 04: Rights and Breaches
- Module 05: Responsibilities and Obligations

Data Center Training Essentials: General Introduction

- Module 01: Data Center Introduction
- Module 02: Data Center Reliability
- Module 03: Data Center Equipment
- Module 04: Data Center White Space
- Module 05: Data Center Support Spaces
- Module 06: Data Center Security, Safety, Networks and IT

Complete Windows 10 Troubleshooting for IT HelpDesk

- Section 01: Course Introduction
- Section 02: Prepare Virtual Test Lab
- Section 03: Installing Windows OS with Multiple Media
- Section 04: System Troubleshooting without Reboot
- Section 05: Optimize System Performance (Fix Slowness Issue)
- Section 06: Active Directory Server Setup (Optional)
- Section 07: Active Directory Introduction
- Section 08: File System Related Troubleshooting
- Section 09: Resources

Cloud Computing / CompTIA Cloud+ (CV0-002)

- Section 01: What You Need to Know
- Section 02: Introducing the Cloud
- Section 03: System Requirements for Cloud Deployments
- Section 04: Cloud Storage
- Section 05: Cloud Compute
- Section 06: Cloud Networking
- Section 07: Cloud Security
- Section 08: Migrating to the Cloud
- Section 09: Maintaining Cloud Solutions
- Section 10: Troubleshooting Cloud Solutions

Level 2 Microsoft Office Essentials

- Excel 2016
- Getting Started with Microsoft Office Excel 2016
- Performing Calculations
- Modifying a Worksheet
- Formatting a Worksheet
- Printing Workbooks
- Managing Workbooks
- Word 2016
- Getting Started with Word
- Formatting Text and Paragraphs
- Working More Efficiently
- Managing Lists
- Adding Tables
- Inserting Graphic Objects
- Controlling Page Appearance
- Preparing to Publish a Document
- Workbooks - Microsoft Word 2016 (Beginner)
- PowerPoint 2016
- PowerPoint Interface
- Presentation Basics
- Formatting
- Inserting Options
- Working with Objects
- Table
- Charts
- Review and Presentatin
- Access 2016
- Introduction to Access
- Modify Data
- Working with Queries
- Access Forms
- Working with Reports



Thank You