<h1 style="text-align:center;color:blue">Azure Cloud Support UpSkilling Program (Bilingüe)</h1>

Description: This program is designed to empower technical and IT learners who want hands-on experience with Azure. Aligned with the AZ-900 certification, this course equips participants with the expertise to manage troubleshooting tasks and security incidents, teaching them how to identify and respond to these challenges in a defensive security context.

The program covers a broad spectrum of topics, progressing from simple to complex as the program advances. Additionally, the course incorporates real case studies and various tools to provide practical, hands-on experience. Technical learners will benefit from the guidance of an experienced educator who will offer expert insights throughout the program. Furthermore, participants will have access to premium materials to reinforce the skills acquired during the program.

Basic Level

- **Introduction to Cloud Concepts**
    - **Course:** Cloud Concepts - Principles of cloud computing
    - **Description:** Learn the basics of cloud computing, including cloud models and services.
    - Shared responsibility model
    - Infrastructure as a Service (IaaS)
    - Platform as a Service (PaaS)
    - Software as a Service (SaaS)

- **Core Azure Services**
    - **Course:** Azure Fundamentals: Describe core Azure services
    - **Description:** Overview of core Azure services such as computer, networking, and storage, creating users in azure.
    - Creating virtual machine using the portal

    Intermediate Level

- **Azure Management and Governance**
    - **Course:** Azure Fundamentals: Describe Azure management and governance
    - **Description:** Learn about Azure management tools and governance features.
    - Creating a virtual machine using the CLI
    - BLOB Storage Account

- **Security, Privacy, Compliance, and Trust**
    - **Course:** Azure Fundamentals: Describe security, privacy, compliance, and trust
    - **Description:** Understand the security features and compliance standards in Azure.

Advanced Level

- **Azure Pricing and Support**
  - Azure Fundamentals: Describe Azure pricing, Service Level Agreements, and lifecycle.
  - Azure pricing models, SLAs, and lifecycle management.
  - Budget and Alert in Azure.

- **Advanced Azure Concepts**
  - AZ-900: Microsoft Azure Fundamentals Preparation
  - Comprehensive preparation for the AZ-900 exam, covering all advanced topics.

- **Target Audience:**
  - Aspiring IT Helpdesk Technicians
  - Current IT professionals looking to enhance their skills.
  - Individuals interested in IT LII and cybersecurity support roles.

- **Course Duration:**
  - 1 Month (Module IV)

- **Prerequisites:**
  - Have completed IT Helpdesk Program Module I, IT Support Specialist II, and CyberSecurity Analyst Jnr Module III.
  - Familiarity with Windows operating systems.

- **Certification:**
  - Upon successful completion of the four-module series in this program, participants will receive a certification as a Cloud Support Jnr.

UpSkilling Program IV: Cloud Support
Academia Europea EL Salvador