**Onboarding**

This guide covers a wide range of topics related to computers, troubleshooting steps, Windows Server processes, and additional information to help you handle complex IT issues and learn how to resolve them.

Additionally, I recommend starting with the following learning path on LinkedIn Learning. These courses will help you gain hands-on experience with common user issues, computer terminology, and the best practices we need to follow:

LinkedIn Learning Path:

Week #1: Windows 10: Networking

Week #2: Cloud Computing: Understanding Core Concepts

Week #3: [Windows 11 for IT Support: Intermediate Troubleshooting](https://www.linkedin.com/learning/windows-11-for-it-support-intermediate-troubleshooting?u=149723908)

Week #4: Cybersecurity Foundations

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| Roadmap (Training and Development) | |
| English for Information Technology | Module I |
| **IT Help Desk Technician** | **Module II** |
| Advanced IT Support & Management | Module III |
| Soft Skill Development & Interview Practices | Module IV |

An **operating system (OS)** is software that manages computer hardware and software resources and provides common services for computer programs. It acts as an intermediary between users and the computer hardware.

**Client OS**

A **Client Operating System** is designed for end-users or clients. It is typically installed on personal computers, laptops, and mobile devices. Examples include:

* **Windows 10/11**
* **macOS**
* **Linux distributions (e.g., Ubuntu, Fedora)**
* **Android**
* **Ios**

**Server OS**

A **Server Operating System** is designed to manage and run server hardware and software. It provides services to multiple users and devices over a network. Examples include:

* **Windows Server**
* **Linux distributions (e.g., CentOS, Ubuntu Server)**
* **UNIX**
* **Red Hat Enterprise Linux (RHEL)**
* **IBM AIX**

**Troubleshooting Terminology in IT**

* **Bug**: An error or flaw in software that causes it to produce an incorrect or unexpected result.
* **Crash**: When a program or system stops functioning properly and exits unexpectedly.
* **Debugging**: The process of identifying, analyzing, and removing bugs from software.
* **Error Message**: A message displayed by a program or operating system indicating that an error has occurred.
* **Log File**: A file that records events that occur in an operating system or software application, often used for troubleshooting.
* **Patch**: A piece of software designed to update or fix problems with a computer program or its supporting data.
* **Reboot**: Restarting a computer or device to refresh the system and resolve issues.
* **Update**: Installing the latest version of software to improve performance or fix issues.
* **Virus**: Malicious software designed to harm, disrupt, or gain unauthorized access to computer systems.
* **Workaround**: A temporary solution to a problem that allows the user to continue using the software until a permanent fix is available.