**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: IT Leadership Professional Certificate (ServiceNow)

Week #2: Career Essentials in System Administration

Week #3: Cisco Certified Network Associate (CCNA) – **Preparation only (Optional)**

Week #4: Cisco Certified Network Associate (CCNA) – **Preparation only (Optional)**

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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 |

**Embark on Your IT Journey: From Help Desk to Network**

This four-week program is designed to launch you into the exciting world of Information Technology, equipping you with both leadership skills and essential technical knowledge. Whether you’re aspiring to lead IT teams or build and manage networks, this program provides a strong foundation.

**Week 1: IT Leadership Professional Certificate (ServiceNow)**

This week focuses on developing your **leadership potential** within IT. You’ll delve into the **ServiceNow platform**, a powerful tool used by many organizations for IT Service Management (ITSM). Key concepts and terminology include:

* **ITSM (IT Service Management):** A strategic approach to designing, delivering, managing, and improving the way IT services are used within an organization.
* **Incident Management:** The process of managing and resolving IT disruptions, such as computer crashes or network outages.
* **Problem Management:** A proactive approach to identifying and preventing the root causes of incidents.
* **Change Management:** A structured approach to controlling changes to IT infrastructure and systems to minimize risk.
* **Service Level Agreements (SLAs):** Formal agreements defining the expected level of IT service between a provider and a customer.

**Week 2: Career Essentials in System Administration**

This week covers the fundamentals of **system administration**, the backbone of any IT infrastructure. Get ready to explore:

* **Operating Systems (OS):** The software that manages all hardware and software resources of a computer system (e.g., Windows, Linux, macOS).
* **Command-Line Interface (CLI):** A text-based interface used to interact with an operating system by typing commands.
* **Networking Basics:** Understanding how computers connect and communicate with each other, including concepts like IP addresses, subnets, and protocols.
* **Troubleshooting:** Developing systematic approaches to identify, diagnose, and resolve computer system issues.
* **Security Best Practices:** Learning how to secure systems and data from unauthorized access and threats.

Mastering these core skills will provide you with a solid base for a career in system administration or other IT roles.

**Weeks 3 & 4: Cisco Certified Network Associate (CCNA) – Preparation (Optional)**

For those eager to delve deeper into networking, these optional weeks will prepare you for the **Cisco Certified Network Associate (CCNA)** exam. This industry-recognized certification validates your ability to install, configure, operate, and troubleshoot medium-sized routed and switched networks. Advanced concepts you’ll encounter include:

* **Routing Protocols:** Algorithms used by routers to determine the best path for data packets across a network (e.g., OSPF, EIGRP).
* **Switching Technologies:** Understanding how switches forward data within a local area network (LAN).
* **Network Security:** Implementing security measures like firewalls and access control lists (ACLs) to protect network resources.
* **Wide Area Networks (WANs):** Connecting networks across geographical distances, including technologies like MPLS and VPNs.
* **Network Automation:** Using scripting and programming to automate network tasks and improve efficiency.