

## Cloud Support Essentials - A Technical Approach

# Course Roadmap

As you spend more time working in the world of IT, you will eventually need to use the command line interface (CLI). This course will focus on building the skills that you need to get started with the CLI. It will cover basic navigation, program installation, reading logs, and eventually troubleshooting issues. We will also dive into network troubleshooting and common AWS scenarios that you may encounter. By the end of this course, you will have a strong technical foundation in the skills needed to troubleshoot IT problems.

MODULE  
**01**

### Navigating with the Command Line Interface (CLI)

Command Line Interface (CLI)  
Troubleshooting mindset

Using the CLI in troubleshooting scenarios

MODULE  
**02**

### Troubleshooting Tools

CLI deeper dive  
Installing Linux applications

Troubleshooting tools  
Configuring Linux

MODULE  
**03**

### Network Troubleshooting in AWS

DNS  
Security Groups

NACLs  
Troubleshooting steps

MODULE  
**04**

### Common Troubleshooting Scenarios

Troubleshooting mindset  
SSH connections

Real world scenarios and how to fix them  
Common troubleshooting scenarios

