

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