

Course content for IT Help Desk Training and Placement Program

Unit	Technical Session
Incident Management Cycle	Solutions-Oriented Problem-Solving Methodology
	Assisting a client using friendly communication
	Service Level Agreements and KPIs
	Receiving Customer Incidents Across Multiple Platforms
	Ticket Management Systems
	Assigning, Prioritising, and Triaging Tickets
	Authenticating Identities of Users
	Diagnosing Incidents
	Troubleshooting and Resolving Incidents
	Closing and Addressing Incidents
	Handling Customer Objections & Challenging Customers
	Note Taking and Documenting Incidents
Introduction to Computers	Introduction to Hardware
	Introduction to Software - MS 365
	Introduction to Power Supplies, Peripherals, Drives, and Connectors
	Introduction to Display Devices and Printers
Windows and OSX	Introduction to Windows and installing Windows
	Configuring Web Browsers
	Introduction to Other Operating Systems (OSX)
Mobile Devices	Introduction to Mobile Devices
	Introduction to Mobile Operating Systems
	Installing and Configuring Mobile Device Connectivity
	Configuring Email on a Mobile Device

Course content for IT Help Desk Training and Placement Program

	Mobile Device Synchronisation
Networking	Introduction to Networking
	TCP/IP
	Email/HTTP/DNS/IPv4/IPv6/IPVPN/DHCP
	Wifi and Routers
	Cloud
	LAN/WAN technologies
Security	Introduction to IT Security
	Windows Security Settings
	Securing Mobile Devices
	Securing a Work Station Best Practices
	Security Updates/Patches + Antivirus Software
Troubleshooting	Remote Access
	Troubleshooting Hardware
	Troubleshooting Software
	Troubleshooting Windows
	Troubleshooting Mobile Devices
	Troubleshooting Networks