

Desktop Support Training

Course Curriculum

Topics

Hardware (A+)

CompTIA A+
Hardware's Components of Desktop, Laptop & Server
Motherboard, Component, MP & Types
SMPS & Connector
Hard Disk & Types
RAM & Types
Replacement of Hardware Peripherals in Desktops & Laptops
BIOS
Interface
How to enter BIOS Setup
BIOS Troubleshooting
H/W Troubleshooting

Windows

Introduction to OS
Introduction to windows Version, Build Version & Edition.
File System of Windows
Partition Style
Boot Modes
Operating system Installation Like windows 10 or Windows 11
Operating system Troubleshooting
M.S Outlook Configuration
Difference between PST and OST
Creating and Mapping PST
Outlook Troubleshooting
Printer Configuration & Troubleshooting
Difference between Local & Network Printers
How to Download Drivers and Install Both Local & Network Printer
How to Share Printers
Bit locker
Difference between Workgroup & Domain, Domain Joining
Checking and changing Hostname
Disk Management, Device Management & Services
Creating, Managing and resetting local user accounts
Sharing of Files and Folders
Compression, Disk Quota and Encryption
Run Commands

Introduction to LINUX & MAC

Introduction about UNIX & LINUX

Feature & Scope of Linux

Versions of Linux OS

Introduction to MAC OS

Versions of MAC OS

Installation of pre-requisite Applications for Windows

MS Office, Antivirus & Others

Applications Troubleshooting

SCCM

Office 365

WDS

Local Security Policies

Local Group Policies

MS Dos Commands

User Profiles – Local, Mandatory & Roaming

Networking (N+)

What is Networking & it's Scopes?

Certifications (CCNA, CCNP, CCIE)

Types of Networking & Topologies

Cables & Connectors

Cables & Crimping with Colorcode

Introduction to Addressing MAC & IP

IP Addressing & Brief Theory of All Classes

Configuration IP by Dynamic & Static Method

Loopback ID/IP & Use

DHCP

APIPA

IP Address Related Troubleshooting

Networking Devices like HUB, Switch and Router

Transmission Modes

Port Numbers & Protocols

OSI Model

TCP/IP Model

LAN & Wifi Troubleshooting

Practicals in Networking

Data transfer from PC to PC over Network

Remoting with RDS & by 3rd Party Application

Telnet

Ping

Tracert

V-LAN

MFA

NAT

VPN



Theoretical topics listed on the left are grouped by a blue bracket and linked to a blue button labeled 'Theory'.

Servers

Types of Physical Server – Racks & Blade

Windows Server D.S & Version

ADS

DNS

DHCP



Theoretical topics listed on the left are grouped by a blue bracket and linked to a blue button labeled 'Theory'.

How to create OU in ADS

User creation & Password Resetting in AD

Deploying Group Policies

GP Update in Domain PC

ASSET Management

ASSET Inventory

PAV

ASSET Management Tool

H-Look up, V-Look up

Role & Responsibilities of ASSET Engineer

ITIL

History of ITIL & Importance

ITIL Job Roles & Designations

Importance of ITIL in Services

Ticketing Tool

SLA

Responding & Resolution with Priority

Incident & Service Request (IM & SR)

Scenarios Regarding Tickets