



Information Technology

IT Support

Course Introduction

This training program is designed to enable participants to understand and apply modern IT Support techniques and tools, in a way that contributes to helping them achieve the required efficiency for all of the organization's operations.

Target Audience

Entry-level IT professionals, help desk support staff, and technicians who are looking to enhance their skills in providing technical assistance and troubleshooting for hardware, software, and network issues in both internal and customer-facing environments.

Learning Objectives

- Identify and understand the history and future of computing.
- Understand character encoding and Binary.
- Understand The Brain of a Computer.
- Identify the Aspects of an Operating System.
- Defining Software and Types of software.
- Master troubleshooting processes.

Course Outline

• Day 01

- The History of Computing.
- The Future of Computing.
- Duties and Responsibilities of IT Support Specialist.
- Identify Computing Language.
- What is character encoding?
- Understanding Binary.
- Counting in Binary.
- Understanding Abstraction.
- Layers of Computer Architecture.
- Moore's Law.
- Data Compression.
- What is Data Compression and why is it important?

• Day 02

- Metadata.
- Color Models and Compression.
- Hardware and programs.
- Logic Boards.
- The Brain of a Computer.
- RAM.
- Storage.
- Power Supply.
- BIOS/UEFI.
- Peripherals.
- Hardware and Components.

• Day 03

- Aspects of an Operating System.
- Files and Filesystems.
- Memory Management.
- Virtual Machines.
- I/O Management.
- User Space.
- OS.
- Logs.
- The Boot Process.

• Day 04

- Finding The Proper Operating System.
- Virtual Machines Revisited.
- How to Install Windows?
- Basics of Networking.
- Networking Hardware.
- Internet Language.
- The Web.
- Internet Protocol Versions.
- Internet of Things.

- Security/Privacy.

• Day 05

- Defining Software.
- Types of Software.
- Abstraction Review.
- Assembly Language and Compilers.
- Software Management.
- Downloading/Installing and removing software.
- Software Automation.
- Intro to troubleshooting.
- Isolating Issues.
- Follow The Bread Crumbs.
- Start With The Quickest Step.
- Troubleshooting Pitfalls.
- Documenting and Ticketing.
- Process of Documenting.

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 7, 2025	April 11, 2025	5 days	4250.00 \$	UAE - Dubai
Sept. 8, 2025	Sept. 12, 2025	5 days	4250.00 \$	UAE - Dubai
Dec. 29, 2025	Jan. 2, 2026	5 days	4950.00 \$	Singapore - Singapore