



Consulting and Training | Reach New Heights

Course Name

IT Support

Sector Name

Information Technology

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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.

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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.

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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.

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Course Outline

✓ Day 01

The History of Computing.

- ✓ The Future of Computing.
- ✓ Duties and Responsibilities of an 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?

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Course Outline

✓ 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.

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Course Outline

✓ Day 03

Aspects of an Operating System.

- ✓ Files and File Systems.
- ✓ Memory Management.
- ✓ Virtual Machines.
- ✓ I/O Management.
- ✓ User Space.
- ✓ OS.
- ✓ Logs.
- ✓ The Boot Process.

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Course Outline

✓ 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.

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Course Outline

✓ 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.

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Sept. 14, 2026	Sept. 18, 2026	5 days	4250.00 \$	UAE , Dubai
April 19, 2027	April 23, 2027	5 days	4250.00 \$	UAE , Dubai
Jan. 4, 2027	Jan. 8, 2027	5 days	4950.00 \$	Singapore , Singapore
April 5, 2027	April 9, 2027	5 days	4250.00 \$	UAE , Dubai

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