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## **Diploma in Enterprise Desktop Support Specialist course outline**

**Contact us for start dates:** -Flexible schedule available

**Duration:** 29 Weeks      **NOC:** 2281/2282

### **CompTIA A+ Core (Exam 220-1001)**

PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues.

### **Comp TIA A+ Core (Exam 220-1002)**

Installing and configuring operating systems including Windows, OSI Android I Apple OS X and Linux. It also addresses security, the fundamentals of cloud computing and operational procedures.

### **Configuring Windows 10 (Exam MD-100)**

Installing, upgrading, and migrating to Windows 10, Deploying Windows 10, Configuring hardware, and applications, Configuring network connectivity, Configuring access to resources, Configuring mobile computing, Monitoring and maintaining systems that run Windows 10, And configuring backup and recovery options.

### **Enterprise Desktop Support – Windows 10 (Exam MD-101)**

Identify and Resolve New Software Installation Issues, Software Configuration issues, Software Failure, Logon Issues, Network Connectivity Issues, Name Resolution Issues, Network Printer Issues, Performance Issues, Hardware Failure Issues, Wireless Connectivity Issues, Remote Access Issues, Manage File Synchronization, Internet Explorer Security Issues, Firewall Issues, Issues Due To Malicious Software, Encryption Issues, Software Update Issues.

### **CCNA Enterprise (Exam 200-301)**

CCNA validates the ability to install, configure, operate, and troubleshoot medium-size network with routing and switching. The new curriculum includes Network fundamentals, Network access, IP connectivity, IP services, Security fundamentals, basic mitigation of security threats, wireless networking and Automation.

**Linux**

System Architecture | Linux Installation and Package Management | GNU and Unix  
Commands Devices | Linux File system | File system Hierarchy Standard

**Administrative Work**

MS Office Application (Advanced Skills in Word/Excel/Power Point &Access)