ITS Devices

Category: Software Development & Programming | **Vendor:** Pearson

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Mentored

Certification: ITS Devices

Course Overview

The Device Configuration and Management Course is a fundamental level course, aiming to prepare students for success in an IT Tech Support Specialist role. The course will equip students with the knowledge and skills to perform initial device setup and ongoing support to ensure smooth and secure operations of IT devices. Upon completion of the course, students should be able to independently install and configure Windows, manage applications and periphery, manage data on various types of storage, keep devices secure by taking preventive and reactive measures, and perform troubleshooting. The course prepares students for the Device Configuration and Management certification, which is one of the three certifications needed in order to receive an IT Tech Support Specialist credential, the other two certifications being Networking and Network Security.

About This Course

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Who Should Attend

Designed for high school students and anyone looking to start their career in IT through the IT Tech Support Specialist role. Taking this certification course will prepare you to successfully perform functions such as installing and configuring Windows, and providing competent ongoing support to ensure efficient and safe device, systems, and data maintenance and management.

Prerequisites & Entry Requirements

General Prerequisites:

Experience with the Windows operating system and main Microsoft applications. Basic understanding of main peripheral connection types. Experience with basic data access, storage and sharing operations. Basic understanding of device security and the main security. threats. Basic understanding of device, operating system, and application troubleshooting.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Upon successful completion of this course, students should be able to: Perform Windows custom installation and upgrade, and subsequent configuration, including user account and desktop settings setup. Manage Windows applications and features, distinguish between peripheral connection types. Define cloud storage, manage file sharing and permissions, perform backup and restore, define data access and retention policies. Manage device security, both preventive and reactive. Troubleshoot operating systems, applications, and devices

Detailed Course Outline

Lesson 1: Windows Installation and Configuration

- Skill 1.1: Install Windows using the default settings.
- Skill 1.2: Configure user account options.
- Skill 1.3: Configure desktop settings.
- Skill 1.4: Manage accessibility settings.
- Skill 1.5: Manage updates.

Lesson 2: Application and Peripheral Management

- Skill 2.1: Manage applications and Windows features.
- Skill 2.2: Compare and contrast capabilities of peripheral connection types.

Lesson 3: Data Access and Management

- Skill 3.1: Describe cloud services.
- Skill 3.2: Describe and configure file sharing and permissions.
- Skill 3.3: Manage backup and restore.
- Skill 3.4: Describe data access and retention policies.

Lesson 4: Device Security

- Skill 4.1: Describe network firewall settings.
- Skill 4.2: Describe user authentication.
- Skill 4.3: Given an attack type, describe mitigation methods.
- Skill 4.4: Manage User Account Control (UAC) settings.
- Skill 4.5: Manage mobile device security.

Lesson 5: Troubleshooting

- Skill 5.1: Perform troubleshooting tasks.
- Skill 5.2: Troubleshoot operating system and application issues.
- Skill 5.3: Troubleshoot device issues.
- Skill 5.4: Troubleshoot device connections to networks and domains.
- Skill 5.5: Troubleshoot peripheral device connections.

Additional Course Details

Nexus Humans ITS Devices training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward. This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the ITS Devices course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for ITS Devices?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITS Devices course helps prepare you for the ITS Devices certification path.

Q: How many CPD hours does this course provide?

The 3-day ITS Devices course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITS Devices training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITS Devices?

Yes, we provide corporate training, dedicated training, and closed classes for ITS Devices. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for ITS Devices?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITS Devices training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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