Managing and Troubleshooting PCs - Part 1

Category: Infrastructure & IT Operations | **Vendor:** Various

Duration: 40.00 hours (5 days) **32.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

In this course, you will acquire the essential skills and information you will need to install, upgrade, repair, configure, troubleshoot, optimize, and perform preventative maintenance of basic personal computer hardware and operating systems.

About This Course

In this course, you will acquire the essential skills and information you will need to install, upgrade, repair, configure, troubleshoot, optimize, and perform preventative maintenance of basic personal computer hardware and operating systems.

Who Should Attend

If you are getting ready for a career as an entry-level information technology (IT) professional or personal computer (PC) service technician, the CompTIA® A+® Certification course is the first step in your preparation.

Learning Outcomes

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

In this course, you will install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on personal computers, digital devices, and operating systems. You will:Identify the hardware components of personal computers and mobile digital devices.Identify the basic components and functions of operating systems.Identify networking and security fundamentals.Identify the operational procedures that should be followed by professional PC technicians.Install, configure, and troubleshoot display devices.Install and configure peripheral components.Manage system components.Manage data storage.Install and configure Microsoft Windows.Optimize and maintain Microsoft Windows.Work with other operating systems.Identify the hardware and software requirements for client environment configurations.Identify network technologies.Install and configure networking capabilities.Support mobile digital devices.Support printers and multifunction devices.Identify security threats, vulnerabilities, and controls.Implement security controls.Troubleshoot system-wide issues.

Detailed Course Outline

Hardware Fundamentals

- Topic A: Personal Computer Components
- Topic B: Storage Devices
- Topic C: Mobile Digital Devices
- Topic D: Connection Interfaces

Operating System Fundamentals

- Topic A: PC and Mobile Operating Systems
- Topic B: PC Operating System Tools and Utilities

Networking & Security Fundamentals

- Topic A: Network Types
- Topic B: Network Components
- Topic C: Common Network Services
- Topic D: Cloud Concepts
- Topic E: Security Fundamentals

Safety & Operational Procedures

- Topic A: Basic Maintenance Tools and Techniques
- Topic B: Personal and Electrical Safety
- Topic C: Environmental Safety and Materials Handling
- Topic D: Professionalism and Communication
- Topic E: Organizational Policies and Procedures
- Topic F: Troubleshooting Theory

Supporting Display Devices

- Topic A: Install Display Devices
- Topic B: Configure Display Devices
- Topic C: Troubleshoot Video and Display Devices

Installing & Configuring Peripheral Components

- Topic A: Install and Configure Input Devices
- Topic B: Install and Configure Output Devices
- Topic C: Install and Configure Input/Output Devices
- Topic D: Install and Configure Expansion Cards

Managing System Components

- Topic A: Identify Motherboard Components and Features
- Topic B: Install and Configure CPUs and Cooling Systems
- Topic C: Install Power Supplies
- Topic D: Troubleshoot System Components

Managing Data Storage

- Topic A: Identify RAM Types and Features
- Topic B: Troubleshoot RAM Issues
- Topic C: Install and Configure Storage Devices
- Topic D: Configure the System Firmware
- Topic E: Troubleshoot Hard Drives and RAID Arrays

Installing & Configuring Microsoft Windows

- Topic A: Implement Client-Side Virtualization
- Topic B: Install Microsoft Windows
- Topic C: Use Microsoft Windows
- Topic D: Configure Microsoft Windows
- Topic E: Upgrade Microsoft Windows

Optimizing & Maintaining Microsoft Windows

- Topic A: Optimize Microsoft Windows
- Topic B: Back Up and Restore System Data
- Topic C: Perform Disk Maintenance
- Topic D: Update Software

Working with Other Operating Systems

- Topic A: The OS X Operating System
- Topic B: The Linux Operating System

Customized Client Enviroments

- Topic A: Types of Common Business Clients
- Topic B: Custom Client Environments

Networking Technologies

- Topic A: TCP/IP Properties and Characteristics
- Topic B: TCP/IP
- Topic C: Internet Connections
- Topic D: Ports and Protocols
- Topic E: Networking Tools

Installing & Configuring Networking Capabilities

- Topic A: Configure Basic Windows Networking
- Topic B: Configure Network Perimeters
- Topic C: Using Windows Networking Features
- Topic D: Install and Configure SOHO Networks

Supporting Mobile Digital Devices

- Topic A: Install and Configure Exterior Laptop Components
- Topic B: Install and Configure Interior Laptop Components
- Topic C: Other Mobile Devices
- Topic D: Mobile Device Accessories and Ports
- Topic E: Mobile Device Connectivity
- Topic F: Mobile Device Synchronization
- Topic G: Troubleshoot Mobile Device Hardware

Supporting Printers & Multifunction Devices

- Topic A: Printer and Multifunction Technologies
- Topic B: Install and Configure Printers
- Topic C: Maintain Printers
- Topic D: Troubleshoot Printers

Security Threats, Vulnerabilities, and Controls

- Topic A: Common Security Threats and Vulnerabilities
- Topic B: General Security Controls
- Topic C: Mobile Security Controls
- Topic D: Data Destruction and Disposal Methods

Implementing Security Controls

- Topic A: Secure Operating Systems
- Topic B: Secure Workstations
- Topic C: Secure SOHO Networks
- Topic D: Secure Mobile Devices

Troubleshooting System-Wide Issues

- Topic A: Troubleshoot PC Operating Systems
- Topic B: Troubleshoot Mobile Device Operating Systems and Applications
- Topic C: Troubleshoot Wired and Wireless Networks
- Topic D: Troubleshoot Common Security Issues

Additional Course Details

Nexus Humans Managing and Troubleshooting PCs - Part 1 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 Managing and Troubleshooting PCs - Part 1 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 Managing and Troubleshooting PCs - Part 1?

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: How many CPD hours does this course provide?

The 5-day Managing and Troubleshooting PCs - Part 1 course provides up to 32.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Managing and Troubleshooting PCs - Part 1 training?

The training takes place over 5 day(s), with each day lasting approximately 40.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Managing and Troubleshooting PCs - Part 1?

Yes, we provide corporate training, dedicated training, and closed classes for Managing and Troubleshooting PCs - Part 1. 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 Managing and Troubleshooting PCs - Part 1?

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 Managing and Troubleshooting PCs - Part 1 training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

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