Help Desk – New Version 2022 – Key Topics and Learning Outcomes

Unit	Topics
Unit 1 - Troubleshooting basics	Cloud Troubleshooting Methodologies
	Software Troubleshooting
	Network Troubleshooting Methodologies & Tools
	Troubleshooting Network Issues
Unit 2 - Hardware Basics	Installing Hardware & Display Components
	TCP & UDP ports
	Networking
Unit 3 - Peripherals & Accessories	Laptops Features & Mobile Device Types
	Accessories & Mobile Device Synchronization
	Mobile Device Network Connectivity & Application Support
Unit 4 - Networking Fundamentals	Network Hosts
	Implementing Network Concepts
	Network Types
	Networking Tools
Unit 5 - Configuring Network	Configuring a Wired/Wireless Network
	Wireless Networking Protocols
Unit 6 - Mobile devices OS and basics	Setting Up & Using your iPad
	Navigating & Setting Up