IT Support: Networking Essentials

Modality: On Demand

Duration: 12 Hours

About this course:

IT Support: Networking Essentials is designed to introduce the core networking concepts to learners who are new to IT Support. The course begins by explaining the purpose of networking and then examines how networks are configured in homes, offices, between offices, and around the world with the Internet. This includes a review of network topologies, physical networking, and network protocols. The course concludes with an introduction to network troubleshooting, including how to troubleshoot common networking issues.

Course Objective:

- Understanding networking topologies
- Understanding LANs, WANs and the Internet
- Understanding wireless and wired networks
- Understanding network protocols
- Understanding TCP/IP
- Troubleshooting networking using built-in networking tools

Audience:

- IT Support officer

Prerequisite:

- The Windows client training as part of the Microsoft Professional Program – IT Support.

Course Outline:

Networking Overview

- Distributed Systems - a need for networking
- Internets, Intranets, and Extranets
- Types of Networks and Network Topologies
- Graded Exercise: Case Study
- Module Assessment Exam

Physical Networking

- Networking concepts
- Wireless networking

- Wired networking
- Graded Exercise: Case Study
- Module Assessment Exam

Networking Protocols

- Protocols Overview
- Introducing TCP/IP
- Network Services
- Graded Exercise: Case Study
- Module Assessment Exam

Network Troubleshooting

- Network troubleshooting overview
- Networking Tools
- Network troubleshooting steps
- Graded Exercise: Case Study
- Module Assessment Exam

Course Conclusion

- Graded Exercise: Case Study
- Final Exam?

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