

Windows Support Essentials: Maintenance

Modality: On Demand

Duration: 16 Hours

About this course:

This course covers the fundamentals of the tasks and processes used to maintain Windows 10 systems. The course also covers the basics of networking and device security.

It also focuses on backing up and restoring Windows 10 systems from a backup as well as performance optimizations. This course is included in our series of courses that cover Windows support. This course is intended for professionals in the IT support sector.

Course Objective:

- Learning the fundamentals of Windows Update.
- Maintain Windows 10 systems and optimize them for performance
- Learning how to backup, recover, and restore systems and critical data in Windows 10
- Understand advanced system management tools for Windows 10
- Secure systems by mitigating malware

Audience:

- IT Support officer

Prerequisite:

- Windows Support Essentials: Installation
- Windows Support Essentials: Configuration

Course Outline:

Windows Update

- Windows Service Model
- Updating Windows
- Module Assessment Exam

System Maintenance and Performance

- Monitoring Windows 10
- Windows Defender
- Optimizing Performance
- Module Assessment Exam

Configure Backup, Restore and Recovery of System and Data

- Recovering Files
- Recovering Devices
- Module Assessment Exam

Configure Advanced Management Tools

- Malware Fundamentals
- Windows Firewall
- Connection Security Rules
- Module Assessment Exam

Course Conclusion

- Final Exam
- Graded Lab: Maintaining Windows 10
- Graded Lab: Managing Network Security