

Windows Support Essentials: Maintenance

Modality: Self-Paced Learning

Duration: 16 Hours

SUBSCRIPTION: Learn, Master, Master Plus

About this course:

In this course you will learn how to support the maintenance tasks associated with Windows 10. You will develop skills that include learning how to manage network and device security.

You will also learn about backup and recovery as well as how to optimize performance of Windows 10. This course is part of a series of support focused Windows courses. It is intended for individuals working in an IT Support role.

Course Objective:

- Set up Windows Update.
- Perform system maintenance and performance in Windows 10
- Configure backup, restore and recovery of system and data in Windows 10.
- Configure advanced management tools.
- Describe malware mitigation and avoidance techniques.

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