

IT Support: Cloud Fundamentals

Modality: On Demand

Duration: 12 Hours

About this course:

IT Support: Cloud Fundamentals is designed to introduce the core cloud concepts to IT Support learners. This course provides an historical perspective of how IT has evolved to the point where it is now using cloud solutions. The course examines the different types of cloud solutions that are available, as well as the basics of cloud services, cloud usage models, and cloud security. The course concludes with an introduction to Microsoft Azure and Microsoft Office 365.

Course Objective:

- Examine core cloud concepts
- Review basic cloud services
- Analyze cloud usage models
- Examine cloud security basics
- Learn about Microsoft Azure as an IaaS and PaaS solution
- Learn about Microsoft Office 365 as a SaaS solution

Audience:

- IT Support officer
- Microsoft Office Expert
- Cloud security officer

Prerequisite:

- Basic PC knowledge

Course Outline:

Introduction to the Cloud

- A History of the Cloud
- Introduction to the Cloud
- Types of Cloud services
- Case Study
- Module Assessment Exam

Introduction to Cloud Services

- Cloud Usage Models
- Cloud Services
- Cloud Security
- Cloud Service Improvement and Health
- Case Study
- Module Assessment Exam

Introduction to Microsoft Azure

- Microsoft Azure Overview
- Azure Application Solutions
- Azure Database Solutions
- Azure Backup Solutions
- Azure Bot Solutions
- Azure AI Solutions
- Practice Lab: Exploring Microsoft Azure
- Graded Lab: Microsoft Azure
- Module Assessment Exam

Introduction to Office 365

- Introduction to Office 365
- Office 365 Messaging Solutions
- Office 365 Collaboration Solutions
- Office 365 Communication Solutions
- Practice Lab: Exploring Office 365
- Graded Lab: Office 365
- Module Assessment Exam

Course Conclusion

- Final Exam