

Troubleshooting for Helpdesk Staff

The arrival of Windows 2000 & .NET affects staff in all departments. The help desk is one important link in the IT strategy chain that can make the difference when it comes to making users feel comfortable with new systems.

Help desk staff are at the front-line in increasing productivity for computer users. This course builds on existing general help desk skills and adds the specific Windows 2000 knowledge required to diagnose and categorise problems that may be related to the operating system

This can help to reduce the number of calls that are escalated to network and technical support staff. Other business benefits include improvements to call-to-fix times and the rise in professionalism and esteem of help desk staff.

The course is based on lectures combined with real life case studies and examples of the problems that face the help-desk team every day.

Who will the course benefit?

This course has been specifically designed for help desk staff. Help desk managers and other staff acting as workgroup support for users would also benefit.

Course Objectives

To prepare help-desk staff members to serve as first line support in organisations that are planning to roll out Windows 2000.

Prerequisites

Service and Support Essentials (SME), Service Desk Skills for Customer Relationship Management (SDC) or equivalent experience is acceptable.

Follow-On Courses

Microsoft Windows 2000 Network and Operating System Essentials (MOC 2151)

Length of course 4 days.

Introduction to Microsoft Windows 2000

Introduction to network administration
Gaining access to network resources

User and Group Accounts

Introduction to user accounts
Creating a domain user account

File Resources and Shared Folders

Using Microsoft Windows NT File System (NTFS) permissions
How Windows 2000 applies NTFS permissions

Overview of DNS in Windows 2000

The DNS Server service
Zones in Windows 2000

Introduction to Active Directory

Logical structure
Physical structure

Administering Printer Resources

Introduction to administering printers
Managing printer permissions

Monitoring Event Logs

Introduction to monitoring event logs

Monitoring security events

Supporting Applications on Windows 2000

Windows 2000 application configuration
Running Windows 2000 applications

Troubleshooting Resources



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