

CTS155 Tech Support Functions

- a. Understand fundamental concepts of system setup and configuration within a Windows environment.
- b. Perform basic user account management tasks, including user creation, deletion, and password resets.
- c. Configure system settings and preferences to optimize performance and user experience.
- d. Implement basic security measures to protect Windows systems from common threats and vulnerabilities.

OUTLINE OF INSTRUCTION:

- I. Develop a Familiarity with Various Computer Hardware Devices
- II. Apply Basic Troubleshooting Methodologies
 - A. Utilize basic troubleshooting methodologies
 - B. Apply of basic troubleshooting techniques to diagnose and resolve common Windows OS issues
 - C. Employ diagnostic tools (e.g., Event Viewer, Task Manager) to determine issues
 - D. Interpret error messages and log files
- III. Implement System Restore, Backup and Recovery Procedures
 - A. Understand and implement system restore options
 - B. Employ appropriate procedures for system failures and data recovery
 - C. Utilize both of OS and third party backup utilities for Data and Registry Retention
 - D. Articulate the importance of data and registry retention for system maintenance
- IV. Employ Communication Strategies for Providing Technical Support to Users
- V. Implement Basic Security Measures

REQUIRED TEXTBOOK AND MATERIALS:

Text to be assigned by the instructor each semester