LEARNING OUTCOMES:

Upon completion of the course, the student will be able to:

1. Apply advanced troubleshooting methodologies to diagnose and resolv3 k)53 k)53 ki)3.2 ynt)6 o).2 (a)3. (l)0.7:(3 k.2

II. Performance Optimization
   A. Utilize performance monitoring tools to optimize system performance and resource utilization.
III. Backup and Recovery Strategies
   A. Implement backup and recovery strategies to safeguard critical data and ensure business continuity.
IV. Incident Management
   A. Manage incidents effectively by following incident response protocols and escalation procedures.
V. Security Implementation
   A. Evaluate and implement security measures to protect Windows systems from malware, vulnerabilities, and unauthorized access.
VI. Leadership and Teamwork
   A. Lead and participate in helpdesk teams, demonstrating effective communication, collaboration, and leadership skills.
   B. Engage in a team-based project to analyze and resolve advanced troubleshooting scenarios, presenting findings and solutions to the class.
VII. Advanced Active Directory Concepts
   A. Understand advanced Active Directory concepts for user and system management.
VIII. User and System Configuration
   A. Perform advanced user and system setup and configuration tasks within a Windows environment, including group policies and system policies.

REQUIRED TEXTBOOK AND MATERIALS:

Text to be assigned by the instructor each semester.