

# Essential Technical Support & Admin Readiness Program

**Duration: 16 hours**

## **Course Overview:**

This course equips IT administrators, support staff, and system coordinators with a clear understanding of the essential technical support services, escalation procedures, and internal help desk readiness. Participants will learn how support systems are structured, how to handle incidents effectively within service level expectations, and how to manage knowledge transfer through structured documentation and training.

The course is designed to improve coordination between vendors and internal teams by clarifying support levels, responsibilities, and communication protocols in a simplified and non-technical manner.

## **Target Audience:**

- IT Administrators and Support Staff
- System Coordinators and Help Desk Managers
- Project Leads managing service contracts
- Operations Team involved in vendor management
- End-user support personnel in client-facing roles

## **Module 1: Technical Support Services Overview**

### **1.1 Help Desk Support Coverage**

- **24/7 availability**
- **Support channels: Phone, Email, Chat**

### **1.2 Issue Management & Service Commitments**

- **Classification of incidents**
  - **Response times based on severity**
    - **Critical: 30 minutes**
    - **Major: 2 hours**
    - **Minor: 8 hours**
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## **Module 2: Admin Training & Knowledge Transfer**

### **2.1 Administrator Training**

- Training for 10 IT administrators
- Focus on system operation, configuration, and troubleshooting

### **2.2 Internal Help Desk Handover**

- Setup of internal support systems
- Knowledge transfer for support procedures

### **2.3 Documentation and Manuals**

- User guides, SOPs, and admin manuals
  - Provided in both digital and printed formats
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## **Module 3: Escalation, Reporting & Documentation**

### **3.1 Escalation Procedures**

- Defined escalation process
- Roles and communication flow

### **3.2 Service Reporting**

- SLA monitoring
- Periodic reporting and compliance summaries

### **3.3 Documentation & Updates**

- Version control and document access
- Maintaining up-to-date records