

1. Hardware & Peripherals
 - a. Laptop/desktop basic components
 - b. Printer setup and troubleshooting
 - c. USB, wireless and network devices
2. Operating Systems
 - a. Windows 10/11 basics and troubleshooting
 - b. MacOS basic support
 - c. User profiles, file systems, system tools (Task Manager, Event Viewer)
 - d. Device Manager
 - e. Services.msc
3. Command Line & PowerShell Basics
 - a. Basic commands (ipconfig, gpupdate, sfc)
 - b. PowerShell fundamentals (Get-Process, Get-Service)
4. Networking Fundamentals
 - a. IP addressing, DNS, DHCP basics
 - b. VPN connectivity and troubleshooting
 - c. Wi-Fi and LAN issues
 - d. Basic network commands (ipconfig, ping, tracert, nslookup)
5. Identity & Access Management
 - a. Active Directory (user accounts, groups, lockouts)
 - b. Azure AD (Entra ID) basics
 - c. MFA setup and troubleshooting
 - d. Password reset processes
6. Microsoft 365 Support
 - a. Outlook (mailbox, profile, sync issues)
 - b. Teams (login, meetings, audio/video issues)
 - c. OneDrive & SharePoint (file access, sync issues)
 - d. Exchange Online basics
7. File & Storage Management
 - a. Network drives and permissions
 - b. OneDrive sync issues
 - c. File access troubleshooting
8. Remote Support Tools
 - a. Remote desktop (RDP)
 - b. Tools like TeamViewer / AnyDesk
 - c. Remote session troubleshooting
9. Printer & Printing Issues
 - a. Network and local printer installation
 - b. Printer driver installation and compatibility issues
 - c. Print queue stuck / job clearing
 - d. Unable to print / offline printer issues

- e. Connectivity issues (IP, network mapping)
- f. Shared printer access problems
- g. Basic troubleshooting of common printer errors

10. Security Fundamentals

- a. Endpoint protection basics (AV/EDR)
- b. Secure password handling
- c. MFA and login security issues
- d. Basic phishing indicators

11. Mobile Device Support (good to have but not mandatory)

- a. Email setup on iOS/Android
- b. Intune enrolment
- c. MFA on mobile apps

12. Endpoint & Device Management

- a. Device setup and provisioning
- b. Intune (MDM) basics
- c. Software installation and patching
- d. Windows update troubleshooting

13. Troubleshooting Methodology

- a. Structured troubleshooting approach
- b. Issue isolation (hardware, network, application)
- c. Basic log analysis

14. ITSM Tools (Technical Usage)

- a. Ticket logging and categorization
- b. SLA tracking and workflow handling
- c. Assignment groups and ticket updates