Service Desk Analyst Job Based training.

Tuesday, August 25, 2020   5:55 PM

Part -1 Computer Hardware
1 hr

- Power supply
- BIOS
- Cpu types i3 i5 i7
- Ram
- HDD
- POST

Part 2 Windows OS
5-6 hr

- All about Windows 10 OS
- OS versions
- 32bit vs 64bit
- Micorosft Edition and where it is used
- Windows 10 Installation
- Driver installation
- Antiviurs
- Taskmanager
- Windows File system
- Control pannel overviw
- Backup restore

Part 3
2 hr

- Internet explorer
- Browser Reset
- Security settings
- Proxy settings
- Fav import export
- Temp files
- Addins
- Active x settings
- Internet explorer settings overivew
- IE install/Uninstall/Upgrade

Part 4 Server and Client Model
5 - 6 hr

- Work group Model
- Domain Model
- AD Installation
- DNS
- DHCP
- Local vs domain users
- Software installation - MS office and Genral
- Installation directory
- Software troublehooting using windows logs

Part 5 , 4-5 hr.

Ticketing tool
- Remedy
- Service now

- Ticket Creation
- Ticket Priority
- Ticket SLA

- File sharing and security
- One drive file sync
- Active Directory Password Reset
- Unlock User accounts
- Software push to client
- Software center install/uninstall/repair
- Gpupdate command uses

Part 6 Troubleshooting, 10hr.

Daily work/ticket handling.

List of Daily issues

- Outlook Issues
- Unable to configure the outlook
- Outlook addin missing
- Outlook meeting status not getting change
- Outlook some funtion are disebled
- Outlook email stuck in outbox
- Unable to receve external emails
- Outlook working ver slow
- Outlook .ost/.pst file
- Outlook troubleshooting brifly explained
- Skype install/Uinstall
- Skype login issues

Othe issues

- Internet Explorer
- Unable to access website
- External website access issues
- OS Slowness
- Application Activation
- Machine restart issues
- Unable to login to machine
- Rejoing domains
- Network drive mapping isuses
- Network share path access issues

Part -7, 10-12 hrs.

- Create job profile on Naukri.com
- Add skill set and job role in naukari.com
- Make Correct CV for Service Desk.
- How to search jobs.
- Get more notification related to jobs
- Interview Practice