

IT Support SCQF Level 8 Workshop Breakdown

Course 1: Principles of Project Management 1 Day

- Introduction to Projects
- Stakeholders
- Business Cases
- Project Planning
- Risk Management
- Project Monitoring and Change Control

Course 2: Service Support Procedures 2 Days

- The service support functions and processes
- The interrelation of service support functions and SLAs
- Service delivery
- Service support procedures
- Creating and updating service procedures
- Reviewing and testing service support procedures
- Support assets
- Knowledge management
- Feedback
- Continuous improvement

Course 3: Scripting (Option 1 of 2 – 1 course to be selected)

3 Days

- Describe the functionality of Windows PowerShell and use it to run and find basic commands
- Identify and run cmdlets for local system administration
- Work with the Microsoft PowerShell pipeline
- Use PSProviders and PSDrives to work with other forms of storage
- Query system information by using WMI and CIM
- Work with variables, arrays and hash tables
- Write basic scripts in Windows PowerShell
- Administer remote computers with Windows PowerShell
- Manage Azure resources with PowerShell
- Manage Microsoft 365 services with PowerShell
- Use background jobs and scheduled jobs

Course 4: Service Management (Reporting) (Option 2 of 2 – 1 course to be selected)

2 Days

- Visualisation techniques
- What makes a good dashboard?
- What metrics do my audience need to see?
- Communicating information quickly
- How to display information clearly and efficiently
- How to show trends and changes in data over time
- Customizable visualisations (use of widgets and data components)
- Making information accessible
- Prioritising data
- Clearly displaying information in a visual hierarchy
- Creating a coherent overview with opportunity to drill down
- Introduction to data
- Probability and statistical distributions
- Inferential statistics
- Inference for numerical data and categorical data

Course 5: Asset Management

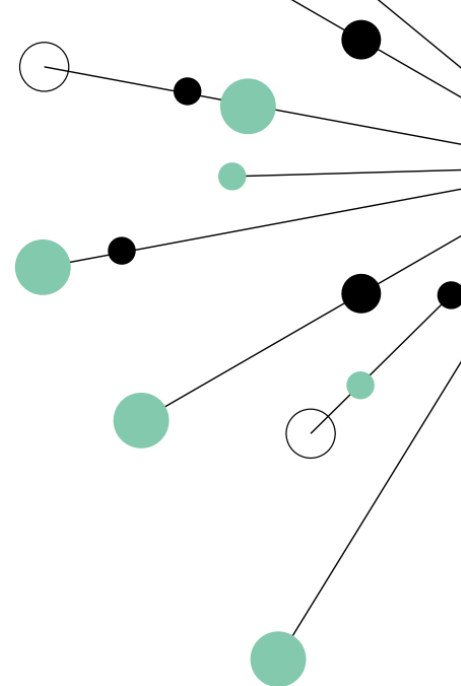
1 Day

- ITAM processes and procedures
- Creating an asset register
- The contents of an asset register
- Tracking IT assets
- SAM processes
- Software metering and licensing
- User education
- Unauthorised and tracking IT assets
- Asset lifecycles
- Asset reporting

Course 6: Responding to Service Requests

1 Day

- The Key Service management procedures
- The Service Request process
- Triaging service requests and the service request process
- Ticketing tools
- Diagnostic tools and techniques
- Remote support and escalating issues
- Customer service
- Different support channels and out of hours options
- User identity management
- Monitor trends
- Continuous improvement
- SLAs, legal requirements and considerations



Course 7: Digital Transformation

1 Day

- Digital transformation in businesses and the principles of business change
- Modelling business processes and formulating proposals for new digital technology solutions
- Cost-benefit analysis
- The legislative and regulatory requirements, organisational policies
- The safe use of digital technology equipment in the workplace
- The integration of digital technologies within business processes
- Reduce costs, enhance performance, and improve productivity and service benefits
- Ethics and the implementation of the digital transformation in businesses

Course 8: Meta Skills & Professionalism

Digital Only Module

- What are Meta Skills
- Personal Professionalism
- How People Learn
- Personal Reflection and Performance Reviews
- SMART Objective Setting
- Development Plans, Career Planning and CPD
- Feedback and Wellbeing

Optional: AI for Everyone

Introduction to Microsoft 365 Copilot – digital content – 1 hour self-paced learning

AI Literacy: Safe & compliant AI use for all staff – digital content – 2 hours self-paced learning

Upgrade your productivity with Copilot – 90-minute webinar

Hands-on Copilot ½ day session:

By the end of this course learners will be able to recognise the purpose and capabilities of Microsoft 365 Copilot

