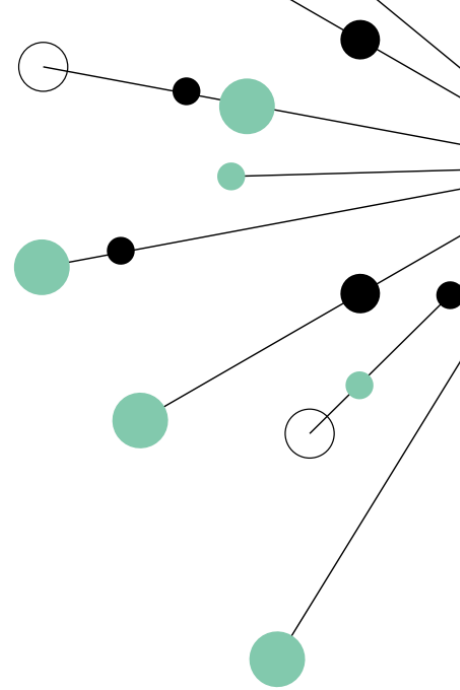




Digital Helpdesk Support Workshop Breakdown



Course 1: PC Passport 4 Days

- **Spreadsheet** – creating workbooks, formatting, editing, protection and restrictions, formulae and working in collaboration online
- **Database** – building a database, protection and restrictions, look up and relationships, formatting, one to one and many to many relationships, forms and queries
- **Word** – complex documents including embedded links and graphics. Editing, formatting, layout, reviewing, track changes, automation, proofing, files, folders and collaborating online
- **Presentation** – Design tools and presentation features including templates, toolbars, effects, formatting, themes, animations, inserted audio and video and collaborating online.

Course 2: Data Modelling & SQL 4 Days

- Understand the benefits of data modelling
- Understand the importance of data
- Understand data analysis
- Understand the data modelling processes
- Understand different types of databases
- Understand entities, attribute design, entity relationships and normalisation

Course 3: Microsoft Azure Fundamentals

1 Day

- Introduction to Cloud Computing
- Cloud benefits
- Cloud service types
- Core Azure architectural components
- Azure compute and networking services
- Azure storage services
- Azure identity, access and security
- Cost management in Azure
- Features and tools in Azure for governance and compliance
- Feature and tools for managing and deploying Azure resources
- Monitoring tools in Azure

Course 4: Microsoft Configuring & Troubleshooting

5 Days

- Introduction to troubleshooting
- Troubleshooting startup and operating system recovery
- Troubleshooting hardware and device drivers
- Troubleshooting network connectivity
- Troubleshooting device management with Group Policy and Intune
- Troubleshooting sign in and resource access
- Troubleshooting apps in Windows client
- Troubleshooting security

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

