



IT Support - SCQF Level 6 Workshop Breakdown

Course 1: Problem Solving – Digital Module

Course 2a: Digital Tech Primer - Digital Module

Course 2b: 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 3: Windows, Client Configuration & Troubleshooting 3 Days

- Introduction to troubleshooting
- Troubleshooting startup and operation system recovery
- Troubleshooting hardware and device drivers
- Troubleshooting network connectivity and security
- Troubleshooting device management with group policy and Intune
- Troubleshooting sign-in and resource access
- Troubleshooting apps in Window client

Course 4: Asset Management 1 day

- Updating hardware and software registers
- Configuring devices
- Installing software images
- Monitoring software licensing

Course 5: Understanding Customer Requirements 1 Day

- Who the internal or external stakeholders are for a project
- How to schedule and conduct stakeholder requirement meetings
- How to engage with stakeholders and tailor communication styles
- How to identify project requirement specifications and plans
- SMART objectives and how to apply them
- Understanding the organisations approach to managing projects and how this aligns to industry standard approaches
- The steps involved in producing estimates for own project tasks
- How to produce task breakdowns and schedules of own tasks and deliverables
- The steps involved in identifying and assessing risks to own project activities
- How to track and report own effort and progress on project tasks and outputs delivered
- The importance of developing excellent relationships with colleagues and stakeholders to support own project delivery

Course 6: Technical Writing – Digital Module

Course 7: Meta Skills & Professionalism – Digital 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: 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

AI for Everyone

Introduction to Microsoft 365 Copilot – Digital Module 1 hour

Self paced learning

AI Literacy: Safe & compliant AI use for all staff – Digital Module –2 hours

Self-paced learning

Upgrade your productivity with Copilot – Webinar 90-minutes

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

