

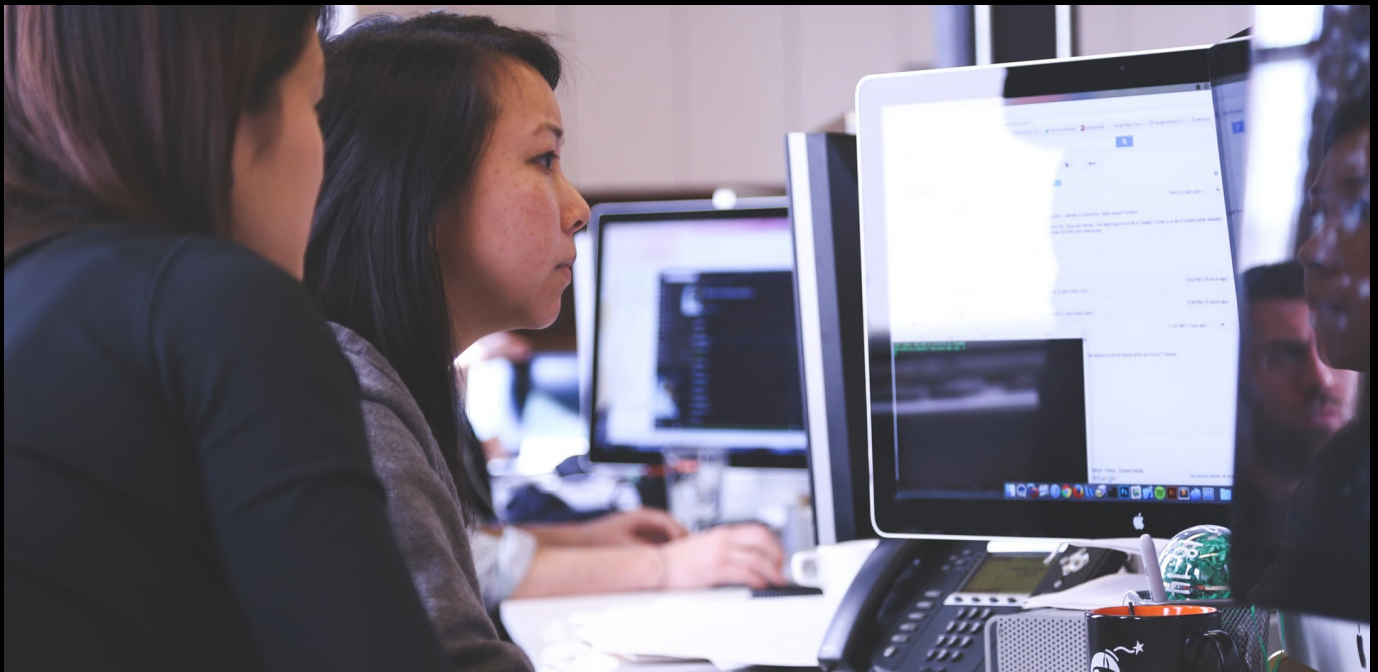


Get Ahead in  
Digital Transformation

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# Building & Maintaining IT Networks





## Why do this course?

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This is the most wide-ranging course on TDM's Get Ahead in Digital Transformation coaching programme, where learners can go on to take the two exams to achieve the CompTIA A+ certificate. This is the industry standard for establishing a career in IT as a certified professional.

Learners are coached and will work toward becoming proven problem solvers in their businesses, able to support core technologies including security, cloud services, data management, operating systems, networking, hardware and more.

## What will learners be able to do?

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- Identify, use and connect hardware
- Install various operating systems
- Troubleshoot software
- Explain types of networks and connections
- Troubleshoot hardware and networks
- Security
- Mobile devices
- Virtualisation and cloud computing
- Operational procedures
- Operational system and application support



## Topics that will be covered:

### IT Infrastructure

Understanding physical and virtual hardware, software, network services and data storage.

The application of infrastructure management tools to automate the provisioning, testing, deployment and monitoring of infrastructure components.

### Network support

Understanding network infrastructures, network hardware, protocols and services.

Storage management: data storage (backup, archiving and recovery).

### Problem management

The resolution of problems, including classification, prioritisation and initiation of action, documentation of root causes and implementation of remedies to prevent future incidents.



## What will the learner achieve?



The Get Ahead in Digital Transformation programme aims to add digital accountabilities to learner's existing roles or enable unemployed learners to take on new jobs with digital accountabilities. As part of the programme the learner can take the exam to achieve the CompTIA A+ 220-1001 and 220-1002 certificates.

## How will employers benefit?

With improved digital skills in its workforce, businesses will be more able to effectively harness new and emerging technologies and will be able to expand into new markets and develop their product offering, adding more value to increasingly digital markets, benefiting from improved efficiencies, automation and production.



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