ENTERPRISE IT INFRASTRUCTURE, TECHNICAL SUPPORT AND IT SERVICE MANAGEMENT COURSE

Introduction

This programme develops the technical and operational competencies required to manage enterprise IT infrastructure and deliver reliable technical support services. It covers hardware and software support, endpoint management, infrastructure maintenance, help desk operations, incident management, problem management, change management and IT service performance. Participants learn to diagnose common technical problems, prioritize service requests, document resolutions and manage escalation procedures. The programme introduces IT service management principles, including service-level agreements, IT asset management, service continuity and continual improvement. The course emphasizes practical approaches to improving service reliability, reducing downtime, strengthening support accountability and enhancing the experience of employees who depend on ICT systems.

Course Objectives

- Explain the main components of enterprise IT infrastructure.
- Diagnose common hardware, software and connectivity problems.
- Establish effective help desk and service desk procedures.
- Apply incident, problem, request and change management principles.
- Manage IT assets and maintain support documentation.
- Monitor service-level agreements and IT service performance.
- Develop practical IT service improvement plans.

Course Modules

> Module 1: Enterprise IT Infrastructure Fundamentals

- Enterprise ICT architecture and core infrastructure components.

P.O Box 7254- 01000
www.trustgatecorporateskills.co.ke
Location Thika & Nairobi

- Servers, endpoints, storage, networks and business applications.
- Infrastructure dependencies, service availability and operational risks.
- Infrastructure documentation, inventory and support responsibilities.

> Module 2: IT Hardware, Software and Endpoint Support
- Computer hardware components, peripherals and diagnostic procedures.
- Operating system installation, configuration and maintenance.
- Software installation, licensing, compatibility and troubleshooting.
- Endpoint security, patching and preventive maintenance.

> Module 3: IT Help Desk and Service Desk Operations
- Help desk functions, service desk structures and support channels.
- Ticket logging, categorization, prioritization and assignment.
- User communication, service etiquette and expectation management.
- Escalation procedures, knowledge bases and support documentation.

> Module 4: Incident and Service Request Management
- Incident definitions, classifications and impact assessment.
- Incident prioritization, response procedures and escalation.
- Service request fulfilment, approvals and workflow management.
- Incident closure, resolution records and post-incident review.

> Module 5: Problem Management and Root-Cause Analysis
- Distinguishing incidents, problems and underlying causes.
- Root-cause analysis techniques and structured diagnosis.
- Known errors, workarounds and knowledge management.
- Preventive actions and reduction of recurring incidents

> Module 6: IT Change and Configuration Management
- Change requests, assessment, approval and authorization.
- Change scheduling, testing, implementation and rollback planning.
- Configuration records, baselines and dependency management.
- Change documentation, audit trails and post-implementation review.

> Module 7: IT Asset and Service-Level Management
- IT asset inventories, ownership and lifecycle management.
- Hardware and software procurement records and licensing compliance.
- Service-level agreements, operational-level agreements and service expectations.

- Service metrics, response times, resolution times and performance reporting.

> Module 8: IT Security, Continuity and Operational Risk

- Endpoint protection, access management and security awareness.
- Data backup, recovery procedures and continuity planning.
- Identifying infrastructure risks and implementing operational controls.
- Security incident reporting, evidence preservation and escalation.

> Module 9: IT Service Management Frameworks and Improvement

- ITIL principles and the service value system.
- Continual improvement, service reviews and feedback mechanisms.
- Knowledge management, standard operating procedures and service documentation.
- Service performance dashboards, user satisfaction and improvement planning.

> Module 10: Integrated IT Service Delivery Project

- Mapping an organization's IT support workflow and service responsibilities.
- Designing an incident classification and escalation matrix.
- Developing service-level indicators and an IT asset management register.
- Presenting a service improvement plan with measurable performance targets.

P.O Box 7254- 01000
www.trustgatecorporateskills.co.ke
Location Thika & Nairobi