@ASK Training
Attitude | Skills | Knowledge

IT Troubleshooting and Problem Solving

Learn to Diagnose and Resolve IT Challenges with Confidence

Course Description

In today's digitally-driven era, being adept at pinpointing and resolving IT-related challenges is paramount. This comprehensive course, **"IT Troubleshooting and Problem Solving"**, has been meticulously designed to empower participants with the requisite skills and insights to tackle prevalent IT issues confidently.

Spanning a wide array of domains – from hardware and software to network, applications, and even security – the curriculum delves deep into systematic approaches for diagnosis and resolution. Through hands-on exercises, real-world case studies, and expert-guided sessions, trainees will not only understand the root causes of common IT problems but will also master the art of quick and effective troubleshooting.

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@ASK Training is a Private Education Institution (PEI) accredited by the Ministry of Education (MOE) and also a Continuing Education and Training Centre (CETC) accredited by SkillsFuture Singapore (SSG), offering a diverse range of courses from Infocomm Technology (ICT) to Digital Marketing, with up to **90% funding and job placement programmes.**

Who Should Attend?

This course is suitable for IT professionals, help desk and support staff, system administrators, tech enthusiasts, IT students, small business owners, and aspiring IT specialists.

Course Duration: **1 Day**, 9.00 AM - 6.00 PM
Course Fee: **From $38.10** (inclusive of 9% GST) after 90% SkillsFuture Funding
Mode of Delivery: Face-to-Face Classroom

Course Objectives

Upon completion of this course, trainees should be able to:

- Comprehend the fundamentals of troubleshooting, including recognising common IT problems in the workplace.

- Analyse and diagnose IT problems effectively, prioritising tasks based on root causes.

- Resolve hardware and software-related issues using appropriate diagnostic tools and techniques.

- Demonstrate proficiency in understanding network components, diagnosing connectivity problems, and enhancing network performance.

- Resolve application-related errors and installation issues.

- Demonstrate the ability to identify, implement, and respond to security-related concerns and incidents.

Minimum Entry Requirements

- 1 GCE 'O' level or equivalent; **OR**

- NITEC/Higher NITEC; **OR**

- Mature candidates (≥ 30 years old with 8 years' work experience in an ICT-related field); **OR**

- Candidates with other qualifications will be considered on a case-by-case basis

Course Outline

Understanding Troubleshooting Process and Identifying Common IT issues
- Introduction to troubleshooting and principles
- Troubleshooting process
- Common IT issues
- Techniques for Identifying and categorizing IT problems

Problem Analysis and Diagnosis
- Effective problem analysis techniques
- Gathering relevant information and data
- Identifying root causes and underlying issues
- Prioritizing troubleshooting tasks

Hardware and Software Troubleshooting
- Troubleshooting common hardware problems
- Diagnosing software related issues
- Utilizing built in diagnostics tools and softwa

Network Troubleshooting
- Network components and topologies
- Diagnosing network connectivity problems
- Dealing with slow network performance
- Resolving IP configuration issues

Application Troubleshooting
- Troubleshooting common application errors
- Investigating compatibility issues
- Analyzing application performance problems
- Handling software installation and update problems

Security Troubleshooting
- Identifying security measures and best practices
- Responding to security incidents effectively
- Recovering from security breaches

Course Fee / Funding Information

S$300
(exclusive of 9% GST)

Course Fee After Eligible SSG Subsidies:

From **S$38.10**
(inclusive of 9% GST) after 90% SSG Subsidies

Self-Sponsored	Eligible Funding	Nett Fees Payable (Incl. 9% GST)
Singaporean Citizens ≥ 40 years old	**90%** SkillsFuture Funding	**S$38.10** (after SSG 90% Funding)
Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old	**70%** SkillsFuture Funding	**S$98.10** (after SSG 70% Funding)

SkillsFuture Credits can be used on top of existing subsidies

Company-Sponsored	Eligible Funding	Nett Fees Payable (Incl. 9% GST)
Small-to-Medium Enterprise (SME) Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old	**90%** SkillsFuture Funding	**S$38.10** (after SSG 90% Funding)
Non-SME Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old	**70%** SkillsFuture Funding	**S$98.10** (after SSG 70% Funding)
Non-SME Singapore Citizens 40 years old & above	**90%** SkillsFuture Funding	**S$38.10** (after SSG 90% Funding)

A SkillsFuture Statement of Attainment (SOA) and Certification of Completion by @ASK Training will be awarded to candidates who have demonstrated competency in the IT Troubleshooting and Problem Solving Assessment and achieved at least 75% attendance.

IT Troubleshooting and Problem Solving Course
Course Code: TGS-2023038587

Visit our website: **https://asktraining.com.sg/it-courses/it-troubleshooting-and-problem-solving-it-course/**

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