



# IT Troubleshooting and Problem Solving

**Learn to Diagnose and Resolve  
IT Challenges with Confidence**

Course Code: TGS-2023038587 (SCTP) | TGS-2025060527 (Non-SCTP)

## 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 Career Advisory and Resources Support Programme.**

# 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.

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**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.

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### Minimum Entry Requirements

- 1 GCE 'O' level or equivalent; **OR**
- NITEC/Higer NITEC; **OR**
- Mature candidates ( $\geq 30$  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 software



## 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	<b>90%</b> SkillsFuture Funding	<b>S\$38.10</b>	(after SSG 90% Funding)
Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old	<b>70%</b> SkillsFuture Funding	<b>S\$98.10</b>	(after SSG 70% Funding)

**SkillsFuture Credits** can be used on top of existing subsidies

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

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

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