@ASK Training
Attitude | Skills | Knowledge

Operating Systems and Desktop Support

Learn How to Effectively Manage Operating Systems and Desktop Support

Course Code: TGS-2023038589 (SCTP) | TGS-2025060524 (Non-SCTP)

Course Description

Embark on a comprehensive journey into the world of operating systems and desktop support with this detailed course. Designed with a hands-on approach, the **Operating Systems and Desktop Support course** is tailored to equip trainees with the essential skills and knowledge required to adeptly install, configure, and maintain predominant operating systems, including Windows OS. Moreover, this course extends its realm to cover the intricacies of virtualised environments, emphasising best practices.

Trainees will be introduced to effective desktop support techniques, ensuring timely and efficient problem resolution. Further, the curriculum delves deep into setting up and tailoring operating systems within virtualised settings, thereby enhancing one's proficiency in managing and optimising desktop systems.

@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, support staff, and system administrators seeking to enhance their skills in operating system management and desktop support. It's also suitable for tech enthusiasts, career advancers, small business owners, and students interested in expanding their IT knowledge.

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Course Duration: **2 Days**, 9.00 AM - 6.00 PM
Course Fee: **From $69.85** (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:

- Possess a comprehensive understanding of operating systems' role in managing computer resources, distinguishing features and functionalities of major platforms, and mastery over essential OS-related terminologies and concepts.

- Perform configuring Windows OS across physical and virtual environments, managing user access with security best practices, and ensuring the system's stability and security through timely updates and patches.

- Build capabilities to excel as desktop support technicians, boasting robust communication and troubleshooting expertise, leveraging remote support mechanisms, and adeptly handling prevalent desktop issues to elevate end-user satisfaction and productivity.

- Develop a deep understanding of virtualisation principles, recognise its multifaceted benefits, and gain expertise in establishing and tailoring virtualised operating systems on leading platforms such as VMWare and VirtualBox.

- Build capabilities to optimise operating system performance, effectively employ disk management strategies, actively monitor and mitigate system inefficiencies, and promptly address performance-related issues, ensuring a consistent and efficient experience for end-users.

- Identify and counteract common security threats, implement stringent security protocols for Windows OS, and establish resilient data backup and recovery mechanisms, guaranteeing the safeguarding and retrievability of vital data even in the face of potential threats or system malfunctions.

Course Outline

Introduction to Operating System
- Role of operating systems in computing
- Overview of Windows OS and virtualized operating systems
- Common terminologies and concepts

Installation and configuration of Windows OS
- Hardware and software requirements
- Installing Windows OS on physical and virtual machines
- Initial Setup and configuration
- User accounts and permissions
- Windows update and patches

Desktop Support Best Practices
- Role of a desktop support technician
- Effective communication and troubleshooting techniques
- Remote support tools and techniques
- Managing user issues and resolving common problems

Virtualised Environment and Hands-on Activity
- Introduction to virtualisation and its benefits
- Setting up a virtualisation environment
- Hands-on activity: Installing and configuring virtualised operating systems in a virtualised environment

Maintenance and Performance Optimisation
- Register maintenance tasks for operating systems
- Disk management and optimisation
- Monitoring system performance
- Troubleshooting performance issues
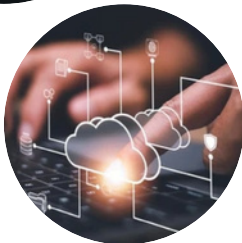
Security and Data Backup
- Common security threats and best practices
- Configuring firewalls and security settings
- Data backup and recovery strategies

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 Fee / Funding Information

S$550
(exclusive of 9% GST)

Course Fee After Eligible SSG Subsidies:

From **S$69.85**

(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$69.85	(after SSG 90% Funding)
Singaporean Citizens, PRs or LTVP+ Holders ⩾ 21 years old	70% SkillsFuture Funding	S$179.85	(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$69.85	(after SSG 90% Funding)
Non-SME Singaporean Citizens, PRs or LTVP+ Holders ⩾ 21 years old	70% SkillsFuture Funding	S$179.85	(after SSG 70% Funding)
Non-SME Singapore Citizens 40 years old & above	90% SkillsFuture Funding	S$69.85	(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 Operating Systems and Desktop Support Assessment and achieved at least 75% attendance.

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Visit our website: https://asktraining.com.sg/it-courses/operating-systems-and-desktop-support-it-course/

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