



❖ Course Description

ASK PC CTSE course is an introductory certification in Computer Technical Support and Troubleshooting. It consists of two introductory levels in both software and hardware technical support. CTSE is ***an important step*** to achieve your [ASK PC CNT Diploma](#) (Computer Networking and Technical Support Diploma).

❖ Type of Delivery

Self-paced course **OR**
Instructor-led training by certified instructor

❖ Duration

60 hours

❖ Training Benefits

- ✓ CTSE Study Guide (Soft Copy)
- ✓ Video Demos & Tutorials
- ✓ Activities and practice
- ✓ Exam & Project
- ✓ ASK PC CTSE Certificate
- ✓ IEEE CEUs certificate

❖ **Course Contents**

ASK PC CTSE is an introductory certificate in ASK PC professional technical support series. It is suitable for people with basic IT knowledge who are willing to work as a technical support professional. It will help you understand, install, configure and troubleshoot both software and hardware.

❖ **A few of the covered topics are**

- Introduction to Digital Circuits
- Basics of the Binary System
- Understanding Boolean Algebra
- Basic Logic Design
- Understanding Computer Hardware
- CPU, Memory, Storage, input, output, Peripheral devices etc
- Basic Computer electronics
- Hardware Troubleshooting
- Safety and protection
- Understanding Operating Systems
- Troubleshooting Windows XP
- Advanced OS topics such as BSOD, Registry etc
- Windows Administration
- Basic Windows Scripting
- Working with Microsoft Management Console
- Introduction to Networking
- Understanding Windows Networking
- Workgroup Vs. Domain Networking
- Configuring Windows XP
- Auditing and Security
- Understanding Group Policy
- Managing Data storage
- Windows Deployment
- Unattended installation

❖ **Prerequisites**

Applicant should be familiar with basic IT knowledge or Windows OS.

❖ **About the author**

Dr. Mohamed N. El-Guindy, PhD, CEng, MBCS CITP, MIEEE, ABILD is the author of ASK PC courses. He is also the founder and president of both ASK PC and ISSA chapter in Egypt. He has broad experience in the field of Information Technology and also speaker in many technology events. For more information, kindly check this page: <http://www.ask-pc.com/founder.html>

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