



❖ Course Description

CNT course is the final level of ASK PC ASKPC Technical Support (**Level 1 and Level 2**) in addition to Networking **Level 1**. It provides advanced PC and networking troubleshooting and repair. It includes diagnosing advanced windows system failures, changing system configurations, BIOS and registry, downloading peripheral device drives and the removal of CPU and motherboard. CNT provides also an in-depth knowledge and practice inside Windows operating systems internals such as memory dump analysis. Additional modules in Hardware, computer engineering, and Operating system design are included.

❖ Type of Delivery

E-Learning
Instructor-led training by certified instructor

❖ Duration

200 hours

❖ Training Benefits

- ✓ Study materials (Soft Copy)
- ✓ Professional Presentations
- ✓ Video Demos & Tutorials
- ✓ Activities and practice
- ✓ 2 Exams & Project
- ✓ ASK PC CNT Diploma
- ✓ CEU and PDH from IEEE

❖ **Course Contents**

ASK PC CNT is a comprehensive technical support course which will help IT professionals learn new troubleshooting and repair techniques. Today's IT technicians are facing lots of problems that are not only related to software or Hardware. Systems security, systems management, advanced e-commerce, web applications and hosting technologies are heavily implemented in today's organizations. IT professionals should be well-rounded and resourceful to help their organizations achieve the highest level of business continuity. Technical support engineers should be familiar with advanced technical topics such as Storage Technology, CPU, and hardware organization. That is why we have CNT diploma.

❖ **A few of the covered topics are**

- Introduction to Computers and Applications
- Introduction to Operating Systems (Windows OS)
- Introduction to Linux and Unix
- Advanced Computer Hardware Topics
- Computer Networking Diagnostics and Design
- Understanding the Internet
- Advanced Data Communications Technology
- Open System Application Server (Linux and Apache)
- Windows Internals
- Windows Scripting and Power Shell
- Windows Active Directory
- Wireless Network Administration
- Introduction to Information Security
- Introduction to System architecture
- Operating Systems and their design
- Understanding website Hosting technologies
- Introduction to IT Project management



❖ Prerequisites

Applicant should be familiar with ASK PC technical Support and Networking certifications (CTSE, CTSP and CNE) or equivalent certifications (A+ and Network+).

❖ Recommend References

- CTSP, CTSE, and CNE Study guides from ASKPC
- Computers: Tools for Information Age 8th Edition
- Computer Organization and Design Fundamentals, David Tarnoff
- Principles of Information Security 3rd Edition
- Computer Organization and Design : The Hardware/Software Interface 3rd Edition

❖ About the author

Dr. Mohamed N. El-Guindy, PhD, CEng, MBCS CITP, MIEEE, ABILD is the author of CNT course in addition to other 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>

Check our security training and courses:



www.askpc.net

ASKPC UK:

Dalton House, 60 Windsor Avenue,
London SW19 2 RR

Email: support@askpc.net

Phone: +44-2033181972

ASKPC USA:

Atlanta, Georgia
USA

Email: support@askpc.net

Phone: +1-678-919-2315

ASKPC Middle East:

Nasr City, Cairo
Egypt

Tel: +20 124473366

Email: info@ask-pc.com