



## دورة تدريبية متخصصة في دعم تكنولوجيا المعلومات وإدارة الخدمات التقنية



**AGILE LEADERS**  
Training Center

18 - 22 Oct 2026  
كيب تاون

## دورة تدريبية متخصصة في دعم تكنولوجيا المعلومات وإدارة الخدمات التقنية

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### Course Overview:

The Training Course in IT Support Services Helpdesk, Incident Handling & Customer Support is designed to equip IT professionals with essential skills to excel in technical support, IT troubleshooting, incident handling, and customer support. This course provides in-depth knowledge on IT service management frameworks, ITIL principles, helpdesk services, remote IT support, and network issue resolution.

Participants will gain hands-on experience in handling IT service requests, prioritizing incident response workflows, managing enterprise IT support solutions, and implementing best practices for service desk operations. The curriculum also covers cybersecurity basics, user authentication techniques, system performance monitoring, and IT system validation to ensure IT support teams can effectively troubleshoot and maintain business continuity.

By the end of this course, learners will be adept at managing IT infrastructure, resolving hardware software issues, documenting IT support processes, and implementing cloud-based IT support strategies. The course combines theoretical knowledge with real-world case studies and interactive hands-on training to prepare IT professionals for evolving industry challenges.

### Target Audience:

- IT Support Specialists
- Helpdesk Technicians
- Technical Support Engineers
- IT Administrators
- Customer Support Representatives in IT
- Network Support Specialists
- IT Managers
- System Administrators

### Targeted Organizational Departments:

- IT Service Management
- Helpdesk and Technical Support
- Network and Systems Administration
- Cybersecurity and Risk Management
- IT Infrastructure and Operations
- Enterprise Support Services

## Targeted Industries:

- Information Technology and Software Services •
- Telecommunications and Networking •
- Financial Services and Banking •
- Healthcare IT and Medical Systems Support •
- E-commerce and Retail IT Operations •
- Government IT Support and Public Services •
- Education and E-learning Platforms •

## Course Offerings:

By the end of this course, participants will be able to:

- Efficiently handle IT service requests and troubleshoot common IT issues •
- Implement best practices in IT service desk operations •
- Manage incident handling and escalation protocols •
- Apply ITIL principles for IT support services •
- Utilize remote IT support and cloud-based IT troubleshooting methodologies •
- Perform network issue resolution and system monitoring techniques •
- Document IT support processes and improve technical communication •
- Implement data backup, recovery strategies, and cybersecurity protocols •

## Training Methodology:

This course employs a blended learning approach, incorporating:

- Interactive Case Studies to simulate real-world IT support challenges •
- Hands-on Exercises for troubleshooting, IT ticketing, and system monitoring •
- Instructor-Led Training for an immersive learning experience •
- Role-Playing Activities for effective IT helpdesk communication and issue resolution •

## Course Toolbox:

Participants will have access to:

- Troubleshooting flowcharts and IT ticketing templates •
- Service Level Agreement SLA checklists •
- Remote desktop support guidelines •
- Cybersecurity risk assessment frameworks •

## Course Agenda:

## Day 1: Fundamentals of IT Support and Helpdesk Operations

- Introduction to the IT-ITeS Industry and IT Support Services Topic 1: •
- Career Opportunities and Responsibilities of IT Support Engineers Topic 2: •
- Concept of Service Requests and Incidents Topic 3: •
- Service Request Management and Incident Handling Frameworks Topic 4: •
- IT Service Desk Best Practices and Ticketing Systems Topic 5: •
- Customer Service Excellence in IT Support Topic 6: •
- Discussing industry trends, career growth, and common service request challenges. Reflection & Review: •

## Day 2: Technical Skills for IT Support and Troubleshooting

- Technical Specifications Related to IT Service Requests Topic 1: •
- Troubleshooting Common Hardware and Software Issues Topic 2: •
- Remote IT Support Strategies and Cloud-Based Solutions Topic 3: •
- Monitoring and Validation of Incidents Topic 4: •
- Network and System Issue Resolution Techniques Topic 5: •
- IT Support Documentation and Knowledge Base Development Topic 6: •
- Hands-on troubleshooting exercises and case study analysis. Reflection & Review: •

## Day 3: Incident Management and ITIL Service Framework

- ITIL Principles for IT Support and Incident Handling Topic 1: •
- Service Level Agreements SLAs and IT Support Metrics Topic 2: •
- Root Cause Analysis and Incident Prioritization Techniques Topic 3: •
- Business Continuity and Risk Management in IT Support Topic 4: •
- Cybersecurity Considerations for IT Helpdesk Operations Topic 5: •
- IT Service Request Escalation and Resolution Strategies Topic 6: •
- Review of ITIL processes and real-world incident management scenarios. Reflection & Review: •

## Day 4: Customer Interaction and Remote IT Support

- Effective Communication for IT Support and Helpdesk Teams Topic 1: •
- Handling Difficult Customers and Service Escalations Topic 2: •
- Remote Desktop Support Best Practices Topic 3: •
- Process Automation in IT Support Services Topic 4: •
- User Authentication and Access Management Topic 5: •
- Ethical Considerations and Compliance in IT Support Topic 6: •
- Role-playing exercises for effective IT support communication. Reflection & Review: •

## Day 5: Advanced IT Support Strategies and Case Study Analysis

- Managing Enterprise IT Support Solutions and IT Infrastructure Topic 1: •
- Digital Transformation and Cloud-Based IT Support Solutions Topic 2: •
- IT System Recovery, Backup, and Disaster Planning Topic 3: •
- IT Troubleshooting Strategies for Large-Scale Organizations Topic 4: •
- Evaluating IT Support Performance Metrics and KPIs Topic 5: •
- Final Course Review, Assessment, and Certification Topic 6: •
- Panel discussion on future IT support trends and best practices. Reflection & Review: •

## FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

No prior qualifications are required, but a basic understanding of IT concepts, networking, or customer support is beneficial

How long is each day's session, and is there a total number of hours required for the entire course?

Each session runs 4-5 hours per day, totaling 20-25 hours over five days

How does IT support contribute to business continuity and operational efficiency?

IT support ensures system reliability, minimizes downtime, and enhances user productivity, making it a critical component of business operations

## How This Course is Different from Other IT Support Training Programs

Unlike generic IT support courses, this program integrates real-world case studies, IT service management best practices, and hands-on technical exercises. It goes beyond traditional troubleshooting by incorporating customer service excellence, compliance, and cybersecurity awareness into IT support operations

This training is ideal for professionals looking to advance their IT support careers by mastering technical troubleshooting, incident handling, and IT service management frameworks in a structured and engaging learning environment



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## فئات الدورات التدريبية



HR TRAINING & DEVELOPMENT

دورات إدارة و تطوير الموارد البشرية



دورات إدارة و تحليل البيانات ودورات علم البيانات



دورات إدارة الجودة وتطوير العمليات



الدورات التدريبية في مجال البيئة والاستدامة



دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات



دورات التدريب القانوني والمشتريات والتعاقدات



دورات الاتصال الجماهيري و السياسات والعلاقات العامة



دورات الذهن السيبراني ودورات تقنية المعلومات



دورات الصيانة ودورات المجالات الهندسية المتنوعة



دورات الصحة والسلامة والذهن المهني



دورات السكرتارية و إدارة المكاتب



دورات الحوكمة وإدارة المخاطر والامتثال



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## فئات الدورات التدريبية



دورات معتمدة من قبل هيئات دولية



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة  
المالية



دورات مكتب إدارة المشاريع وإدارة المشاريع  
الرشيقة

## مدن التدريب



أوسلندا - هولندا



أكرا - غانا



أثينا - اليونان



أبوظبي - الإمارات العربية المتحدة



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



اسطنبول - تركيا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



الرياض - المملكة العربية السعودية



بانكوك - تايلند



بالي - جمهورية إندونيسيا



باكو - أذربيجان



باريس - فرنسا

## مدن التدريب



بورنو - البرتغال



برلين - ألمانيا



برشلونة - إسبانيا



براغ - جمهورية التشيك



جاكرتا - جمهورية إندونيسيا



تورنتو - كندا



تيليسي - جورجيا



بوكيت - تايلاند



روما - إيطاليا



دبي - الإمارات العربية المتحدة



جوهانسبرغ - جنوب إفريقيا



جنيف - سويسرا



سيول - كوريا الجنوبية



سنغافورة - سنغافورة



سان دييغو - الولايات المتحدة الأمريكية



زنجر - تنزانيا

## مدن التدريب



طشقند - أوزبكستان



طرابزون - تركيا



شيكاغو - الولايات المتحدة الأمريكية



شرم الشيخ - مصر



فرانكفورت - ألمانيا



عن بعد - منصة زووم



عمان - المملكة الأردنية الهاشمية



طوكيو - اليابان



لانكاوي - ماليزيا



كيب تاون - جنوب إفريقيا



كوالالمبور - ماليزيا



فيينا - النمسا



مدريد - إسبانيا



ماربيا - إسبانيا



لندن - المملكة المتحدة



لشبونة - البرتغال

## مدن التدريب



فيونخ - ألمانيا



ميلان - إيطاليا



مونتره - سويسرا



مسقط - سلطنة عمان



نيس - فرنسا



نairobi - كينيا

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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