HANDS_ON   **INTERNSHIP/ INDUSTRIAL TRAINING PROGRAM**

Customer care orientation

Power management systems
- Introduction to power management systems
- Monitoring of backup power systems using monitoring and automatic shutdown soft ware:

3) **PC installation, repairs and maintenance**
- De-assembling and re-assembling of PC and laptop units
- Installation of client operating systems
- Installation of client applications
- Enterprise antivirus installations
- Using Task manager to monitor processes and memory usage
- Remote troubleshooting using tools like remote desktop and team viewer Unified communication Tools.
- Operating System repairs and system restores.
- Using third party tools to repair PCs.

4) **Structured cabling and networking**
- Introduction to networking tools
- Cable termination in a structured setting
- Introduction to networking devices i.e. switches, routers, WAPs,
- Setting up and configuring wireless networks
- Integrating wired and wireless networks

5) **Network devices**
- Overview of atypical LAN/WAN architecture (Telecom)
- Designing LAN/WAN architectures using Microsoft Visio and Dia.exe
- Switches and switching configurations
- Routers and router configuration
- Introduction to fiber to Ethernet converters and vice-versa
- Monitoring network resources using tools like solar winds etc..

6) **Server setup, configuration and management**

- Introduction to server hardware
- Assembly and de-assembling of server hardware
- Installation of server operating systems windows (2008 ,2012 & 2016)
- Installation of server operating systems Linux (redhatenterprise)
- Implementing Server Redundancy(RAID configuration)
- Implementation of server roles(DHCP,DNS etc.) in windows server 2016
- Promotion of domains in windows servers
- Configuring active directory on the promoted domain
- Administrating users and computers in active directory
- Setup and configuration of exchange servers
- Configuring outlook clients

7) ISP BUSINESS SOLUTIONS
- Setup of common ISP technologies i.e. ADSL,WIMAX,ISDN,dedicated internet

8) VOIP and PABX installations

Setup, configuration and management of office phone exchange systems (PBX systems

9) CCTV systems installation ()

10)IT help/service desk administration
- Best practices in administrating the service desk.
- Handling technical complaints via phone i.e. addressing level 2 complaints.
- Installation, configuration and administrating service desk applications eg spice works and service desk plus.

10) Database administration and management using oracle 12c
11) Website design, development ,hosting and maintenance
12) Mobile applications development (Android platform)

NB:

During this training every trainee must be attached to a specific running project. And they are expected to work with the team handling the project.