



IT Base Camp

Equipping non-IT staff to manage IT in their organisation

Computers have become a huge part of our every day life both at home and in the work place. When they work well we don't notice how essential they are for the smooth running of our organisations. But when things go wrong we realise just how much we miss them and how their absence can bring work to a standstill.

Avec Solutions has been providing IT support to voluntary and community organisations for over 10 years and is conscious of how critical IT is to the operation of all our clients. Very few have dedicated IT staff and are usually dependent on staff with other duties, having had little or no IT training, taking responsibility for IT in their organisation.

In response to demand from clients, and with support from the Lloyds TSB Foundation, Avec Solutions, in partnership with Landmark East, is launching a new IT training and support project aimed at staff in voluntary and community organisations with responsibility for IT.

Called IT Base camp, this course will equip participants with the knowledge and skill to take on many basic maintenance tasks themselves while at the same time making them much more confident and knowledgeable when dealing with external IT support professionals.

The course will be based around a series of five half day training sessions and will include a course manual, a dedicated web site with discussion forum, and follow up workshops for participants during the year. The course will be delivered to a maximum of 10 participants at a time and peer support within the group will be an integral part of the learning process.

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LANDMARK EAST

Who is it for?

The course is for staff in voluntary organisations who have responsibility for IT, including being the main contact person for the external IT support provider. At this stage participation is limited to clients of Avec Solutions and/or Landmark East. Those organisations who are not yet clients can become eligible by purchasing the necessary pay as you go support time from Avec Solutions.

How is it delivered?

The course will run for a year (September to August) and the following are included:

- Five 4-hour sessions
- Course Materials
- Web based Support
- An online peer support discussion forum
- Ongoing workshops throughout the year

How much does it cost?

With support from the Lloyds TSB Foundation the cost to participants is a fraction of the actual cost of delivery. In fact the only cost to the organisation is the use of a half hour of support time per month throughout the year that the course is delivered (ie £25 per month). During this time the participant has access to ongoing peer and engineer support and will undoubtedly save much more than the half hour support cost by taking on many tasks themselves.

How do I book?

If you wish to find out more about the course you can have an informal chat with either Kerry or Robin in the Avec base – either call for a chat by telephone or if you prefer arrange to call into the office. If you know you wish to proceed then there is a very simple application form which can be sent to you (just phone or email requesting this) or you can download from www.avec-solutions.com/itbase-camp.

See next page for course outline.

For further information contact Kerry Moreland at: kerry@avec-solutions.com t: 028 90459000



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Course Outline

Session 1 Introduction

Overview of course structure and content.
Role of onsite IT manager.
Use of course website.
Peer support and trainer / engineer support.
How computers work.
How networks work.
How the internet works.
Bringing it all together.
What does the future hold.

Session 2 – PCs and Laptops

Desktop Windows operating system versions (XP, Vista, 7)
Windows control panel
Office software (MS Office and alternatives)
email software (MS Outlook and alternatives)
Internet software: browsers, plugins
Dealing with viruses, spyware, trojans and other malware
Hard disk drives: formatting, defragmenting
Device management: flash drives and peripherals
Local printers
Networking setup: LAN, Wifi, Bluetooth
Sharing resources: files, printers
Windows updates
Basic hardware maintenance: power supplies, hard disks,
Memory upgrades
Alternative operating systems: Mac OS X desktops and laptops

Session 3 – Broadband and Network

Broadband ADSL connection and router
Network setup: switches, hubs.
Wireless networking and security.
Firewalls and router security configuration: NAT, port blocking
and forwarding, network protocols.
Network printers
Virtual private networking (VPN)

Network performance

Session 4 – Servers

Server Windows operating system versions (Windows 2003 and 2008)
Control panel
Applications and services: services, event viewer, computer management
Hard disks and RAID configuration
Active Directory and user management
email/groupware server applications (MS Exchange Server and alternatives)
Spam filtering
Backup software and options: tape backup, external HDDs, online backup
Remote access and terminal services
Group and security policies
Web server applications (MS IIS and alternatives) and webmail
Alternative operating systems: Linux servers

Session 5 – Course review and ‘odds & ends’

Cloud computing and online applications (including Google Apps)
Working with digital images
Using Scanners
Adobe PDF
Working with video, audio
Setting up data projectors
Integrating mobile phones
Covering any questions, issues, problems from earlier course content
Using Avec's online customer care system

When?	The course begins in September 2010.
Where?	Avalon House, 278 Newtownards Road, Belfast BT4 1HE.
How often?	There will be 2 courses per year.
Cost?	1/2 hour PAYG support time per month = £25 per month
Participants per course?	Only 10 people per course.
Information?	http://www.avec-solutions.com/it-consultancy-and-support/itbasecamp.html
Email your enquiry?	kerry@avec-solutions.com
Speak to someone?	02890 459000 ask to speak to Kerry.