BLACKBIRD
FOR TRAINING

System and Server Support

Amsterdam (Netherlands)

1 - 12 September 2025

UK Traininig

PARTNER

System and Server Support

Code: IT28 From: 1 - 12 September 2025 City: Amsterdam (Netherlands) Fees: 8300 Pound

Introduction

In today's fast-paced digital environment, the foundation of any organization's IT infrastructure rests in its systems and servers. These critical components are essential for daily operations, ensuring not only the reliability and security of an organization's digital ecosystem but also its efficiency and scalability. To navigate the complexities of server support management effectively, professionals must acquire a deep understanding of advanced system support concepts, modern technologies, and best practices. Whether you're looking to pursue a career in server support or elevate your skills as a server support technician, this course offers comprehensive training on the core areas of network and server support.

Course Objectives

- Gain a comprehensive understanding of modern system architecture, including virtualization, cloud computing, and containerization.
- Develop proficiency in configuring, managing, and troubleshooting various operating systems, including Linux and Windows Server.
- Explore advanced networking concepts, including TCP/IP protocols, routing, and network security, to optimize system performance and ensure reliability.
- Master the deployment and maintenance of server infrastructure, including web servers e.g., Apache, Nginx, database servers e.g., MySQL, SQL Server, and application servers.
- Acquire hands-on experience with automation tools, scripting languages, and DevOps practices to streamline system administration tasks and enhance operational efficiency.
- Learn advanced techniques for monitoring, analyzing, and optimizing system performance to guarantee scalability and resilience in server support services.
- Understand the core principles of cybersecurity and implement robust security measures to protect systems and data from evolving cyber threats.
- Develop strategies for disaster recovery, backup management, and business continuity to minimize downtime and data loss, ensuring continuous system support.

Course Outlines

Day 1: Fundamentals of System Architecture

- Introduction to system architecture and its relevance in server support roles and responsibilities.
- Virtualization technologies and their impact on server support management.
- Exploring cloud computing models and services for enhanced system flexibility.

Day 2: Operating System Fundamentals

- Overview of Linux and Windows Server operating systems as essential components in server support

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services.

- Installation, configuration, and management of operating systems.
- User and group administration for effective system management.

Day 3: Advanced Networking Concepts

- Understanding TCP/IP fundamentals for optimal network server support.
- Key network protocols and services that influence system performance.
- Principles and practices for network security in server environments.

Day 4: Server Infrastructure Management

- Deployment and configuration of web servers e.g., Apache, Nginx to ensure operational efficiency.
- Database server administration e.g., MySQL, PostgreSQL and the SQL Server support lifecycle.
- Setup and management of application servers in various environments.

Day 5: Automation and DevOps Practices

- Introduction to automation tools like Ansible and Puppet for effective system and server management.
- Scripting languages such as Bash and PowerShell for automating administration tasks.
- Setting up CI/CD pipelines for continuous integration and deployment in modern server environments.

Day 6: Performance Monitoring and Optimization

- Key performance metrics and monitoring tools to assess system health.
- System tuning and optimization techniques to ensure peak performance.
- Capacity planning and scalability considerations for future-proofing server infrastructure.

Day 7: Cybersecurity Best Practices

- Understanding the threat landscape and common cyber threats that affect server environments.
- Applying security principles for protecting systems and servers against potential attacks.
- Implementing effective security controls and measures to secure both network and server support.

Day 8: Disaster Recovery and Business Continuity

- Creating a robust disaster recovery and business continuity plan to safeguard data and minimize downtime.
- Effective backup and restore strategies to ensure system resilience.
- Testing and maintaining disaster recovery plans to ensure preparedness in critical situations.

Day 9: Practical Exercises and Case Studies

- Hands-on labs and simulations for real-world server support scenarios.
- Project server support case studies for understanding challenges in server management.
- Troubleshooting exercises to improve problem-solving skills in server environments.

Day 10: Final Project and Assessment

- Capstone project: Design and implement a comprehensive system and server support solution.

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- Final assessment of the knowledge and skills acquired throughout the course.
- Course review and feedback to ensure readiness for professional server support roles.

Conclusion

This course equips participants with the critical skills and knowledge required for a successful career in server support. Whether you're aiming to be a server support specialist, a system support analyst, or an executive system support professional, this training will empower you to take on the challenges of modern system and server infrastructure with confidence. Through a combination of theoretical knowledge and hands-on practice, you will be prepared to excel in any server support management role.

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