Software Installation and Configuration Support Basics Training Course

Professional Development Training Course Outline

Category	Customer Service and Customer Experience	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s fast-paced digital era, mastering software installation and configuration is crucial for IT professionals, system administrators, and technical support personnel. Software Installation and Configuration Support Basics Training Course empowers learners with the essential skills to efficiently deploy, configure, and troubleshoot software applications across diverse operating systems and platforms. Participants will gain hands-on experience, practical knowledge, and industry best practices to ensure seamless software integration, maximize productivity, and minimize system downtime.

This course leverages cutting-edge tools, interactive methodologies, and real-world scenarios to provide learners with actionable insights into software lifecycle management. By focusing on installation strategies, configuration optimization, troubleshooting techniques, and support workflows, this program ensures learners are job-ready and capable of delivering high-quality IT support in any organizational environment. Whether for beginners or IT enthusiasts, this training bridges the gap between theoretical knowledge and practical expertise in software deployment and configuration.

Programme Curriculum

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Course Duration

5 days

Course Objectives

1. Understand software installation fundamentals across multiple operating systems.
2. Gain hands-on experience in software configuration and optimization for peak performance.
3. Learn installation planning and deployment strategies for complex systems.
4. Master troubleshooting common installation errors efficiently.
5. Acquire knowledge of patch management and updates for software sustainability.
6. Explore automation tools for software deployment to enhance productivity.
7. Understand system compatibility and requirement analysis for smooth installation.
8. Develop skills in software rollback and recovery procedures.
9. Learn to document installation and configuration processes for compliance.
10. Enhance understanding of user permission and security configuration during installations.
11. Gain exposure to real-world case studies of installation challenges.
12. Build expertise in support ticket management and client communication.
13. Prepare for career roles in IT support, system administration, and technical consulting.

Target Audience

1. IT Support Technicians
2. System Administrators
3. Network Engineers
4. Junior Software Developers
5. Technical Consultants
6. IT Helpdesk Professionals
7. Computer Science Students
8. Anyone interested in IT software deployment and support

Course Modules

Module 1: Introduction to Software Installation

- Understanding software types
- Pre-installation system checks and prerequisites
- Installation methods
- Overview of installation logs and documentation
- Case Study: Installing a CRM software in a mid-sized company

Module 2: Configuration Basics

- System configuration parameters
- Software environment settings
- User preferences and default configurations
- Configuration file management
- Case Study: Configuring a new ERP system for multiple departments

Module 3: Installation Planning & Deployment Strategies

- Step-by-step deployment planning
- Risk assessment and mitigation
- Resource allocation and scheduling
- Deployment checklists and validation
- Case Study: Rolling out antivirus software to 500+ systems

Module 4: Troubleshooting Installation Issues

- Common installation errors and causes
- Debugging techniques and error logs
- Reinstallation strategies
- Using support forums and knowledge bases
- Case Study: Resolving driver installation conflicts in Windows 10

Module 5: Patch Management & Updates

- Importance of software updates
- Patch deployment strategies
- Version control and rollback
- Automating update schedules
- Case Study: Applying security patches to financial software

Module 6: Automation Tools for Installation

- Overview of software deployment tools
- Scripting installations using batch, PowerShell, or shell scripts
- Using deployment software like SCCM, Ansible, or Jenkins
- Monitoring automated installations
- Case Study: Automating software installation in a corporate environment

Module 7: Security & User Permissions

- Configuring admin vs user rights
- Managing access during installation
- Best practices for secure installation
- Audit trails and compliance considerations
- Case Study: Configuring a secure file sharing application for employees

Module 8: Support & Documentation

- Documenting installation steps and configurations
- Handling support tickets effectively
- Communicating with stakeholders and end-users
- Maintaining a knowledge base for recurring issues

- Case Study: Creating a knowledge base for software support in a tech startup

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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