

### Online Training Solution

Orion Learning provides content-rich, interactive training courses and programs which deliver engaging, comprehensive, vocational and language training. One of our training categories is IT services/Help Desk.

Our help desk courses provide users with a complete training foundation which includes service support, connectivity, networking, peripheral devices and troubleshooting. Our courses provide employers with a solid training solution, designed to deliver skills training to their employees. For the employee, it's fun, engaging and effective online training and a career growth plan.

### Course Structure

All Orion Learning Courses are structured using modules, chapters, lessons, activities and quiz format. Each course includes a course glossary, course resource, activities, quizzes, final assessment and individual course certificates. Courses can be purchased individually or as bundle. We offer prepackaged bundles or we can create a custom bundle for you.

### Course Titles

- Computer Hardware
- Computer Component Interactions
- Computer Software
- Computer Networking
- Desktop and Mobile Platform Components
- Serial and Parallel Ports
- Platform Peripheral Devices
- Computer Storage and Memory
- Comparing Platforms and Devices
- Computer Operating Systems
- Operating System Components
- Desktop Operating Systems
- Mobile Tablet Operating Systems
- Service Operating Systems
- Internet Security
- Disaster Recovery Planning
- IT Behavior, Compliance & Ethics
- Software Application Features
- Software System Requirements
- Software Installation Processes
- Software Performance and Diagnostic Testing
- Troubleshooting Basics
- Troubleshooting Tools
- Troubleshooting-Common Software Issues
- Troubleshooting-Common Hardware Issues
- Troubleshooting-Common Issues with Peripheral Devices
- Troubleshooting-Connectivity and Networking Issues
- Internet and Intranet
- Customer Relationship Management

To better meet specific training needs we offer single courses, course bundles, and complete training programs.

### Program Features:

- Courses are active up to 12 months
- Structured course format
- Interactive course content
- 24/7 access to our LMS
- Course Certificates
- Call for pricing and volume discounts

Need help with making your choices? Contact us today at 1-855-686-2002 Ext. 104 and let us help you design and develop a comprehensive online training program.

[www.orionlearning.com](http://www.orionlearning.com)