



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Multi User Networked Operating System Monitoring And Maintenance Training

Physical, Mathematical, Computer and Life Sciences / Information Technology and Computer Sciences

Unit Standard 114053 · NQF Level 5 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips IT professionals with the skills to monitor, maintain, and troubleshoot multi-user networked operating systems. Participants will learn to ensure system availability, performance, and security in a networked environment. The training aligns with SAQA Unit Standard 114053, focusing on practical competencies for system administration.

Category	Physical, Mathematical, Computer and Life Sciences
Subfield	Information Technology and Computer Sciences
Unit Standard	114053
Accreditation	SAQA Accredited · NQF Level 5 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply monitoring tools to track system performance and resource utilization in a multi-user networked environment.
- Analyze system logs and performance data to identify potential issues and bottlenecks.
- Evaluate security vulnerabilities and implement appropriate access controls and patches.
- Design maintenance schedules and backup strategies to ensure system reliability and data integrity.
- Implement user account management procedures, including creation, modification, and deletion of accounts.
- Demonstrate troubleshooting techniques for common network and operating system problems.

WHO SHOULD ATTEND

- IT support technicians, network administrators, and system administrators responsible for managing multi-user networked operating systems in medium to large enterprises.

COURSE OUTLINE

Day 1: Fundamentals of Multi-User Networked Operating Systems

- Overview of multi-user networked operating systems (e.g., Windows Server, Linux)
- Core services: DNS, DHCP, file sharing, print services
- User account management: creation, modification, deletion, groups
- Authentication protocols: NTLM, Kerberos, LDAP
- Introduction to network monitoring: logs, performance counters, alerts
- Security fundamentals: permissions, encryption, firewalls
- Backup and recovery basics

Day 2: Monitoring and Performance Tuning

- Monitoring tools: Performance Monitor, Resource Monitor, SNMP
- Key metrics: CPU, memory, disk I/O, network throughput
- Setting up performance baselines and thresholds
- Log management: Event Viewer, syslog, centralized logging
- Alert configuration: email notifications, SNMP traps
- Performance tuning: memory optimization, disk defragmentation, service adjustments
- Patch management: update policies, testing, deployment
- Scheduled maintenance: disk cleanup, error checking, backup verification

Day 3: Advanced Maintenance and Troubleshooting

- Troubleshooting methodology: problem identification, root cause analysis
- Common issues: connectivity, authentication, resource contention
- Disaster recovery: backup types (full, incremental), restore procedures
- Security hardening: group policies, firewall rules, access control lists
- Automation with PowerShell or Bash scripts
- Remote management: RDP, SSH, remote monitoring tools
- Documentation best practices: change logs, incident reports, system diagrams
- Final assessment and review

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **6 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 18,800.00	R 18,800.00
1	In-House	R 24,500.00	R 24,500.00
1	On-Campus (Pretoria)	R 28,100.00	R 28,100.00

UPCOMING SESSIONS

Start	End	Method	Venue
04 Aug 2026	06 Aug 2026	On-Campus	Dubai, UAE
04 Aug 2026	06 Aug 2026	On-Campus	Johannesburg, South Africa
05 Aug 2026	07 Aug 2026	On-Campus	Pretoria, South Africa
05 Aug 2026	07 Aug 2026	On-Campus	Mauritius
10 Aug 2026	12 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	12 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	13 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Mauritius

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 114053) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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