ITNet
PRO SERVICES

SERVICES CATALOG

TRAINING SERVICES

TCP/IP Networking Basics

- TCP/IP layered architecture
- Link layer (Physical Interfaces, Transmission Standards, Line Codes)
- Internet layer (ARP, IP). Routing. Routing protocols (OSPF, ISIS, BGP)
- Transport layer (UDP/TCP)
- Application layer (DNS, FTP, HTTP)
- Hands on lab

VoIP Technology and Applications

- VoIP concepts
- Protocols (SDP, RTP, RTCP, H.323, H.248)
- Codecs
- QoS
- Hands on lab

Linux Basics

-Main distros

-OS installation

-File system structure

-Shell commands

-Users, groups and file permissions

-File editors

-System processes

-File mounting

-Crontab

-Hands on lab

Cybersecurity Basics

-Introduction to cybersecurity

-Networking and security fundamentals

-Passwords and authentication

-Email and web safety

-Device and data protection

-Incident response and reporting

-Policies and compliance

-Hands on lab

SUPPORT SERVICES

Help Desk and Technical Support

-Basic troubleshooting, password resets, software installation

-Escalated issues, remote diagnostics, hardware support

-Advanced problem resolution, system-level fixes, vendor coordination

Network Infrastructure Management

-Router and Switch Configuration

-Firewall Setup and Monitoring

-LAN/WAN Optimization

-Performance Monitoring

-Bandwidth Management

Cybersecurity Services

-Antivirus and Endpoint Protection

-Intrusion Detection and Prevention Systems (IDPS)

-Security Patch Management

-Vulnerability Scanning

-Incident Response and Recovery

Cloud and Virtualization Support

-Cloud Migration and Setup (AWS, Azure, Google Cloud)

-Virtual Machine (VM) Management

-Storage and Backup Solutions

-Disaster Recovery Planning

System Administration

- Server Installation and Maintenance
- Active Directory and Group Policy Management
- User Account Provisioning
- Software Updates and Licensing

Remote Access and VPN Support

- VPN Configuration and Troubleshooting
- Secure Remote Desktop Access
- Mobile Device Management (MDM)

VoIP and Communication Systems

- VoIP Setup and Maintenance
- Unified Communications (Teams, Zoom, Slack)
- Call Routing and Quality Monitoring

IT Asset and Inventory Management

- Hardware Lifecycle Tracking
- Software License Compliance
- Asset Tagging and Auditing

CONSULTING & STRATEGY SERVICES

Strategic IT Planning

- -Technology Roadmapping
- -Gap Analysis
- -Digital Transformation

Infrastructure and Network Consulting

- -Network Design & Optimization
- -Managed Network Services
- -Disaster Recovery Planning

Cybersecurity Consulting

- -Risk Assessment
- -Security Architecture Design
- -Compliance Guidance

Cloud and Virtualization Services

-Cloud Migration (AWS, Azure, Google Cloud)

-Hybrid and Multi-Cloud Strategy

-Virtualization Support

IT Governance and Compliance

-Policy Development

-Audit Preparation

-Regulatory Mapping

Contact us

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