

CLD263x – IT Support: Cloud Fundamentals

Course Prerequisites

This course is designed for persons who are new to the IT Support field. No previous computer knowledge or experience is required.

Course Objectives

After completing this course, students will be able to:

- Examine core cloud concepts
- Review basic cloud services
- Analyze cloud usage models
- Examine cloud security basics
- Learn about Microsoft Azure as an IaaS and PaaS solution
- Learn about Microsoft Office 365 as a SaaS solution

Course Outline

Week 1 – Module 0: Course Introduction

- Welcome to IT Support: Cloud Fundamentals
- Course Introduction
- Course Syllabus and Grading
- Discussion Forums and Getting Help
- Getting to Know You/Pre-Course Survey

Week 1 – Module 1: Introduction to the Cloud

- A History of the Cloud
- Introduction to the Cloud
- Types of Cloud Services
- Graded Case Study
- Module Assessment exam

Week 2 – Module 2: Introduction to Cloud Services

- Cloud Usage Models
- Cloud Services
- Cloud Security
- Cloud Service Improvement and Health
- Graded Case Study

- Module Assessment exam

Week 3 – Module 3: Introduction to Microsoft Azure

- Microsoft Azure Overview
- Azure Application Solutions
- Azure Database Solutions
- Azure Backup solutions
- Azure Bots Solutions
- Azure AI Solutions
- Graded Hands-On Lab
- Module Assessment exam

Week 4 – Module 4: Introduction to Office 365

- Introduction to Office 365
- Office 365 Messaging Solutions
- Office 365 Collaboration Solutions
- Office 365 Communication Solutions
- Graded Hands-On Lab
- Module Assessment exam

Week 5 – Course Conclusion

- Final Exam
- Post-Course Survey

Coursework and Grading

There is a graded assessment exam at the end of each module as well as at the end of the course. There are gradable case studies at the end of Modules 1 and 2 and gradable labs in Modules 3 and 4. There are also non-gradable practice labs in Modules 3 and 4 as well. These exercises allow you to apply the knowledge you have acquired into real-world cloud computing scenarios

You are graded on the following:

- **40% of total available points - Module assessment exams.** There will be a short quiz at the end of each module that covers just the material from that module. There will be 10 questions in each module exam. You will have one attempt to answer each module assessment question correctly.
- **40% of total available points - Course assessment exam.** This is the final exam at the end of the course that has 20 questions covering all modules. You will have one attempt to answer each course assessment question correctly.
- **20% of total available points – Graded Case Studies and Labs.** There is a case study at the end of Modules 1 and 2, each of which includes a 5 question exam. There is a gradable lab at the end of Modules 3 and 4. You will be graded as to whether you can successfully complete each lab.

You need to score 70% or better to pass this course.

Discussion

To get help with the course, click the **Discussion** tab and post a question. While the Discussion forum is not being regularly monitored by Microsoft, this is an excellent opportunity to network with your peers from around the globe. We strongly encourage you to use the Discussion forum to introduce yourself and start a conversation regarding any questions that you have related to the course.

The course also has built-in Discussion questions designed to initiate discussion threads on specific topics. While these questions are optional, they do provide another opportunity to share your thoughts with other students regarding specific cloud computing issues. This is a wonderful way to expand your learning and build peer relationships.

To get help with a technical problem, click **Help** to send a message to edX Student Support.