



MFE-IT

Reference: AM/EN/W11SDA

Windows 11 Troubleshooting Training Course

Technical Support, Expert Troubleshooting and Advanced Client
Management

Duration: 2 Days | Hours: 14 h

Remote · Sessions guaranteed from 1 registrant · 60% hands-on practice

DESCRIPTION

Windows 11 brings new challenges for support teams and system administrators: hardware compatibility (TPM 2.0, Secure Boot), security tightening, virtualisation-based security, network and application troubleshooting, BSOD analysis. The methods that worked on Windows 7 are no longer enough — modern troubleshooting requires PowerShell, structured diagnostic tooling and a methodology.

This advanced training course equips you to effectively resolve complex incidents, automate repetitive tasks and ensure proactive administration of user workstations. Hands-on labs cover real BSOD analysis, performance investigations, network and application failures — with the tools and playbooks used by N2/N3 support teams in demanding professional environments.

LEARNING OBJECTIVES

By the end of this training course, participants will be able to:

- Diagnose and correct system, network and application incidents in Windows 11
- Automate administrative tasks with PowerShell and advanced Windows tools
- Manage security policies, compliance and user access
- Analyse system performance, logging and behaviour
- Optimise client workstation stability, compatibility and productivity

PREREQUISITES

- Proficiency in Windows 10 or 11 for professional use
- Experience in technical support or system administration required
- Basic knowledge of PowerShell, networking and GPO recommended

Because each participant is unique, a personalised interview is systematically organised in advance with our expert to design a training programme perfectly aligned with their objectives, level and professional challenges.

TARGET AUDIENCE

IT support teams, level 2/3 technicians, system administrators and digital workplace advisors going beyond basic management.

DETAILED PROGRAMME

The training alternates between theoretical input and hands-on practice (approximately 60% of the time). Modules are built around practical exercises based on real-world business use cases.

Module 1 – Technical Architecture of Windows 11

- System components and UEFI/BIOS
- Hardware security: TPM 2.0 and Secure Boot
- Changes from Windows 10 and migration impact

Module 2 – System Diagnostic and Troubleshooting Tools

- Startup error resolution and BSOD analysis
- Event log, Reliability Monitor and Performance Monitor
- Advanced system restore and recovery options

Module 3 – Automation and PowerShell

- Essential cmdlets for administration
- Automation scripts for tasks, users and services
- Storage management and DSC introduction

Module 4 – Software Maintenance and Support

- Application compatibility and AppLocker
- Update control and driver management
- Microsoft Store and installation policies

Module 5 – Security, Protection and Supervision

- Advanced Windows Defender and Smart App Control
- Device control and access management
- UAC policy and advanced firewall configuration

Module 6 – Performance Monitoring and Maintenance

- Performance monitoring: RAM, CPU, disks
- Service tuning and intervention planning
- Snapshots and backup strategies

TEACHING METHODS

Format and Delivery

The training is delivered remotely via an interactive virtual classroom. It can also be delivered on-site, with content customised to match the needs of your professional project. The theory/practice split is approximately 40%/60%.

MFE-IT Ultra-Personalised Format

Each session accommodates between 1 and 3 participants, ensuring highly individualised support. A preliminary interview allows us to tailor the content to each participant's profile. Inter-company sessions are guaranteed from just 1 registrant (except in cases of force majeure).

Skills Assessment

Throughout the training, the trainer assesses participant progress through multiple-choice questions, role-playing exercises and hands-on work. At the end, a certificate of achievement is issued to each participant.

Post-Training Support

For one month following the training, each participant can contact MFE-IT trainers with questions about implementing acquired knowledge. A response is provided by email or telephone within 48 working hours.

Accessibility

MFE-IT is committed to welcoming people with disabilities. Contact: contact@mfe-it.com.

PRACTICAL INFORMATION

Trainer Resources

- Structured demonstrations aligned with the detailed programme
- Exercise briefs and solutions throughout the training
- A ready-to-use technical environment for practical workshops
- Trainer validation of acquired knowledge at the end of each workshop
- Digital reference documents

Certification and Validation

At the end of the training, a certificate is sent by email specifying the objectives, nature, duration and assessment results. A completion certificate can also be provided on request.

Benefits for Participants

- Train from your workplace or home, with no travel required
- Benefit from an expert trainer-consultant on the subject
- Enjoy an ultra-personalised format (1 to 3 participants)
- Continue training even in the event of unforeseen circumstances

Benefits for the Organisation

- Optimise the training budget by reducing travel and accommodation costs
- Offer quality training to all employees, regardless of location
- Reduce absence time linked to travel
- Support team upskilling in all contexts