

Cloud Computing for End Users

Course Duration: 16 Hours

Course code: CCEU

1. Course Overview

This course introduces end users to the fundamentals of cloud computing and equips them with the skills to use cloud-based services effectively in daily business operations. Participants will learn how to access, collaborate, and secure data in the cloud using common platforms. The course covers cloud basics, storage, productivity tools, security awareness, and best practices for maximizing efficiency in a cloud-enabled environment.

2. What you'll learn?

- Understand the fundamentals of cloud computing and service models (IaaS, PaaS, SaaS).
- Use cloud-based productivity and collaboration tools.
- Store, share, and manage files securely in the cloud.
- Apply cloud security and compliance best practices.
- Work efficiently with email, communication, and project tools in the cloud.
- Troubleshoot common issues and adopt cloud usage best practices.

3. Target Audience

- Business professionals and office staff using cloud applications
- Students and beginners new to cloud computing
- End users working with cloud-based collaboration tools (e.g., Microsoft 365, Google Workspace)
- Anyone seeking to enhance productivity using cloud services

4. Pre-Requisites

- Basic computer literacy (Windows or macOS)

- Familiarity with internet and web-based applications
- No prior cloud computing experience required

5. Course content

Module 1: Introduction to Cloud Computing

- What is Cloud Computing?
- Characteristics of cloud services
- Overview of IaaS, PaaS, SaaS for end users
- Benefits and challenges of cloud adoption

Module 2: Cloud Platforms and Services

- Introduction to major providers (Microsoft, Google, AWS)
- Overview of commonly used end-user services
- Accessing applications through web and mobile interfaces
- Subscription and licensing basics

Module 3: Cloud Storage and File Management

- Using OneDrive, Google Drive, and Dropbox
- Uploading, downloading, and syncing files
- Organizing shared folders and permissions
- Best practices for file version control

Module 4: Collaboration and Productivity Tools

- Working with Microsoft 365 (Word, Excel, Teams, Outlook)
- Google Workspace (Docs, Sheets, Meet, Gmail)
- Real-time co-authoring and collaboration
- Project and task management tools (Trello, Asana, Planner)

Module 5: Communication in the Cloud

- Cloud-based email systems
- Video conferencing platforms (Teams, Zoom, Google Meet)
- Instant messaging and collaboration hubs
- Scheduling and calendar management

Module 6: Security and Compliance for End Users

- Basics of cloud security awareness
- Password management and multi-factor authentication (MFA)
- Identifying phishing and common cyber threats
- Data privacy and compliance responsibilities

Module 7: Working Remotely with Cloud Services

- Accessing work files from any device
- Remote collaboration best practices
- Offline access and synchronization
- Ensuring productivity while mobile

Module 8: Troubleshooting and Best Practices

- Common connectivity and login issues
- Managing cloud account settings
- Best practices for maximizing cloud efficiency
- Case studies and practical end-user scenarios