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*Rafael Jesús Pérez Carvajal*

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Planificar el soporte a los usuarios asegurando la máxima disponibilidad y la documentación de las tareas correspondientes. Definir los objetivos de un plan de asistencia técnica y de soporte a usuarios. Explicar las ventajas y características principales de las técnicas de asistencia remota a los usuarios a través de los servicios y herramientas disponibles en el sistema. Establecer procedimientos de instalación, configuración y mantenimiento de software de base y aplicación en puestos de usuario. Analizar el sistema mediante técnicas de simulación y modelado para optimizar el rendimiento. Identificar y caracterizar adecuadamente los pasos a seguir para realizar la simulación de un sistema. Ebook ajustado al certificado de profesionalidad de Gestión de sistemas informáticos.

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