

Supporting Users and Troubleshooting Desktop Applications on a Windows XP OS + MeasureUp & CBT

Course Summary

Description

This ILT Series course prepares students for Microsoft Certified Desktop Support Technician (MCDST) exam 70-272. Students will learn how to support applications in Windows XP, install and configure Microsoft Office, and set up and manage application security.

Topics

- Application Support
- Office Installation
- Office configuration
- Outlook Configuration
- Application Security

Prerequisites

There are no prerequisites for this course.

Audience

This course is designed for those planning on taking the Microsoft Certified Desktop Support Technician (MCDST) exam 70-272.

Duration

Two days

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Course Outline

- I. Application support**
 - A. Windows XP application support
 - B. Built-in applications
 - C. Internet Explorer and Outlook Express
 - D. Remote Assistance
- II. Office installation**
 - A. Office installation
 - B. Office add-ins and templates
 - C. Troubleshooting
- III. Office configuration**
 - A. Office customizations
 - B. Office updates and upgrades
- IV. Outlook configuration**
 - A. Setting up Outlook
 - B. E-mail management
 - C. Outlook data protection
- V. Application security**
 - A. Security threats
 - B. Security measures
- VI. Desktop Support Technicians**
 - A. The DST job role
 - B. Certifications