

MCTS and MCITP: Windows 7 Configuration and Desktop Support Technician

Course Description and Overview

Overview

SecureNinja's MCTS and MCITP:Windows 7 dual certification training boot camp in Washington, DC will prepare candidates to take the Microsoft exams that operate in computing environments that use Microsoft Windows 7 as a desktop operating system in an enterprise environment. Candidates should have at least one year of experience in the IT field, as well as experience implementing and administering any Windows client operating system in a networked environment. This course covers both the MCTS and MCITP Windows 7 certifications:

MCTS: Windows 7 Configuration is for IT professionals who want to demonstrate their technical expertise in the functions and features of Windows 7 and to troubleshoot network-connectivity and applications issues

MCITP: Windows 7 Configuration is for IT professionals who want to demonstrate their job-role skills in one of two areas: Enterprise Desktop Support Technician 7, which validates technical skills and the ability to operate effectively in a support center; and Enterprise Desktop Administrator 7, which validates skills for deploying operating systems and desktop applications and for managing the client life cycle.

Topics Covered

Installing and Configuring Windows 7 Client

Course Objectives

- Perform a clean installation of Windows 7, upgrade to Windows 7, and migrate user-related data and settings from an earlier version of Windows.
- Configure disks, partitions, volumes, and device drivers to enable a Windows 7 client computer.
- Configure file access and printers on a Windows 7 client computer.
- Configure network connectivity on a Windows 7 client computer.
- Configure wireless network connectivity on a Windows 7 client computer.
- Secure Windows 7 client desktop computers.
- Optimize and maintain the performance and reliability of a Windows 7 client computer.
- Configure mobile computing and remote access settings for a Windows 7 client computer.

Course Outline

- Installing, Upgrading, and Migrating to Windows 7
 1. Preparing to Install Windows 7
 2. Performing a Clean Installation of Windows 7
 3. Upgrading and Migrating to Windows 7
 4. Performing Image-based Installation of Windows 7
 5. Configuring Application Compatibility
 6. Lab: Installing and Configuring Windows 7
- Configuring Disks and Device Drivers
 1. Partitioning Disks in Windows 7
 2. Managing Disk Volumes
 3. Maintaining Disks in Windows 7
 4. Installing and Configuring Device Drivers
 5. Lab: Configuring Disks and Device Drivers
- Configuring File Access and Printers on Windows 7 Client Computers
 1. Overview of Authentication and Authorization
 2. Managing File Access in Windows 7
 3. Managing Shared Folders
 4. Configuring File Compression
 5. Managing Printing
 6. Lab: Configuring File Access and Printers on Windows 7 Client Computers
- Configuring Network Connectivity
 1. Configuring IPv4 Network Connectivity
 2. Configuring IPv6 Network Connectivity
 3. Implementing Automatic IP Address Allocation
 4. Overview of Name Resolution
 5. Troubleshooting Network Issues
 6. Lab: Configuring Network Connectivity
- Configuring Wireless Network Connections
 1. Overview of Wireless Networks
 2. Configuring a Wireless Network
 3. Lab: Configuring Wireless Network Connections
- Securing Windows 7 Desktops
 1. Overview of Security Management in Windows 7
 2. Securing a Windows 7 Client Computer by Using Local Security Policy Settings
 3. Securing Data by Using EFS and BitLocker
 4. Configuring Application Restrictions
 5. Configuring User Account Control
 6. Configuring Windows Firewall
 7. Configuring Security Settings in Internet Explorer 8
 8. Configuring Windows Defender
 9. Lab: Configuring UAC, Local Security Policies, EFS, and AppLocker
 10. Lab: Configuring Windows Firewall, Internet Explorer 8 Security Settings, and Windows Defender
- Optimizing and Maintaining Windows 7 Client Computers
 1. Maintaining Performance by Using the Windows 7 Performance Tools
 2. Maintaining Reliability by Using the Windows 7 Diagnostic Tools
 3. Backing Up and Restoring Data by Using Windows Backup
 4. Restoring a Windows 7 System by Using System Restore Points
 5. Configuring Windows Update

- 6. Lab: Optimizing and Maintaining Windows 7 Client Computers
- Configuring Mobile Computing and Remote Access in Windows 7
 1. Configuring Mobile Computer and Device Settings
 2. Configuring Remote Desktop and Remote Assistance for Remote Access
 3. Configuring DirectAccess for Remote Access
 4. Configuring BranchCache for Remote Access
 5. Lab: Configuring Mobile Computing and Remote Access in Windows 7

Windows 7, Enterprise Desktop Support Technician

Course Objectives

- Identify and Resolve Desktop Application Issues
- Identify the Cause of and Resolve Networking Issues
- Manage and Maintain Systems That Run Windows 7
- Support Mobile Users
- Identify the Cause of and Resolve Security Issues

Course Outline

- Module 1: Identify and Resolve New Software Installation Issues
 1. This module explains how to fix problems that occur during the installation of new software.
 2. Lab: Identify and Resolve New Software Installation Issues
 3. After completing this module, students will be able to:
- Module 2: Resolve Software Configuration Issues
 1. This module explains how to fix application install problems caused by older programs or new features and options.
 2. Lab: Resolve Software Configuration Issues
 3. After completing this module, students will be able to:
- Module 3: Resolve Software Failure
 1. This module explains how to fix problems with applications that have problems after being installed.
 2. Lab: Resolve Software Failure
 3. After completing this module, students will be able to:
- Module 4: Identify and Resolve Logon Issues
 1. This module explains how to fix logon problems and configure local and roaming logon profiles.
 2. Lab: Identify and Resolve Logon Issues
 3. After completing this module, students will be able to:
- Module 5: Identify and Resolve Network Connectivity Issues
 1. This module explains how to troubleshoot connectivity and network problems for client computers.

2. Lab: Identify and Resolve Network Connectivity Issues
 3. After completing this module, students will be able to:
- Module 6: Identify and Resolve Name Resolution Issues
 1. This module explains how to use network services and local computer files to resolve computer names.
 2. Lab: Identify and Resolve Name Resolution Issues
 3. After completing this module, students will be able to:
 - Module 7: Identify and Resolve Network Printer Issues
 1. This module explains how to configure printer settings and security.
 2. Lab: Identify and Resolve Network Printer Issues
 3. After completing this module, students will be able to:
 - Module 8: Identify and Resolve Performance Issues
 1. This module explains how to improve the performance of a system by monitoring and controlling the use of resources by applications.
 2. Lab: Identify and Resolve Performance Issues
 3. After completing this module, students will be able to:
 - Module 9: Identify and Resolve Hardware Failure Issues
 1. This module explains how to diagnose hardware problems on a computer.
 2. Lab: Identify and Resolve Hardware Failure Issues
 3. After completing this module, students will be able to:
 - Module 10: Identify and Resolve Wireless Connectivity Issues
 1. This module explains how to configure reliable and secure wireless connectivity for client computers.
 2. Lab: Identify and Resolve Wireless Connectivity Issues
 3. After completing this module, students will be able to:
 - Module 11: Identify and Resolve Remote Access Issues
 1. This module explains how to configure remote network connections for client computers.
 2. Lab: Identify and Resolve Remote Access Issues
 3. After completing this module, students will be able to:
 - Module 12: Manage File Synchronization
 1. This module explains how to allow end-users to work with network files that are being synchronized on their local desktops or laptops.
 2. Lab: Manage File Synchronization
 3. After completing this module, students will be able to:
 - Module 13: Identify and Resolve Internet Explorer Security Issues
 1. This module explains how to configure the security features in Internet Explorer to protect user information and privacy.
 2. Lab: Identify and Resolve Internet Explorer Security Issues
 3. After completing this module, students will be able to:
 - Module 14: Identify and Resolve Firewall Issues
 1. This module explains how to configure Windows Firewall to secure network traffic and applications on a computer.
 2. Lab: Identify and Resolve Firewall Issues
 3. After completing this module, students will be able to:
 - Module 15: Identify and Resolve Issues Due To Malicious Software
 1. This module explains how to restore a computer system after an attack by viruses or other malicious software.
 2. Lab: Identify and Resolve Issues Due To Malicious Software
 3. After completing this module, students will be able to:

- Module 16: Identify and Resolve Encryption Issues
 1. This module explains how to fix problems caused by using encryption on a Windows computer.
 2. Lab: Identify and Resolve Encryption Issues
 3. After completing this module, students will be able to:
- Module 17: Identify and Resolve Software Update Issues
 1. This module explains how to enable and use the software update features available in Windows 7.
 2. Lab: Identify and Resolve Software Update Issues
 3. After completing this module, students will be able to:

Required Exams

MCTS: Windows 7 Configuring 70-680

MCITP: Windows 7, Enterprise Desktop Support Technician 70-685

Course Length

40 Hours