
Exam Preparation for the MCDST Certification

Duration: 1 Day **Course Code: M2263**

Overview:

This one-day instructor-led clinic prepares students who are currently providing end-user support in a Microsoft Windows XP operating environment with a review of the objectives covered on the Microsoft Certified Desktop Support Technician (MCDST) certification exams.

Target Audience:

This clinic is intended for current Windows XP end-user support personnel who are currently at a skill level comparable to a 200-300 level expertise and will typically be considered Tier 2 or Tier 3 level end-user support.

Objectives:

- After completing this clinic, students will be:
 - Prepared to take exam 70-271, Supporting Users and Troubleshooting a Microsoft Windows XP Operating System; this includes:
 - Troubleshooting the installation of a Windows XP desktop operating system
 - Managing and troubleshooting access to resources
 - Configuring and troubleshooting hardware devices and drivers
 - Configuring and troubleshooting the desktop and user environments
 - Troubleshooting network protocols and services
 - Prepared to take exam 70-272, Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System; this includes:
 - Configuring and troubleshooting applications
 - Resolving issues related to usability
 - Resolving issues related to application customization
 - Configuring and troubleshooting connectivity for applications
 - Configuring application security
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Prerequisites:

This clinic requires that students meet the following prerequisites:

- Have experience with resolving issues for end users who are running Windows XP
 - Be employed in an end-user or helpdesk support role at the 200 level (this translates into Tier 2 or Tier 3 helpdesk staff)
 - Have knowledge of configuring and using Microsoft Office applications
 - Have 50%-75% of the skills reflected in the preparation guides for exams 70-271 and 70-272
 - Weakest skill areas may include:
 - Navigating the Windows XP UI
 - Verifying which security settings are being applied locally and from a domain via local and domain group policies
 - Working with Internet Explorer Security and Privacy settings
 - Troubleshooting IP communications
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Content:

Module 1: Preparing for Exam 70-271, Supporting Users and Troubleshooting a Microsoft Windows XP Operating System

- This session provides a review of the knowledge and skills necessary to prepare for MCDST exam 70-271, Supporting Users and Troubleshooting a Microsoft Windows XP Operating System.

Lessons

- Troubleshooting an Installation of Windows XP Home or Windows XP Professional
- Managing and Troubleshooting Access to Resources
- Configuring and Troubleshooting Hardware Devices and Drivers
- Configuring and Troubleshooting the Desktop and User Environments
- Troubleshooting Network Protocols and Services
- Session Review
- Configuring and Troubleshooting Applications
- Resolving Issues Related to Usability
- Resolving Issues Related to Application Customization
- Configuring and Troubleshooting Connectivity for Applications
- Configuring Application Security
- Session Review

Module 2: Preparing for Exam 70-272, Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System

- This session provides a review of the knowledge and skills necessary to prepare for MCDST exam 70-272, Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System.

Lessons

- Troubleshooting an Installation of Windows XP Home or Windows XP Professional
- Managing and Troubleshooting Access to Resources
- Configuring and Troubleshooting Hardware Devices and Drivers
- Configuring and Troubleshooting the Desktop and User Environments
- Troubleshooting Network Protocols and Services
- Session Review
- Configuring and Troubleshooting Applications
- Resolving Issues Related to Usability
- Resolving Issues Related to Application Customization
- Configuring and Troubleshooting Connectivity for Applications
- Configuring Application Security
- Session Review

Further Information:

For More information, or to book your course, please call us on +20 2 2290 2163/2148

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