

# G-MAC

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Microsoft Certified IT Professional (MCITP): Customer Support Technician ..... 3

## Microsoft Certified IT Professional (MCITP): Customer Support Technician

No. of Course(s): 2

Duration per Course: 40 Hours

Total Duration: 80 Hours

Course: TS: Configuring Microsoft Windows Vista Client

Content:

### Installing and upgrading Windows Vista

- Identify hardware requirements.
- Perform a clean installation.
- Upgrade to Windows Vista from previous versions of Windows.
- Upgrade from one edition of Windows Vista to another edition.
- Troubleshoot Windows Vista installation issues.
- Install and configure Windows Vista drivers.

### Configuring and troubleshooting Post-installation system settings

- Troubleshoot post-installation configuration issues.
- Configure and troubleshoot Windows Aero.
- Configure and troubleshoot parental controls.
- Configure Microsoft Internet Explorer.

### Configuring Windows security features

- Configure and troubleshoot User Account Control.
- Configure Windows Defender.
- Configure Dynamic Security for Microsoft Internet Explorer 7.
- Configure security settings in Windows Firewall.

### Configuring network connectivity

- Configuring networking by using the Network and Sharing Center.
- Troubleshoot connectivity issues.
- Configure remote access.

### Configuring applications included with Windows Vista

- Configure and troubleshoot media applications.
- Configure Windows Mail.
- Configure Windows Meeting Space.
- Configure Windows Calendar.
- Configure Windows Fax and Scan.
- Configure Windows Sidebar.

### Maintaining and optimizing systems that run Windows Vista

- Troubleshoot performance issues.
- Troubleshoot reliability issues by using built-in diagnostic tools.
- Configure Windows Update.
- Configure data protection.

### Configuring and troubleshooting mobile computing

- Configure mobile display settings.
- Configure mobile devices.
- Configure Tablet PC software.
- Configure power options.

Course: TS: Deploying and Maintaining Windows Vista Client and 2007 Microsoft Office System Desktops

Content:

#### Deploying the 2007 Microsoft Office System

- Configure Microsoft Office settings and components.
- Install the 2007 Microsoft Office system.
- Migrate from earlier versions of Microsoft Office.

#### Configuring Windows Vista Automated Installation Settings

- Configure Windows Vista automated installation settings.
- Manage Windows Vista catalogs.
- Add device drivers to Windows Vista installations.
- Manage Windows components.
- Configure and manipulate Windows Imaging Format (WIM) images.

#### Deploying Windows Vista

- Deploy Windows Vista by using LTI.
- Deploy Windows Vista by using ZTI.
- Customize Windows Preinstallation Environment (PE).
- Troubleshoot.

#### Using Business Desktop Deployment (BDD) Workbench

- Install BDD.
- Configure a distribution point in BDD 2007 Workbench.
- Create a reference computer image.
- Manage XML files in BDD Workbench.
- Automate installation of the 2007 Microsoft Office system.
- Customize and maintain Windows PE by using BDD Workbench.

#### Application Compatibility Toolkit

- Install and configure Application Compatibility Toolkit (ACT) 5.
- Deploy ACT 5 agents.
- Report application compatibility.
- Fix compatibility issues.

#### Managing User State Migration

- Upgrade user state from Windows XP to Windows Vista.
- Automate user state migration.
- Manage Vista deployments by using SMS 2003.
- Determine OSD prerequisites.

#### Install the Microsoft Systems Management (SMS) 2003 Operating System Deployment (OSD) Feature Pack.

- Configure SMS 2003 OSD.
- Troubleshoot.
- Plan.

Course: Pro: Microsoft Desktop Support – CONSUMER

Content:

#### Install and Upgrade Windows Vista

- Evaluate potential upgrade environments.
- Prepare to install Windows Vista.
- Troubleshoot and resolve installation issues.
- Troubleshoot and resolve post-installation issues.

#### Post-Installation: Customize and Configure Settings

- Configure Sidebar.
- Configure Windows Aero.
- Customize and configure user accounts.
- Evaluate user requirements and recommend, set up, and configure appropriate applications.
- Evaluate user's system and recommend appropriate settings to optimize performance.

#### Configure Windows Vista Security

- Configure Windows Security Center.
- Configure firewalls.
- Configure Windows updates.
- Configure Windows Defender.
- Configure parental controls.
- Configure Internet Explorer 7.
- Configure user account control.
- Protect data.

#### Configure, Troubleshoot, and Repair Networking

- Configure and troubleshoot network protocols.
- Configure and troubleshoot network services on the client.
- Configure and troubleshoot Windows Vista by using the Network and Sharing Center.
- Configure and troubleshoot wireless networking.
- Troubleshoot file and print sharing.
- Configure Media Center.

#### Install, Configure, and Troubleshoot Devices

- Connect peripherals to Windows Vista.
- Install, configure, and troubleshoot mobile devices.
- Install, configure, and troubleshoot digital cameras and camcorders.
- Install, configure, and troubleshoot media devices.
- Install, configure, and troubleshoot printers, fax machines, and copy devices.

#### Troubleshoot and Repair Windows Vista

- Diagnose a specified issue.
- Repair a corrupted operating system.
- Remove malicious software from a client system.

#### Exam(s):

70-620 TS: Configuring Microsoft Windows Vista Client

70-623 Pro: Microsoft Desktop Support – CONSUMER