

G-MAC

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Microsoft Certified IT Professional (MCITP): Enterprise Support Technician 3

Microsoft Certified IT Professional (MCITP): Enterprise 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: Pro: Microsoft Desktop Support – ENTERPRISE

Content:

Deploying Windows Vista

- Analyze the business environment and select an appropriate deployment method.
- Prepare a system for clean installation or upgrade.
- Deploy Windows Vista from a custom image.
- Perform post-installation tasks.
- Troubleshoot deployment issues.

Managing Windows Vista Security

- Configure and troubleshoot security for Windows Internet Explorer 7.
- Troubleshoot security configuration issues.
- Troubleshoot Windows Firewall issues.
- Troubleshoot Windows Defender issues.
- Apply security updates.
- Configure and troubleshoot access to resources.
- Troubleshoot authentication issues.
- Configure and troubleshoot User Account Control.

Managing and Maintaining Systems That Run Windows Vista

- Troubleshoot policy settings.
- Configure and manage the Task Scheduler.
- Configure and troubleshoot Event Forwarding.
- Apply and troubleshoot updates.
- Troubleshoot performance and reliability issues.

Configuring and Troubleshooting Networking

- Configure and troubleshoot network protocols.
- Configure and troubleshoot network services at the client level.
- Configure and troubleshoot remote access.



- Troubleshoot connectivity issues.
- Configure and troubleshoot wireless networking.
- Configure network security.
- Troubleshoot access to network resources.

Supporting and Maintaining Desktop Applications

- Support deployed applications.
- Troubleshoot software restrictions.
- Maintain desktop applications.

Exam(s):

70-620 TS: Configuring Microsoft Windows Vista Client

70-622 Pro: Microsoft Desktop Support – ENTERPRISE