

Course overview:

MCDST Troubleshooting

Desktop Applications on Windows XP (70-272)

(S627eng)



**the courseware
company**

www.courseware.co.uk
sales@courseware.co.uk

Overview and objectives

This two-day 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.

Who should attend?

Students should have user experience of Microsoft Windows XP and Office as well as a basic understanding of how operating systems are installed and configured.

Application support

- Windows XP application support • Built-in applications • Internet Explorer and Outlook Express • Remote Assistance

Office installation

- Office installation • Office add-ins and templates • Troubleshooting

Office configuration

- Office customizations • Office updates and upgrades

Outlook configuration

- Setting up Outlook • E-mail management • Outlook data protection

Application security

- Security threats • Security measures

Desktop Support Technicians

- The DST job role • Certifications

gtslearning, 1998-2005. All rights reserved. All trademarks are the property of their respective owners
