

MCDST COURSE



The **Microsoft Certified Desktop Support Technician (MCDST) Course** is designed to help students to start their IT career by ensuring you have the skills to successfully troubleshoot desktop environments running on the Microsoft Windows XP operating system.

The curriculum will provide learners the practical skills needed to support users and help them troubleshoot the Windows XP environment, both Home and Professional.

The MCDST certification covers the skills of help desk technician, customer support representative, PC support specialist, technical support representative, and technical support specialists as defined by Skill Standards boards for Information Technology and other research worldwide.

MCDST candidates are required to pass two core exams:

- **Exam 70–271:** Supporting Users and Troubleshooting a Microsoft Windows XP Operating System
- **Exam 70–272:** Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System

PLEASE NOTE: The MCDST Course is designed as a theory-based course but does contain all relevant information on how to complete practical exercises if you have the available equipment, software & resources available.

The MCDST Course consists of the following items:

➤ **MCP 70-271 Certification Course Book**

This course prepares students for Microsoft Certified Desktop Support Technician (MCDST) exam 70-271. Students will learn how to install the Windows XP operating system, manage users and the Windows environment, and troubleshoot and optimise system performance. The manual is designed for quick scanning and filled with interactive exercises that help ensure student success. The course comes with a companion CBT program and MeasureUp exam prep software.

Objectives: Install Windows XP, Troubleshoot startup and user logons, Manage local accounts and the Windows environment, Configure security policy settings, Manage storage and input/output devices, Monitor performance, Manage access to shared resources, Configure and troubleshoot printing and Troubleshoot TCP/IP.

The following Units are covered in the MCP 70-271 Course Book:

- **Unit 1: Installing the operating system**

The following topics are covered in this Unit: Installation planning; Windows XP upgrades; Clean installations; Unattended installations; and Installation troubleshooting.

Price:
£200.00

Instalment Options:
You can spread the payments for this course over 4 monthly payments. 1 initial payment of £80.00, followed by 3 monthly payments of £40.00.

Course Format:
Course Books with CD ROMs

Assessment:
Microsoft's 70-271 & 70-272 Examinations

Approximate Study Time:
100 Hours of Self Study

- **Unit 2: Troubleshooting system startup and user logons**

The following topics are covered in this Unit: The Windows XP Boot Process; and User logons.

- **Unit 3: Managing users and the Windows environment**

The following topics are covered in this Unit: User and group management; User profile management; User environment customisation; and Data protection.

- **Unit 4: Configuring and troubleshooting security policy**

The following topics are covered in this Unit: Local security policy; and Group Policy.

- **Unit 5: Configuring and troubleshooting devices**

The following topics are covered in this Unit: Storage devices; Input/output devices; and Power Management.

- **Unit 6: Optimizing performance**

The following topics are covered in this Unit: Performance monitoring; and Performance optimisation.

- **Unit 7: Managing access to shared resources**

The following topics are covered in this Unit: NTFS permissions; and Resource sharing.

- **Unit 8: Configuring and troubleshooting printing**

The following topics are covered in this Unit: Print management; and Print troubleshooting.

- **Unit 9: Troubleshooting TCP/IP**

The following topics are covered in this Unit: TCP/IP networking; and TCP/IP troubleshooting.

- **Unit 10: Configuring remote connections**

The following topics are covered in this Unit: Remote access; and Internet Explorer and remote tools.

- **MCP 70-271 Skill Builder CBT CD Rom Course**

An interactive CBT CD Rom Based course covering the full MCP 70-271 syllabus is included as an alternative to the paper-based materials.

- **MCP 70-271 CD Rom MeasureUp Practice Test Software**

The MeasureUp Practice Tests prepare you to pass the certification exam and the exams of daily life on the job. Practice tests are written by industry experts in the subject matter. They work closely with certification providers to understand the exam objectives, participate in beta testing and take the exam themselves before creating new practice tests. MeasureUp's quality content and innovative technology have earned the prestigious credential of Microsoft Certified Practice Test Provider.

- **MCP 70-272 Certification Course Book**

This 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. The course comes with a companion CBT program and MeasureUp exam prep software.

Objectives: Install Microsoft Office, Troubleshoot Microsoft Office installation and upgrade, Identify key aspects of desktop application installation and support, Identify guidelines for troubleshooting application compatibility issues and Identify options to customise toolbars.

- **Unit 1: Application support**

The following topics are covered in this Unit: Windows XP application support; Built-in applications; Internet Explorer and Outlook Express; and Remote Assistance.

- **Unit 2: Office installation**

The following topics are covered in this Unit: Office installation; Office add-ins and templates; and Troubleshooting.

- **Unit 3: Office configuration**

The following topics are covered in this Unit: Office customisations; and Office updates and upgrades.

- **Unit 4: Outlook configuration**

The following topics are covered in this Unit: Setting up Outlook; E-mail management; and Outlook data protection.

- **Unit 5: Application security**

The following topics are covered in this Unit: Security threats; and Security measures.

- **MCP 70-272 Skill Builder CBT CD Rom Course**

An interactive CBT CD Rom Based course covering the full MCP 70-272 syllabus is included as an alternative to the paper-based materials.

- **MCP 70-272 CD Rom MeasureUp Practice Test Software**

The MeasureUp Practice Tests prepare you to pass the certification exam and the exams of daily life on the job. practice tests are written by industry experts in the subject matter. They work closely with certification providers to understand the exam objectives, participate in beta testing and take the exam themselves before creating new practice tests. MeasureUp's quality content and innovative technology have earned the prestigious credential of Microsoft Certified Practice Test Provider.

Pre-Requirements:

Students should have experience using Windows XP Professional in an Active Directory domain or workgroup environment.

It is also recommend passing the Microsoft exam 70-270 exam (Installing, Configuring, and Administering Microsoft Windows XP Professional) but this is not essential.

Course Duration & Support:

Students may register at any time. The courses are designed as self-study courses but if you have any problems you can email our email support. As the course is self study you can complete in as little or as long a time as you prefer, and we do not impose a cut-off date for study.

Assessment:

Assessment is from the Microsoft 70-271 and 70-272 Examinations. Examinations are in a multiple choice/multiple answer format.

Qualification:

On Completion of the MCDST Certification Courses, you can apply for the Microsoft **70-271** and **70-272 Examinations**.

Examinations must be sat at a registered Prometric testing centre and are currently £88.00 + VAT each.

You can locate testing centres and schedule appointments on their Website:

Prometric website – <http://www.prometric.com/>

