

COURSE DATES

INSTALLING AND CONFIGURING
WINDOWS 7 CLIENT (COURSE CODE
O6292)

August 8-10 (3 Days)
August 24-25 (3 Days)
September 7-9 (3 Days)
September 28-30 (3 Days)
October 5-7 (3 Days)
October 24-26 (3 Days)

WINDOWS 7, ENTERPRISE DESKTOP
SUPPORT TECHNICIAN (COURSE CODE
O50331)

August 1-5 (5 Days)
August 22-26 (5 Days)
August 29-September 2 (5 Days)
September 12-16 (5 Days)
September 26-30 (5 Days)
October 17-21 (5 Days)
October 24-28 (5 Days)
October 31-November 4 (5 Days)

PRICE

\$1400 for the entire 8 day program!
(Optional Certification Exams \$125 each)

HOW TO ENROLL

Participants should complete a Citywide Training Center (CTC) Application and submit it to their supervisors for their signatures. Supervisors will forward applications to agencies' CTC training liaisons for attendance and payment endorsements. Liaisons will then forward approved applications to CTC. Liaisons will receive confirmations of participants' enrollment in the MCITP Program.



The City of New York
Michael R. Bloomberg, Mayor

Edna Wells Handy, Commissioner
NYC Citywide Administrative Services

Maria DiPaola, Associate Commissioner
Citywide Personnel Services

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Microsoft Certified IT Professional: Enterprise Desktop Support Technician

Summer/Fall 2011 SCHEDULE



Printed on paper containing 30% post-consumer material

OVERVIEW:

The Windows 7 **Microsoft Certified Information Technology Professional** (MCITP) Enterprise Desktop Support Technician certification is ideal for Windows desktop support technicians with 3 years experience as a lead desktop support technician.

COURSE O6292

Installing and Configuring the Windows 7 Client

(1.8 CEU)

August 8-10 (3 Days)

August 24-25 (3 Days)

September 7-9 (3 Days)

September 28-30 (3 Days)

October 5-7 (3 Days)

October 24-26 (3 Days)

This three-day Live Online course is intended for IT professionals who are interested in expanding their knowledge base and technical skills about Windows 7 Client. In this course, students learn how to install, upgrade, and migrate to Windows 7 client.

COURSE O50331

Windows 7, Enterprise Desktop Support Technician

(3.0 CEU)

August 1-5 (5 Days)

August 22-26 (5 Days)

August 29-September 2 (5 Days)

September 12-16 (5 Days)

September 26-30 (5 Days)

October 17-21 (5 Days)

October 24-28 (5 Days)

October 31-November 4 (5 Days)

This course provides students with the knowledge and skills needed to isolate, document and resolve problems on a Windows 7 desktop or laptop computer.

(OPTIONAL)

CERTIFICATION EXAMINATION:

Upon completion of these course, participants will be prepared to sit for the exams: (70-680: TS: Windows 7, Configuring and 70-685: PRO: Windows 7, Enterprise Desktop Support Technician) and thereby acquire formal, industry certification. The cost for each exam is \$125.

MCITP PROGRAM

OBJECTIVES:

- Installing, Upgrading, and Migrating to Windows 7.
- Configuring Disks and Device Drivers.
- Configuring File Access and Printers on Windows 7 Client Computers.
- Configuring Network Connectivity.
- Configuring Wireless Network Connections.
- Securing Windows 7 Desktops.
- Optimizing and Maintaining Windows 7 Client Computers.
- Configuring Mobile Computing and Remote Access in Windows 7.
- Identify and Resolve New Software Installation Issues.
- Resolve Software Configuration Issues.
- Resolve Software Failure.
- Identify and Resolve Logon Issues.

- Identify and Resolve Network Connectivity Issues.
- Identify and Resolve Network Printer Issues.
- Identify and Resolve Performance Issues.
- Identify and Resolve Hardware Failure Issues.
- Identify and Resolve Wireless Connectivity Issues.
- Identify and Resolve Remote Access Issues.
- Manage File Synchronization.
- Identify and Resolve Internet Explorer Security Issues.
- Identify and Resolve Firewall Issues.
- Identify and Resolve Issues Due To Malicious Software.
- Identify and Resolve Encryption Issues.
- Identify and Resolve Software Update Issues

WHO SHOULD ATTEND?

This course is intended for IT Professionals who generally perform desktop support for Microsoft Windows computers. Duties for this IT Professional are user support, desktop configuration, and desktop troubleshooting. They will be particularly interested in new features in Windows 7 and how the changes affect Windows security, networking, reliability, performance, productivity, and manageability. Audience for this clinic includes technical decision makers who can gain an overview of Windows 7 features and benefits. In addition Windows 7 desktop support technicians who resolve Tier 1 and 2 problems on desktop computers. A minimum of three years of experience configuring and supporting desktop or laptop operating systems is recommended.