



Course Outline

**Windows 7, Enterprise Desktop
Support Technician (Course & Lab)**



25 Jan 2020



Lesson



Practice test



Lab

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1. Course Objective

Gain hands-on expertise in Microsoft 70-685 certification exam by 70-685 - Microsoft Windows 7, Enterprise Desktop Support Technician course and performance-based labs. Performance based labs simulate real-world, hardware, software & command line interface environments and can be mapped to any text-book, course & training. 70-685 - Microsoft Windows 7, Enterprise Desktop Technician certification program validates the skills and expertise of a candidate required for identifying cause of and resolving desktop application, networking, and security issues; managing and maintaining systems that run Windows 7 client.

2. Pre-Assessment

Pre-Assessment lets you identify the areas for improvement before you start your prep. It determines what students know about a topic before it is taught and identifies areas for improvement with question assessment before beginning the course.

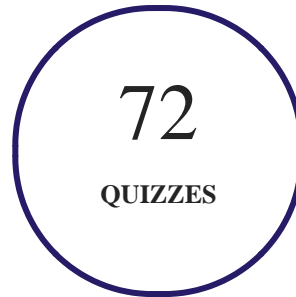
3. Exercises

There is no limit to the number of times learners can attempt these. Exercises come with detailed remediation, which ensures that learners are confident on the topic before proceeding.

260
EXERCISES

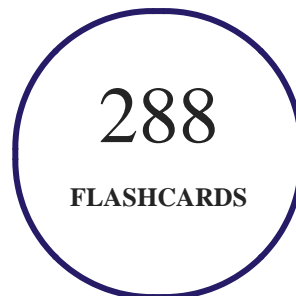
4. Quizzes

Quizzes test your knowledge on the topics of the exam when you go through the course material. There is no limit to the number of times you can attempt it.



5. Flashcards

Flashcards are effective memory-aiding tools that help you learn complex topics easily. The flashcard will help you in memorizing definitions, terminologies, key concepts, and more. There is no limit to the number of times learners can attempt these. Flashcards help master the key concepts.



6. Glossary of terms

uCertify provides detailed explanations of concepts relevant to the course through Glossary. It contains a list of frequently used terminologies along with its detailed explanation. Glossary defines the key terms.



7. Expert Instructor-Led Training

uCertify uses the content from the finest publishers and only the IT industry's finest instructors. They have a minimum of 15 years real-world experience and are subject matter experts in their fields. Unlike a live class, you can study at your own pace. This creates a personal learning experience and gives you all the benefit of hands-on training with the flexibility of doing it around your schedule 24/7.

8. ADA Compliant & JAWS Compatible Platform

uCertify course and labs are ADA (Americans with Disability Act) compliant. It is now more accessible to students with features such as:

- Change the font, size, and color of the content of the course
- Text-to-speech, reads the text into spoken words
- Interactive videos, how-tos videos come with transcripts and voice-over
- Interactive transcripts, each word is clickable. Students can clip a specific part of the video by clicking on a word or a portion of the text.

JAWS (Job Access with Speech) is a computer screen reader program for Microsoft Windows that reads the screen either with a text-to-speech output or by a Refreshable Braille display. Student can easily navigate uCertify course using JAWS shortcut keys.

9. State of the Art Educator Tools

uCertify knows the importance of instructors and provide tools to help them do their job effectively. Instructors are able to clone and customize course. Do ability grouping. Create sections. Design grade scale and grade formula. Create and schedule assignments. Educators can also move a student from self-paced to mentor-guided to instructor-led mode in three clicks.

10. Award Winning Learning Platform (LMS)

uCertify has developed an award winning, highly interactive yet simple to use platform. The SIIA CODiE Awards is the only peer-reviewed program to showcase business and education technology's

finest products and services. Since 1986, thousands of products, services and solutions have been recognized for achieving excellence. uCertify has won CODiE awards consecutively for last 5 years:

- **2014**

1. Best Postsecondary Learning Solution

- **2015**

1. Best Education Solution
2. Best Virtual Learning Solution
3. Best Student Assessment Solution
4. Best Postsecondary Learning Solution
5. Best Career and Workforce Readiness Solution
6. Best Instructional Solution in Other Curriculum Areas
7. Best Corporate Learning/Workforce Development Solution

- **2016**

1. Best Virtual Learning Solution
2. Best Education Cloud-based Solution
3. Best College and Career Readiness Solution
4. Best Corporate / Workforce Learning Solution
5. Best Postsecondary Learning Content Solution
6. Best Postsecondary LMS or Learning Platform
7. Best Learning Relationship Management Solution

- **2017**

1. Best Overall Education Solution
2. Best Student Assessment Solution
3. Best Corporate/Workforce Learning Solution
4. Best Higher Education LMS or Learning Platform

- **2018**

1. Best Higher Education LMS or Learning Platform
2. Best Instructional Solution in Other Curriculum Areas

3. Best Learning Relationship Management Solution

11. Chapter & Lessons

uCertify brings these textbooks to life. It is full of interactive activities that keeps the learner engaged. uCertify brings all available learning resources for a topic in one place so that the learner can efficiently learn without going to multiple places. Challenge questions are also embedded in the chapters so learners can attempt those while they are learning about that particular topic. This helps them grasp the concepts better because they can go over it again right away which improves learning.

Learners can do Flashcards, Exercises, Quizzes and Labs related to each chapter. At the end of every lesson, uCertify courses guide the learners on the path they should follow.

Syllabus

Chapter 1: Using the Command Prompt and PowerShell

- Using the Windows Command Prompt
- Using Windows PowerShell and the PowerShell ISE
- Summary
- Chapter Essentials

Chapter 2: Managing the Life Cycle-Keeping Windows 7 Up to Date

- Keeping Windows Up to Date
- Choosing an Update Tool

- Using MBSA for Security Audits
- Using Windows Server Update Services
- Summary
- Chapter Essentials

Chapter 3: Maintaining and Troubleshooting Windows 7

- Identifying and Resolving Performance Issues
- Using Windows RE
- Managing Hardware in Windows 7
- Troubleshooting Boot Issues
- Summary
- Chapter Essentials

Chapter 4: Configuring and Troubleshooting Application Issues

- Installing and Configuring Software
- Designing a Delivery Strategy
- Designing a Deployment Strategy
- Identifying and Resolving Software Failure Issues
- Summary

- Chapter Essentials

Chapter 5: Networking with Windows 7

- Understanding Network Connectivity in an Enterprise
- Resolving Names to IP Addresses
- Using the Network and Sharing Center
- Troubleshooting Network Connectivity Problems
- Summary
- Chapter Essentials

Chapter 6: Accessing Resources on a Network

- Accessing Network Resources
- Understanding Permissions
- Identifying and Resolving Network Printer Issues
- Summary
- Chapter Essentials

Chapter 7: Managing Windows 7 in a Domain

- Joining a Domain

- Authentication vs. Authorization
- Identifying and Resolving Logon Issues
- Understanding User Profiles
- Anti-Malware Software
- Summary
- Chapter Essentials

Chapter 8: Managing Security in Windows 7

- User Account Control
- Security Policies
- Designing BitLocker Support
- Windows Firewall
- Summary
- Chapter Essentials

Chapter 9: Supporting Mobile Windows 7 Users

- Configuring and Troubleshooting Wireless Connectivity
- Troubleshooting Remote Access Issues

- Understanding DirectAccess
- Using BranchCache
- Summary
- Chapter Essentials

Chapter 10: Administering Internet Explorer

- Managing Windows Internet Explorer Settings
- Understanding Advanced Settings
- Troubleshooting Internet Explorer Issues
- Summary
- Chapter Essentials

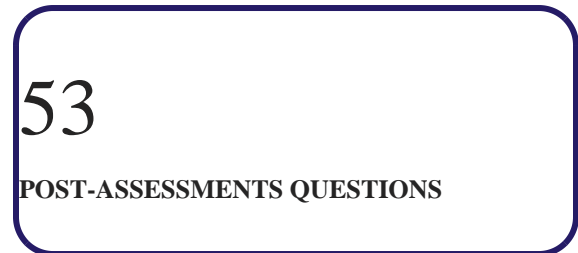
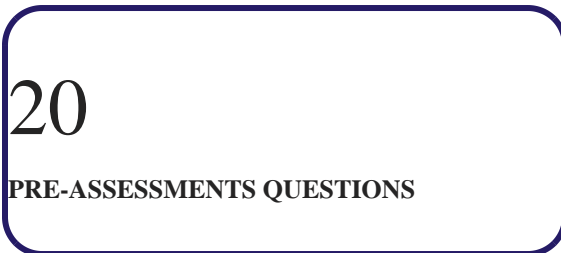
Chapter 11: Appendix A

- Certification Objectives Map

12. Practice Test

uCertify provides full length practice tests. These tests closely follow the exam objectives and are designed to simulate real exam conditions. Each course has a number of test sets consisting of hundreds of items to ensure that learners are prepared for the certification exam.

Here's what you get



Features

Full Remediation

Each question comes with detailed remediation explaining not only why an answer option is correct but also why it is incorrect.

Unlimited Practice

Each test can be taken unlimited number of times until the learner feels they are prepared. Learner can review the test and read detailed remediation. Detailed test history is also available.

Learn, Test and Review Mode

Each test set comes with learn, test and review modes. In learn mode, learners will attempt a question and will get immediate feedback and complete remediation as they move on to the next question. In test mode, learners can take a timed test simulating the actual exam conditions. In review mode, learners can read through one item at a time without attempting it.

13. Performance Based Labs

uCertify's performance-based labs are simulators that provides virtual environment. Labs deliver hands on experience with minimal risk and thus replace expensive physical labs. uCertify Labs are cloud-based, device-enabled and can be easily integrated with an LMS. Features of uCertify labs:

- Provide hands-on experience in a safe, online environment

- Labs simulate real world, hardware, software & CLI environment
- Flexible and inexpensive alternative to physical Labs
- Comes with well-organized component library for every task
- Highly interactive - learn by doing
- Explanations and remediation available
- Videos on how to perform

Lab Tasks

- Using the ping command
- Examining the path through the Internet routers to the destination
- Modifying the path system variable
- Terminating an application
- Documenting PowerShell commands in a text file
- Viewing system information
- Installing MBSA
- Running the MBSA tool
- Installing WSUS
- Adding an object
- Clearing logs manually
- Attaching a task to the log
- Checking and clearing the logs
- Checking for solutions
- Starting the Print Spooler service
- Cleaning up a disk
- Restarting a service
- Changing the startup type
- Stopping the Print Spooler service
- Performing the system restore
- Displaying the list of device drivers
- Managing paging file size for all drives manually

- Identifying bad sectors in the disk drive
- Getting the memory usage details
- Identifying bad sectors using the command prompt
- Adding a paging file to the other partition
- Stopping a service
- Showing processes from all users
- Installing the WinZip application
- Scanning the PC for unsigned device drivers
- Uninstalling a non-essential program
- Adding a user as a member of Administrators
- Creating a desktop shortcut
- Creating an application fix
- Backing up a user certificate
- Uninstalling an update
- Finding the default gateway
- Modifying a value in WINS Proxy
- Joining a computer to a workgroup
- Disabling a network connection
- Configuring Internet Explorer to use a proxy server
- Determining the proxy
- Removing the current DHCP address
- Checking the assigned DNS
- Configuring Internet Explorer for LAN settings
- Performing nslookup
- Checking the network connectivity status
- Diagnosing the network connection issue
- Extracting the hosts file
- Flushing the DNS cache
- Removing a user from a group
- Installing a shared network print device
- Configuring and installing a printer
- Adding a local printer
- Troubleshooting hardware issues
- Sharing a folder with another user
- Sharing a network printer

- Creating a user
- Adding a user
- Updating the kernel ensuring administrator permission
- Updating kernel with the local administrator permission
- Installing applications with the administrator permission
- Checking the local administrator permission
- Determining the logon context
- Analyzing programs using Windows Defender
- Configuring User Account Control
- Enabling audit logon events
- Enabling audit object access on a resource
- Encrypting a file using EFS
- Configuring account-lockout policies
- Adding a certificate to a Windows 7 client
- Removing encryption from an encrypted file
- Creating a remote access dial-up connection
- Creating a remote access VPN connection
- Creating a new rule to block traffic
- Adding a user certificate
- Saving the Group Policy Object Editor file
- Changing the pop-up blocker settings
- Deleting the browsing history
- Resetting the Internet Explorer settings
- Modifying privacy settings

Here's what you get

81
PERFORMANCE BASED
LAB

81
VIDEO TUTORIALS

52
MINUTES

14. Post-Assessment

After completion of the uCertify course Post-Assessments are given to students and often used in conjunction with a Pre-Assessment to measure their achievement and the effectiveness of the exam.

Have Any Query? We Are Happy To Help!

GET IN TOUCH:

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■ www.uCertify.com