

# uCertify

## Course Outline

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### Windows 7 Desktop Support and Administration



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Here's what you get

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## 1. Course Objective

The Microsoft's MCSA: Windows 7, Enterprise Desktop Support Technician certification is an industry recognized credential. The certification is proof of a person's competence across a spectrum of skills including support end users who run Microsoft Windows 7 in a corporate environment.

## 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.

344  
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.



160

QUIZZES

## 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.



398

FLASHCARDS

## 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.



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GLOSSARY OF  
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: Planning for the Installation of Windows 7

- Choosing a Windows 7 Edition
- Local Installation
- Designing User State Migration
- Virtualization Considerations
- Planning and Managing Client Licensing and Activation
- Summary
- Chapter Essentials

### Chapter 2: Automating the Deployment of Windows 7



- Understanding and Designing Images
- Choosing a Deployment Strategy
- Imaging with the Windows Automated Installation Kit
- Deploying Images with Windows Deployment Services
- Using the Microsoft Deployment Toolkit 2010
- Summary
- Chapter Essentials

### Chapter 3: Using the Command Prompt and PowerShell

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

### Chapter 4: 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 5: 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 6: 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 7: 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 8: Accessing Resources on a Network

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

### Chapter 9: 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 10: Managing Windows 7 with Group Policy

- Group Policy and the GPMC
- Group Policy Settings
- Summary
- Chapter Essentials

### Chapter 11: Managing Security in Windows 7

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

- Chapter Essentials

### Chapter 12: Supporting Mobile Windows 7 Users

- Configuring and Troubleshooting Wireless Connectivity
- Troubleshooting Remote Access Issues
- Understanding DirectAccess
- Using BranchCache
- Summary
- Chapter Essentials

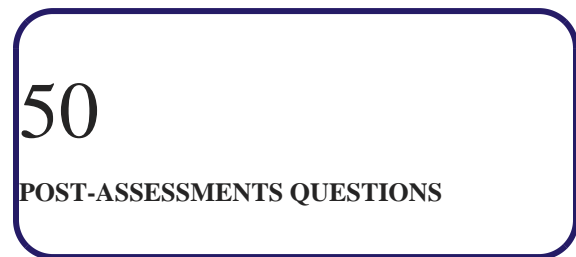
### Chapter 13: Administering Internet Explorer

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

## 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. 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!

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