

# MCITP: Windows 7 Enterprise Desktop Support Technician

## Prerequisites:

### Required:

- At least three years of experience installing, configuring, and administering clients in a Windows networked environment
- Experience deploying operating systems and applications
- Familiarity with the client administration capabilities of Windows Server and with management tools such as the System Center suite of products

**Length:** Five Day

## Summary:

- Key topics and concepts tested on the MCITP: Enterprise Desktop Support Technician 7 exams
- Structure of the exams and the most effective test-taking strategies
- Pinpoint your weak areas and strengthen them to ensure exam success

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## Course Content

### 1. Installing, Upgrading, and Migrating to Windows 7

- Perform a clean installation
- Upgrade to Windows 7 from previous versions of Windows
- Migrate user profiles

### 2. Deploying Windows 7

- Capture a system image
- Prepare a system image for deployment
- Deploy a system image
- Configure a VHD

### 3. Configuring Hardware and Applications

- Configure devices

- Configure application compatibility
- Configure application restrictions
- Configure Internet Explorer

### 4. Configuring Network Connectivity

- Configure IPv4 network settings
- Configure IPv6 network settings
- Configure networking settings
- Configure Windows Firewall
- Configure remote management

### 5. Configuring Access to Resources

- Configure shared resources
  - Configure file and folder access
  - Configure user account control (UAC)
  - Configure authentication and authorization
  - Configure BranchCache
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## 6. Configuring Mobile Computing

- Configure BitLocker and BitLocker To Go
- Configure DirectAccess
- Configure mobility options
- Configure remote connections

## 7. Monitoring and Maintaining Systems that Run Windows 7

- Configure updates to Windows 7
- Manage disks
- Monitor systems
- Configure performance settings

## 8. Configuring Backup and Recovery Options

- Configure backup
- Configure system recovery options
- Configure file recovery options

## 9. Identifying Cause of and Resolving Desktop Application Issues

- Identify and resolve new software installation issues
- Identify and resolve software configuration issues
- Identify cause of and resolve software failure issues

## 10. Identifying Cause of and Resolving Networking Issues

- Identify and resolve logon issues
- Identify and resolve network connectivity issues
- Identify and resolve names resolution issues
- Identify and resolve network printer issues

## 11. Managing and Maintaining Systems that Run Windows 7 Client

- Identify and resolve performance issues
- Identify and resolve hardware failure issues

## 12. Supporting Mobile Users

- Identify and resolve wireless connectivity issues
- Identify and resolve remote access issues

## 13. Identifying Cause of and Resolving Security Issues

- Identify and resolve Windows Internet Explorer security issues
- Identify and resolve issues due to malicious software
- Identify and resolve encryption issues
- Identify and resolve software update issues