



IT NETWORK ACADEMY

COURSE OUTLINE / SYLLABUS

<u>COURSE TITLE:</u>	Windows XP Professional Fundamentals
<u>COURSE NUMBER:</u>	ITNA-7270
<u>CONTACT HOURS:</u>	45
<u>INSTRUCTOR:</u>	TBA
<u>DEVELOPER:</u>	Luther Marcena, WBCNE, A+, N+, INet+, S+, Security, MCP+I, MCSE+I MCSA, MCSA+S, MCSE, MCSE+S, MCDBA, MCT, CCNA

I. COURSE DESCRIPTION:

This course prepares the student in the fundamentals of Windows XP Professional as specified by the guidelines established by Microsoft's exam 70-270. This exam is part one of a series of examinations required for the MCP certification. This course includes necessary practica to supplement and apply the theory learned.

Students in this course do not need to complete the Microsoft 70-270 certification as a requirement for passing.

Internal exams will be given and will determine satisfactory completion of this course.

II. COURSE RATIONALE:

This course offers the participant the opportunity to acquire a good preparation in the Microsoft Windows XP Professional Operating System.

This course is recommended to achieve MCP 2K3 certification by passing the 70-270 exam.

Most IT/MIS departments today require this certification.

III. TARGET POPULATION:

- ⇒ Personnel that needs to attend to, service, update or troubleshoot Windows XP Professional based equipment
- ⇒ Entry-level system operators and help desk operators.
- ⇒ Students who want an internationally-recognized credential as a competent entry-level computer service professional
- ⇒ Individuals currently preparing for the MCP Certification exams

IV. COURSE OBJECTIVES:

Installing Windows XP Professional

- Perform and troubleshoot an attended installation of Windows XP Professional.
- Perform and troubleshoot an unattended installation of Windows XP Professional.
- Install Windows XP Professional by using Remote Installation Services (RIS).
- Install Windows XP Professional by using the System Preparation Tool.
- Create unattended answer files by using Setup Manager to automate the installation of Windows XP Professional.

Upgrade from a previous version of Windows to Windows XP Professional.

- Prepare a computer to meet upgrade requirements.

Migrate existing user environments to a new installation.

Perform post-installation updates and product activation.

Troubleshoot failed installations.

Implementing and Conducting Administration of Resources

Monitor, manage, and troubleshoot access to files and folders.

- Configure, manage, and troubleshoot file compression.
- Control access to files and folders by using permissions.

Optimize access to files and folders.

Manage and troubleshoot access to shared folders.

- Create and remove shared folders.
- Control access to shared folders by using permissions.
- Manage and troubleshoot Web server resources.

Connect to local and network print devices.

- Manage printers and print jobs.
- Control access to printers by using permissions.
- Connect to an Internet printer.
- Connect to a local print device.

Configure and manage file systems.

- Convert from one file system to another file system.
Configure NTFS, FAT32, or FAT file systems.

Manage and troubleshoot access to and synchronization of offline files.

Implementing, Managing, Monitoring, and Troubleshooting Hardware Devices and Drivers

Implement, manage, and troubleshoot disk devices.

- Install, configure, and manage DVD and CD-ROM devices.
- Monitor and configure disks.
- Monitor, configure, and troubleshoot volumes.

Monitor and configure removable media, such as tape devices.

Implement, manage, and troubleshoot display devices.

- Configure multiple-display support.

Install, configure, and troubleshoot a video adapter.

Configure Advanced Configuration Power Interface (ACPI).

Implement, manage, and troubleshoot input and output (I/O) devices.

- Monitor, configure, and troubleshoot I/O devices, such as printers, scanners, multimedia devices, mouse, keyboard, and smart card reader.
- Monitor, configure, and troubleshoot multimedia hardware, such as cameras.
- Install, configure, and manage modems.
- Install, configure, and manage Infrared Data Association (IrDA) devices.
- Install, configure, and manage wireless devices.
- Install, configure, and manage USB devices.
- Install, configure, and manage hand held devices.

Install, configure, and manage network adapters.

Manage and troubleshoot drivers and driver signing.

Monitor and configure multiprocessor computers.

Monitoring and Optimizing System Performance and Reliability

Monitor, optimize, and troubleshoot performance of the Windows XP Professional desktop.

- Optimize and troubleshoot memory performance.
- Optimize and troubleshoot processor utilization.
- Optimize and troubleshoot disk performance.
- Optimize and troubleshoot application performance.

Configure, manage, and troubleshoot Scheduled Tasks.

Manage, monitor, and optimize system performance for mobile users.

Restore and back up the operating system, System State data, and user data.

- Recover System State data and user data by using Windows Backup.
- Troubleshoot system restoration by starting in safe mode.
- Recover System State data and user data by using the Recovery console.

Configuring and Troubleshooting the Desktop Environment

Configure and manage user profiles and desktop settings.

Configure support for multiple languages or multiple locations.

- Enable multiple-language support.
- Configure multiple-language support for users.
- Configure local settings.

Configure Windows XP Professional for multiple locations.

Manage applications by using Windows Installer packages.

Implementing, Managing, and Troubleshooting Network Protocols and Services

Configure and troubleshoot the TCP/IP protocol.

Connect to computers by using dial-up networking.

- Connect to computers by using a virtual private network (VPN) connection.
- Create a dial-up connection to connect to a remote access server.
- Connect to the Internet by using dial-up networking.

Configure and troubleshoot Internet Connection Sharing (ICS).

Connect to resources by using Internet Explorer.

Configure, manage, and implement Internet Information Services (IIS).

Configure, manage, and troubleshoot Remote Desktop and Remote Assistance.

Configure, manage, and troubleshoot an Internet Connection Firewall (ICF).

Configuring, Managing, and Troubleshooting Security

Configure, manage, and troubleshoot Encrypting File System (EFS).

Configure, manage, and troubleshoot a security configuration and local security policy.

Configure, manage, and troubleshoot local user and group accounts.

- Configure, manage, and troubleshoot auditing.
- Configure, manage, and troubleshoot account settings.
- Configure, manage, and troubleshoot account policy.
- Configure, manage, and troubleshoot user and group rights.

Troubleshoot cache credentials.

Configure, manage, and troubleshoot Internet Explorer security settings.

V. PREQUISITES:

Acceptance into the IT Administrator or the IT Professional certification tracks.
Basic understanding of networking principles is preferred.
Basic knowledge of windows XP or any other windows environment is required.
Student must have access to a computer with Internet connectivity during evenings on weekdays to participate in virtual labs and meetings.
Note that to insure success with this course, a minimum of one hour per day of additional individual studying is required while taking this class, two hours are highly recommended.

VI. COREQUISITES:

None. This course can be taken as a stand alone course.

VII. METHODS OF PRESENTATION:

- Lectures
- Demonstrations
- Hands-on practice
- Mock examinations
- Internet research

VIII. METHODS OF EVALUATION:

- Class assignments and participation
- Practicum performance
- Instructor evaluation

IX. RECOMMENDED TEXTS OR SUPPLEMENTAL MATERIALS:

- a. Required text: TBA. Will be provided for the duration of the course.
- b. Instructor handouts and/or Training Guide.
- c. Minimum student computer specifications:
 - Pentium class or better CPU (or equivalent CPU) may be laptop or desktop.
 - 32Mb Ram or more
 - VGA display, 14" or better
 - Sound card and speakers/headphones
 - 56K or better modem (ADSL or Cable may replace this and is strongly recommended).
 - CDROM 4X.
 - Mouse or Trackball.

X. GUARANTEE:

The student is guaranteed to be able to pass the Microsoft 70-270 exam (optional) after successful completion of this course. As a requirement for this guarantee it is mandatory for the candidate to successfully pass this course, and to attempt the Microsoft 70-270 exam within six weeks after completing this course.

If these requirements have been met, and the candidate fails to pass the Microsoft 70-270 exam, the student will be entitled to re-take this course at no cost, with the exception of the exam costs and any additional or new materials that may be required.