

## **ITSUP-108: Enterprise Desktop Support**

### Course Description:

This course prepares students for Microsoft Enterprise Desktop Support Technician (MCITP 70-65) certification. Students learn how to identify the cause and resolve Windows desktop application issues, resolve networking and security issues, identify and resolve performance issues, solve hardware failures, solve enterprise wireless connectivity issues, solve enterprise remote access issues, troubleshoot VPN access and provide IPv6 support, identify and solve enterprise security issues, solve enterprise storage issues and resolve enterprise software update issues.

Total Credits: 3.00

### Course Competencies

- 1. Plan the installation of Windows 7.**
- 2. Automate the Deployment of Windows 7.**
- 3. Use the Command Prompt and PowerShell.**
- 4. Keep Windows 7 Up to Date.**
- 5. Maintain Windows 7 with most current patches and updates.**
- 6. Troubleshoot Application Issues.**
- 7. Network with Windows 7.**
- 8. Access Resources on a Network.**
- 9. Manage Windows 7 in a Domain.**
- 10. Manage Windows 7 with Group Policy.**
- 11. Manage Security in Windows 7**
- 12. Support Windows 7 Mobile Users**
- 13. Administer Internet Explorer**