

Supporting Users and Troubleshooting a Microsoft Windows XP Operating System

MCDST 70-271 Exam Preparation



Operating Systems • Durasi: **5 Hari** • Course Code: **OS-1201**

Deskripsi

Training ini merupakan tahap persiapan bagi para professional dalam bidang IT yang akan mengambil sertifikasi MCDST (Microsoft Certified Desktop Support Technician).

Pembahasan materi training lebih mengarah pada latihan soal serta beberapa studi kasus yang sering terjadi seputar sistem operasi Microsoft Windows XP.

Tujuan Training

- ▶ Peserta diharapkan dapat menangani berbagai permasalahan umum yang sering terjadi dalam sistem operasi Windows XP.
- ▶ Peserta memiliki skill untuk dapat membantu / mensupport pengguna Windows XP lainnya.
- ▶ Sebagai tahap persiapan untuk mengikuti ujian sertifikasi MCDST 70-271.

Prasyarat

- ▶ Mengetahui sistem operasi Windows XP.
- ▶ Mengetahui teknologi PC Hardware.
- ▶ Mengetahui teknologi Local Area Network.

Target Peserta

IT Staff, Help-Desk Technician, PC Support Specialist, Technical Support Specialist.

Tinjauan Materi

- ▶ Introduction to the Desktop Support Technician Role and Environment.
- ▶ Resolving User Account and Logon Issues.
- ▶ Resolving System Configuration and Security Issues.
- ▶ Resolving Network Connectivity Issues.
- ▶ Resolving Hardware Issues.
- ▶ Resolving File and Folder Issues.
- ▶ Resolving Printer Issues.
- ▶ Resolving Startup Issues.

Training Lanjutan yang Disarankan

- ▶ OS-1202: Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System
- ▶ OS-1203: Installing, Configuring and Administering Microsoft Windows XP Professional
- ▶ OS-1204: Managing and Maintaining a Microsoft Windows Server 2003 Environment
- ▶ OS-1205: Implementing, Managing and Maintaining a Microsoft Windows Server 2003 Network Infrastructure
- ▶ OS-1206: Implementing and Managing Microsoft Exchange Server 2003