

## Certification/Hardware Courses

### CompTIA A+ Certification Prep: (up to 56 hours)

Recommended Prerequisite: A good working knowledge of DOS and Windows.

Price: \$2,195 (this class not eligible for vouchers)

A+ Certification is a CompTIA-sponsored testing program that certifies the competency of entry-level (6 months experience) computer service technicians. To obtain A+ Certification, you must pass two exams: A+ Core Service Technician Exam and A+ DOS/Windows Service Technician Exam.

In this course, you will prepare for the certification exams with a combination of hands-on instructor led classroom work, reading, independent study, and homework. Learn how to document your work and understand correct procedure for telephone and on-site support. Explore control settings, CMOS, manage IRQ and DMA settings, managing I/O addresses, and the boot process. Understand ESD, examine system board components, working with the CPU, and install expansion cards. Configure single and dual floppy drives. Install, manage, and optimize a hard drive. Install and customize Windows. Compare Windows XP to Windows 2000 and Windows NT and Windows 98. Work with dual hard drives and install a removable drive. Troubleshoot drives, benchmark a PC, and troubleshoot the boot process.

Working with peripherals, you will install an internal modem, resolve serial port conflicts, install a sound card, resolve interrupt conflicts, install a SCSI adapter, and resolve SCSI chain conflicts. Learn to install and manage memory by installing RAM, examine CONFIG.SYS and AUTOEXEC.BAT, manage memory with DOS and Windows 9x.

Learn to install power protection devices, troubleshoot power chains, and work with the power supply. Explore media by installing a video adapter card and printers. Look at communications and dial-up networking. Upgrade to a Windows NT workstation, install Windows NT workstation, customize and repair Windows, manage memory in Windows NT, explore the Windows NT Registry, and work with communications in Windows NT.

Identify network components; understand networking with Windows 9x and Windows NT, and integrating the Internet. Learn to maintain a system by using virus protection, backups, and creating a preventative maintenance plan. Examine building a PC.

Course content may vary based on level of students and manuals available. Sorry no free retakes for this class.



**Training • Consulting • Rentals • Testing Center**

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## **Network+ Certification Objectives Prep: (up to 40 hours)**

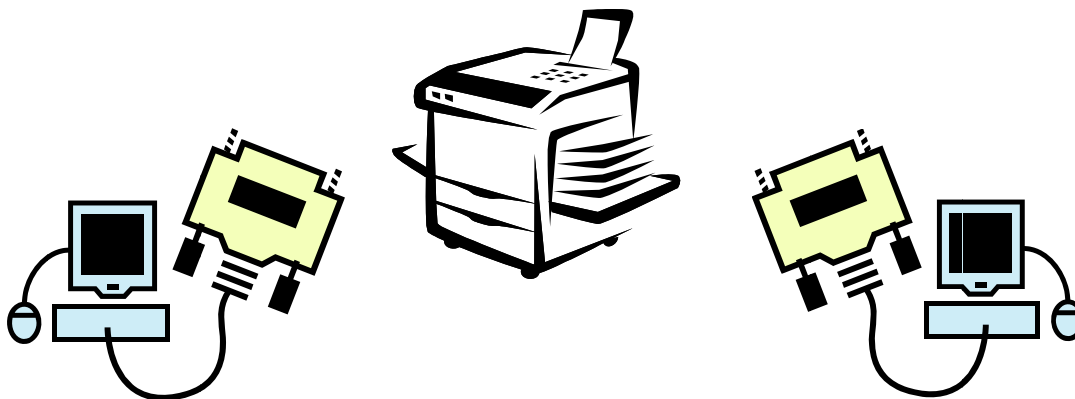
Recommended Prerequisite: A good working knowledge of DOS and Windows  
Price: \$1,995 (this class not eligible for vouchers)

The CompTIA Network+ certification is an international industry credential that validates the knowledge of networking professionals with at least nine months of experience in network support or administration or adequate academic training. A typical candidate would have CompTIA A+ certification or equivalent knowledge, but this is not a prerequisite. An accepted foundation-level, vendor-neutral certification for networking professionals, many IT certifications integrate CompTIA Network+ into their curriculums. There are approximately 135,000 CompTIA Network+ certified professionals worldwide. The skills and knowledge measured by this examination were derived from an industry-wide job task analysis and validated through an industry-wide survey of more than 2,500 participants.

You will learn basic networking concepts such as; types of servers, topologies, and planning a network design. You will get an introduction to the OSI model. You will learn network adapter configuration, protocols, channel access methods, transport protocols, remote access protocols, and security protocols. Introduction to network communication methods, cables and connectors, coaxial and fiber optic cables, and Ethernet and token ring devices. Introduction to bridges, routers and switches. Introduction to remote connectivity, installing and configuring a modem, Remote Access Service (RAS), remote access clients, and WAN connectivity.

You will get an Introduction to the science of troubleshooting. Evolution of TCP/IP and TCP/IP fundamentals. IP addressing, subnetting, special addressing, and TCP/IP installation and configuration. Discuss firewalls and proxy servers. TCP/IP troubleshooting tools, Telnet, File Transfer Protocol, and troubleshooting examples. Identifying network operating system features; Microsoft Windows, Novell NetWare, UNIX, Linux, and Mac OS X Server, and AppleShare IP. Network client review. Introduction to directory services; Windows networking concepts, active directory, new active directory features in Windows Server 2003, Windows NT domains, and Novell Directory Services/eDirectory. Accessing and managing resources in a Windows network. Monitoring and troubleshooting a Windows server. Managing and troubleshooting resources in a NetWare network. Introduction to fault tolerance, disaster recovery, and routine maintenance.

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## **MCDST Certification Requirements**

Recommended Prerequisite: *A+ certification, Network+ certification* or equivalent experience

**The Microsoft Certified Desktop Support Technician (MCDST)** credential proves that you have the skills to successfully support end users and to successfully troubleshoot desktop environments running on the Microsoft Windows operating system. MCDST candidates are required to pass two core exams. Elective exams are not required.

**Exam 70-271:** Supporting Users and Troubleshooting a Microsoft Windows XP Operating System

**Exam 70-272:** Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System

## **Microsoft Certification for MCP and MCSA**

Recommended Prerequisite: *A+ certification, Network+ certification* or equivalent experience

We offer these courses on demand. Please call and we can give you more information.

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COMPUTER RESOURCE CENTER



## **MCDST Exam 70-271: Supporting Users and Troubleshooting a Windows XP OS: (up to 24 hours)**

Recommended Prerequisite: *A+ certification, Network+ certification* or equivalent experience  
Price: \$1,224 (this class not eligible for vouchers)

This course prepares students for Microsoft Certified Desktop Support Technician (MCDST) exam 70-271. Students will learn how to install the Windows XP operating system, manage users and the Windows environment, and troubleshoot and optimize system performance.

### **Table of Contents**

#### **Unit 1: Installing the operating system**

Topic A: Installation planning  
Topic B: Windows XP upgrades  
Topic C: Clean installations  
Topic D: Unattended installations  
Topic E: Installation troubleshooting

#### **Unit 2: Troubleshooting system startup and user logons**

Topic A: The Windows XP Boot Process  
Topic B: User logons

#### **Unit 3: Managing users and the Windows environment**

Topic A: User and group management  
Topic B: User profile management  
Topic C: User environment customization  
Topic D: Data protection

#### **Unit 4: Configuring and troubleshooting security policy**

Topic A: Local security policy  
Topic B: Group Policy

#### **Unit 5: Configuring and troubleshooting devices**

Topic A: Storage devices  
Topic B: Input/output devices  
Topic C: Power Management

#### **Unit 6: Optimizing performance**

Topic A: Performance monitoring  
Topic B: Performance optimization

#### **Unit 7: Managing access to shared resources**

Topic A: NTFS permissions  
Topic B: Resource sharing

#### **Unit 8: Configuring and troubleshooting printing**

Topic A: Print management  
Topic B: Print troubleshooting

#### **Unit 9: Troubleshooting TCP/IP**

Topic A: TCP/IP networking  
Topic B: TCP/IP troubleshooting

#### **Unit 10: Configuring remote connections**

Topic A: Remote access  
Topic B: Internet Explorer and remote tools

#### **Objectives**

Install Windows XP.  
Troubleshoot startup and user logons.  
Manage local accounts and the Windows environment.  
Configure security policy settings.  
Manage storage and input/output devices.  
Monitor performance.  
Manage access to shared resources.  
Configure and troubleshoot printing.  
Troubleshoot TCP/IP.

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## **MCDST Exam 70-272: Supporting Users and Troubleshooting Desktop Applications on a Windows XP OS: (up to 16 hours)**

Recommended Prerequisite: *A+ certification, Network+ certification* or equivalent experience  
Price: \$875 (this class not eligible for vouchers)

This course prepares students for Microsoft Certified Desktop Support Technician (MCDST) exam 70-272. Students will learn how to support applications in Windows XP, install and configure Microsoft Office, and set up and manage application security.

### **Table of Contents**

#### **Unit 1: Application support**

Topic A: Windows XP application support  
Topic B: Built-in applications  
Topic C: Internet Explorer and Outlook Express  
Topic D: Remote Assistance

#### **Unit 2: Office installation**

Topic A: Office installation  
Topic B: Office add-ins and templates  
Topic C: Troubleshooting

#### **Unit 3: Office configuration**

Topic A: Office customizations  
Topic B: Office updates and upgrades

#### **Unit 4: Outlook configuration**

Topic A: Setting up Outlook  
Topic B: E-mail management  
Topic C: Outlook data protection

#### **Unit 5: Application security**

Topic A: Security threats  
Topic B: Security measures

#### **Appendix A: Desktop Support Technicians**

Topic A: The DST job role  
Topic B: Certifications

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