

Deputy of training
Plan and curriculums office

Competency Training standard

Title

Windows 7, Enterprise Desktop Support Technician

Occupational group

INFORMATION TECHNOLOGY (IT)

International code

2523-53-112-1

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Revision Process:

- **Scientific content**
- **According to market**
- **Equipment**
- **Tools**

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Definitions:

Job standard:

The characteristics ' required competencies and abilities for Efficient Performance in work environment is called "the Job standard", and sometimes “The Occupational standard”

Training standard:

The Training Map for achieving the Job’s subset Competencies.

Job title:

Is a set of Tasks and Abilities which is expected from an employed person in the defined level

Job description:

A statement covering the most important elements of a job, namely the position or title of the job, the duties, job’s relation with other jobs in a occupational field, the responsibilities, workplace conditions and required performance standards.

Course duration:

The minimum of time which is required to achieve the training objects.

Admission requirements:

The minimum of competencies and abilities which are obligatory for a potential admission.

Evaluation:

The process of collecting evidence and judgment about whether a competency is achieved or not.

Include: written examination, practical examination

Required Qualifications for Trainers:

The minimum of Trainer’s technical and vocational abilities which the trainer is required to have.

Competency:

The ability of efficient performing a duty in a variety of workplaces conditions

Knowledge:

The minimum set of facts and mental capacities which is necessary for achieving a competency. This can include science, (Mathematics, physics, chemistry or biology), technology or technical.

Skill:

The minimum coordination between mind and body for achieving an ability or competency. It normally applied to practical skills.

Attitude:

A set of emotional behaviors required for achieving a competency and can have non-technical skills and occupational ethics.

Safety:

The cases which doing or not doing something can cause harm or accident

Environmental Consideration:

A set of consideration about the act which should be done to minimize the environmental damage or pollution.

Competency Title:**Windows 7, Enterprise Desktop Support Technician****Competency Description:**

The 70-685 Practice-Lab will provide you with the necessary platform to gain hands-on skills in Windows 7. By completing the lab tasks you will improve your practical skills in desktop application issues, mobile users and security issues. These tasks will also help you understand the objectives and competencies required by the Pro: Windows 7, Enterprise Desktop Support Technician certification exam.

Admission Requirements:

minimum degree of education: Post first year of high school

minimum physical and mental ability:-

Prerequisite skills: CompTIA network+ certification

Course duration:

Course duration: 40 hours

-Theoretical :10 Hours

-Practical :30 Hours

-Apprenticeship:... Hours

-Project:... Hours

Evaluation :(%)

Exam 70-685



Published: November 27, 2009

Languages: English, German, Japanese

Audiences: IT professionals

Technology: Windows 7

Credit toward certification: MCP, MCSA

IRANTVTO Evaluation :(%)

Written Examination:25%

Practical Examination:65%

Ethics:10%

Microsoft Certified Solutions Expert (MCSE) - Microsoft Certified IT Professional (MCITP)
degree holders with 2 years experiences

Competency Training Standard

Competencies

	Title
1	Implementing a Troubleshooting Methodology
2	Troubleshooting Startup Issues
3	Using Group Policy to Centralize Configuration
4	Troubleshooting Hardware Device, Device Driver, and Performance Issues
5	Troubleshooting Network Connectivity Issues
6	Troubleshooting Remote Connectivity Issues
7	Troubleshooting Logon and Resource Access Issues
8	Troubleshooting Security Issues
9	Troubleshooting Operating System and Application Issues

Training standard
Contents analysis form

Title:	time			
	theoretical	practical	total	
	Implementing a Troubleshooting Methodology	Determined by the instructor		
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill:	Determined by the instructor			From Microsoft
Introduction to the EDST Job Role				
Overview of Troubleshooting Steps				
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard
Contents analysis form

Title: Troubleshooting Startup Issues	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill:	Determined by the instructor			From Microsoft
Overview of the Windows 7 Recovery Environment				
Configuring and Troubleshooting Startup Settings				
Troubleshooting Operating System Services Issues				
Resolving a Startup Problem				
Windows 7 recovery tools to troubleshoot startup problems				
Configure and troubleshoot startup settings				
Troubleshoot operating system services				
Attitude:				
Speed and accuracy in doing the right thing				
Health & Safety:				
Compliance with safety protection in the workplace				
Environmental Consideration:				
Compliance with environmental protection				

Equipment & Tools & Materials & Resources (books, site, software...) form

*Required quantity for each 15 Trainees

From: Microsoft

Training standard
Contents analysis form

Title: Using Group Policy to Centralize Configuration	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Overview of Group Policy Application Resolving Client Configuration Failures and GPO Application Issues Resolve Group Policy Application Describe Group Policy application Troubleshoot client configuration failures and GPO application issues	Determined by the instructor			From Microsoft
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Equipment & Tools & Materials & Resources (books, site, software...) form

*Required quantity for each 15 Trainees

From: Microsoft

Training standard

Contents analysis form

Title: Troubleshooting Hardware Device, Device Driver, and Performance Issues	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Overview of Hardware Troubleshooting Troubleshooting Physical Failures Monitoring Reliability and Performance Configuring Performance Options in Windows 7 Troubleshooting Device Driver Failures Resolving Hardware Issues Identify basic hardware-related issues Determine hardware failure issues Monitor reliability and performance of Windows 7 computers. Configure performance options in Windows 7 Determine problems that device drivers cause	Determined by the instructor			From Microsoft
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Equipment & Tools & Materials & Resources (books, site, software...) form

*Required quantity for each 15 Trainees

From: Microsoft

Training standard
Contents analysis form

Title: Troubleshooting Network Connectivity Issues	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill:	Determined by the instructor			From Microsoft
Determining Network Settings				
Troubleshooting Network Connectivity Issues				
Troubleshooting a Network Problem				
Determine the network configuration of client computers				
Troubleshoot network connections				
Attitude:				
Speed and accuracy in doing the right thing				
Health & Safety:				
Compliance with safety protection in the workplace				
Environmental Consideration:				
Compliance with environmental protection				

Equipment & Tools & Materials & Resources (books, site, software...) form

*Required quantity for each 15 Trainees

From: Microsoft

Training standard

Contents analysis form

Title: Troubleshooting Remote Connectivity Issues	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration			Equipments ,tools, materials ,books	
Knowledge and Skill: Troubleshooting VPN Connectivity Issues Using Remote Desktop Troubleshooting User Issues by Using Remote Assistance Troubleshooting NAP Issues Troubleshooting DirectAccess Issues Configure and troubleshoot VPN connections	Determined by the instructor			From Microsoft
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Equipment & Tools & Materials & Resources (books, site, software...) form

*Required quantity for each 15 Trainees

From: Microsoft

Training standard
Contents analysis form

Title: Troubleshooting Logon and Resource Access Issues	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Troubleshooting User Logon Issues Troubleshooting User Profile Issues Troubleshooting File Access Issues Troubleshooting File Permissions Issues Troubleshooting Printer Access Issues Troubleshooting Offline Files Troubleshooting a Missing Drive Mapping Troubleshooting Missing Files in My Documents Troubleshooting a File Access Issue	Determined by the instructor			From Microsoft
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Equipment & Tools & Materials & Resources (books, site, software...) form

*Required quantity for each 15 Trainees

From: Microsoft

Training standard
Contents analysis form

Title: Troubleshooting Security Issues	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill:	Determined by the instructor			From Microsoft
Recovering Files Encrypted by EFS				
Recovering BitLocker-Protected Drives				
Troubleshooting Internet Explorer and Content Access Issues				
Troubleshooting an Internet Explorer Security Issue				
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Equipment & Tools & Materials & Resources (books, site, software...) form

*Required quantity for each 15 Trainees

From: Microsoft

Training standard

Contents analysis form

Title: Troubleshooting Operating System and Application Issues	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Troubleshooting Application Installation Issues Troubleshooting Application Operations Issues Applying Application and Windows Updates Troubleshooting Windows Updates Troubleshooting AppLocker Policy Application Troubleshooting Application Startup	Determined by the instructor			From Microsoft
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Equipment & Tools & Materials & Resources (books, site, software...) form

*Required quantity for each 15 Trainees

From: Microsoft