Your competence will be assessed when you take the Installing, Configuring, and Administering Microsoft Windows XP Professional (70-270) exam. This course of study will take up to 12 weeks to complete.

Introduction

Overview
This course is for current and aspiring information technology (IT) professionals, and it will help you master the installation, configuration, and troubleshooting of the world's most prominent computer operating system: Windows XP Professional.

As a widely used operating system across different industries, Windows XP Professional provides robust functions of computing that no previous client operating system by Microsoft has ever provided. Successfully mastering this operating system may potentially help you either become an expert in information technology or become a savvier user of the operating system.

If you have experience with previous Microsoft operating systems, including Windows 95/98, Windows ME, Windows NT, and Windows 2000, it will be relatively easy for you to learn Windows XP, as it inherits many attributes of those earlier operating systems.

Note: To use LabSim (i.e., the primary learning resource for this course of study), your computer must

- be running Microsoft Windows XP/Vista/7 and
- meet the minimum hardware and software system requirements provided on the LabSim website.

Outcomes and Evaluations
This course is structured to prepare you for the Installing, Configuring, and Administering Microsoft Windows XP Professional (70-270) exam (which represents the objective assessment for the I27X course of study).

Successfully passing the Installing, Configuring, and Administering Microsoft Windows XP Professional (70-270) exam will make you a Microsoft certified professional (MCP)—a highly reputable professional certification in field of information technology (IT).

Following this course of study will help you complete the course and earn this certification in just over twelve weeks, though you may move through the material more quickly if you desire.

There are seven competencies covered by this course of study.

Competency: Installation and Configuration
The graduate can install and configure a specified computer operating system.
Competency: Implementation and Management
The graduate can implement and manage the administration of network resources.

Competency: Hardware Devices and Drivers
The graduate can implement, manage, monitor, and troubleshoot hardware devices and drivers.

Competency: System Performance and Reliability
The graduate can monitor and optimize system performance and reliability.

Competency: Desktop Environment
The graduate can configure and troubleshoot the desktop environment.

Competency: Network Protocols and Services
The graduate can implement, manage, and troubleshoot network protocols and services.

Competency: Security
The graduate can configure, manage, and troubleshoot security.

The Installing, Configuring, and Administering Microsoft Windows XP Professional (70-270) exam

- has of 55 questions, randomly selected from a pool of questions and
- must have a score of at least 700 out of 1000 total points to be considered "passed."

Once you submit proof of your passing score (i.e., mail/fax your score report) to Western Governors University (WGU), your result will be recorded in your Degree Plan.

Preparing for Success

To successfully complete the Client Systems Course of Study, you need the appropriate resources to aid your learning. You should also prepare a calendar to schedule time to devote to your studies. Share your calendar with your family and friends so that they are aware of your obligations.

Your Learning Resources

Arrange to obtain the learning resources listed below so there will be no delays in your studies. These items are essential for you, as this document will guide you in the use of these materials. Some of these items must be shipped to you, so be sure that your mailing address information is current. If you click your name on your Degree Plan, you can check your contact information.

Automatically Enrolled Resources

You will be automatically enrolled for the following learning resource. Simply click on the link provided in the activities to access the learning materials.

SkillSoft and Books 24x7
You will access SkillSoft items at the activity level within this course of study. For more information on accessing SkillSoft items, please see the *Accessing SkillSoft Learning
The following Books24x7 e-texts will be used in this course of study:


Note: These e-texts are available to you as part of your program tuition and fees, but you may purchase hard copies at your own expense through a retailer of your choice. If you choose to do so, please use the ISBN listed to ensure that you receive the correct edition.

uCertify
You will access the following resource from uCertify at the activity level within this course of study:

- 70-270 Installing, Configuring, and Administering Microsoft Windows XP Professional

Note: The online version of the uCertify learning resource is provided to you by WGU as part of your enrollment. If you wish to use the offline version, you may purchase it yourself from uCertify.

Gather Your Materials
Please access your Degree Plan and verify that you have access to the following learning resources. If you do not currently have access, please enroll or renew your enrollment at this time.

Note: For instructions on how to enroll or subscribe through your Degree Plan, please see the “Acquiring Your Learning Resources” document.

LabSim
You should acquire (or verify that you have access to) the following LabSim learning resource:

- Installing, Configuring, and Administering Windows XP Professional

Within 48 hours of enrolling in this learning resource through your Degree Plan, you should receive an e-mail from TestOut containing the link for downloading the LabSim client and your user name and password.

Note: To use LabSim (i.e., the primary learning resource for this course of study), your computer must

- be running Microsoft Windows XP/Vista/7 and
- meet the minimum hardware and software system requirements provided on the LabSim website.
Prepare for Your Studies
You need to also make sure that you have the right set-up of computer equipment and software to get started. You need to be able to access the online message board that supports this course of study and need to know where to go to get help should you need additional support with your learning.

As you are moving through the course material, you are strongly encouraged you to utilize all the resources included.

- Watch the instructional videos and the demonstrations,
- read through the fact sheets,
- do each lab exercise until you are able to pass them without difficulty, and
- take the quiz at the end of the section.

Getting Help With Your Learning
If you have difficulty in answering questions or completing any of the tasks in each activity with confidence, it is recommended that you try one or more of the following:

- Look in the message boards to see if you can find similar questions posed by others.
- Reach out to your peers for assistance if possible.
- Contact your course instructor directly for help. Contact information can be found in the Introduction section of this course of study.

Message Boards, Study Notes, and FAQs
Message boards, study notes, and FAQs are available in every course of study. Use the "Additional Learning Tools" document to review these tools.

The Pre-Assessment
Complete the LabSim “Practice Exam” within the LabSim learning resource before beginning the course.

If needed, use the LabSim Pre-assessment Instructions.

*Note: The LabSim “Practice Exam” represents the pre-assessment for this course of study.*

When you take this pre-assessment, you should avoid

- studying for it in advance,
- looking up answers while taking it, and
- guessing at the correct answer (instead of simply “knowing” it).

Reviewing the Coaching Report
Review your pre-assessment coaching report (i.e., the score report that you receive from the pre-assessment).
Discuss this with your mentor to develop a study strategy that helps you strengthen weak areas. It is organized by exam objective.

LabSim

LabSim provides simulated lab exercises that will require you to complete the same tasks as you would on a live computer. You will be required to work from the same console every time as you would with a live computer, and you will become familiar with the requirements and the look and feel of the console, giving you valuable experience.

LabSim Modules

Now that you have downloaded, installed, and logged in to your LabSim module, you should start at the first module and complete each section in order. The modules are constructed in a manner to build upon the material covered the previous lessons, so it is not recommended that you skip around or complete the sections out of order. Each module has

- a video,
- lecture/fact sheets, and
- lab simulations.

It is essential to read the materials prior to attempting the simulations to ensure you have a full and applicable understanding of the concepts and competencies required for successful completion of the practice exams.

*Note: It is strongly recommended that you continue to attempt lab simulations until you can easily complete the tasks scoring 100% and pass practice exams with no less than 90% to maximize your chances of successfully passing the actual examination associated with this course of study.*

Contents

*Note: Because you are to complete the activities for this course of study within the LabSim learning resource, the following information has been provided to orient you as you begin the course.*

The LabSim learning resource (Installing, Configuring, and Administering Windows XP Professional) for this course contains the following:

- Videos: 79
- Demonstrations: 108
- Animations: 4
- Simulations: 106
- Fact Sheets: 86
- Exam Questions: 416
- Exams: 49

The LabSim learning resource is also divided up into the following sections:
Introduction (1 question)
1.0 Users and Groups (23 questions)
2.0 Installing Hardware (52 questions)
3.0 Networking (61 questions)
4.0 Disk Management (15 questions)
5.0 Managing Files (64 questions)
6.0 Printers (27 questions)
7.0 IE Resource Access (7 questions)
8.0 System Optimization (72 questions)
9.0 System Security (34 questions)
10.0 Installation (58 questions)

E-Text Reading

To help reinforce your understanding of the LabSim sections, please review the chapter content in the MCSE Self-Paced Training Kit (Exam 70-298): Designing Security for a Microsoft Windows Server 2003 Network (need the URL) textbook.

Using uCertify

The uCertify PrepKit combines targeted learning with a practice exam approach.

Using uCertify

The uCertify learning resource is meant to complement the other learning resources for this course of study.

uCertify

Complete the following uCertify review course:

- 70-270 Installing, Configuring, and Administering Microsoft Windows XP Professional

Please use the steps listed on following webpage to guide your study of this course:

- "Using uCertify"

Final Review

Congratulations! Upon completing the practice examinations within LabSim and consistently scoring 90% or more, you will have successfully accomplished the goal of mastering the competencies set forth by WGU.

By reviewing the LabSim lectures, demonstrations, practice exams, and the hands-on simulations associated with each competency, you should have acquired the knowledge and skills necessary for the Installing, Configuring, and Administering Microsoft Windows XP Professional (70-270) exam, in addition to your competency in mastering Microsoft Windows XP.

If you feel that you are still not confident with the Installing, Configuring, and Administering
Microsoft Windows XP Professional (70-270) exam, please go over the competencies and their associated LabSim modules before taking your assessment.

**Preparing for the Assessment**

Now that you have completed the coursework in the LabSim modules, you should finish preparing to take the exam.

**LabSim Practice Exam**

Take the “Practice Exam” at the end of the course. This will provide you with valuable feedback about:

- your readiness to take the exam and
- more specifically, questions you miss and what section you can refer back to in order to complete additional study.

It is recommended that you take and pass the Practice Exam at least twice with a score of 90% or higher before considering yourself ready for the assessment.

**Taking the Assessment**

Once you have completed all the tasks associated with the competencies, chapters, activities, lesson reviews, hands-on practices, and pre-assessment(s), you can start scheduling for the actual assessment at a Prometric testing center.

**Scheduling Your Assessment**

Schedule the following exam through your Degree Plan:

- the Installing, Configuring, and Administering Microsoft Windows XP Professional (70-270) exam

  *Note: This represents the objective assessment for this course of study.*

If you have difficulty doing this, please contact your mentor.

Follow these directions for accessing your objective assessments.

**Take the Assessment**

Take your exam at the time and place you scheduled.

**Following the Outside Vendor Assessment**

You will need to submit your scores to WGU after completing your exam.

*Note: Follow these directions after completing an outside vendor assessment.*
Feedback

WGU values your input! If you have comments, concerns, or suggestions for improvement of this course, please submit your feedback using the following form:

- Course Feedback

ADA Policy

Western Governors University recognizes and fulfills its obligations under the Americans with Disabilities Act of 1990 (ADA), the Rehabilitation Act of 1973 and similar state laws. Western Governors University is committed to provide reasonable accommodation(s) to qualified disabled learners in University programs and activities as is required by applicable law(s). ADA Support Services serves as the principal point of contact for students seeking accommodations and can be contacted at ADASupport@wgu.edu. Further information on WGU's ADA policy and process can be viewed in the student handbook at the following link:

- Policies and Procedures for Students with Disabilities