

Certified Desktop and Network Specialist (CDNS)

Program Summary

This instructor-led program with a combination of lecture and hands-on laboratory exercises is designed for the novice with no computer experience. Students will be introduced to computer hardware concepts and learn to build a Personal Computer (PC) from the ground up. Software concepts will be delivered via training on the newest versions of Microsoft Windows. Additionally, students will be given training and experience on the DOS operating system – an older operating system providing a venue to study concepts that still hold relevance, even in today’s advanced computing environments. The primary goal of this course is to give students a basic understanding of every aspect of hardware and software relating to the PC. However, the final portion of this course will introduce the student to basic networking concepts and network implementation using Microsoft Windows Operating System – a must for any individual planning to enter the IT field.

This program is also designed to provide students with the knowledge required for entry-level careers in computer networking, with an emphasis on Microsoft operating systems including Windows Vista and Windows Server 2012. Students will be guided through the features of the Microsoft operating systems will learn how implement, manage and maintain both workstations and servers in a Microsoft Windows networking environment. Additional topics include network infrastructure services that are required to support a Windows network including Active Directory, Name Resolution, TCP/IP and IP assignment, Windows Security, Remote Access, and Microsoft Exchange 2010. This program will provide students with the skills and knowledge necessary to complete the CompTIA A+ and Microsoft Certified System Engineer (MCSE) certification exams.

- Certification program
- 576 Contact Hours, 36 Credit Hours, 72 Weeks

TERM 1

Course No.	Course Name	Quarter Credit Hours	Clock Hours
CDN100	Desktop I	6	96
Total		6	96

TERM 2

Course No.	Course Name	Quarter Credit Hours	Clock Hours
CDN110	Desktop II	3	48
CDN120	Desktop III	3	48
Total		6	96

TERM 3

Course No.	Course Name	Quarter Credit Hours	Clock Hours
CDN130	Desktop IV	3	48
CDN140	Desktop V	3	48
Total		6	96

TERM 4

Course No.	Course Name	Quarter Credit Hours	Clock Hours
CDN150	Desktop VI	3	48
CDN160	Desktop VII	3	48
Total		6	96

TERM 5

Course No.	Course Name	Quarter Credit Hours	Clock Hours
CDN170	Desktop VIII	3	48
CDN180	Desktop IX	3	48
Total		6	96

TERM 6

Course No.	Course Name	Quarter Credit Hours	Clock Hours
CDN190	Desktop X	6	96
Total		6	96

Prerequisites

There are no prerequisites required to attend this course.

Type of Document Received Upon Graduation

Upon successful completion of all program requirements, each student will be awarded a Certificate of Completion.

Certification Tests

All certification exams are scored on a pass/fail basis. Depending on the specific exam, a correct response to 75% - 80% of the questions will be required to achieve a passing score. Students are encouraged to take exams immediately following completion of the corresponding course.

Career Development

Students who successfully complete this program will be prepared for entry to midlevel professional opportunities in the IT field with emphasis on planning, installation, and maintenance of client workstation hardware and software as well as server operating system, applications and network infrastructure services using Microsoft technologies. Although titles may vary by hiring organizations, students with these credentials are qualified to meet the requirements of positions such as Desktop and Server Support Technician, Server Administrator, Network Administrator, Windows Server Administrator or similar designations.

This program also aligns with the following career opportunities classified by US Department of Labor under the Standard Occupational Classification (SOC) system.

- 15-1151 Computer User Support Specialist
- 25-1021 Computer Science Teacher, Postsecondary
- 17-2061 Computer Hardware Engineers
- 15-1141 Database Administrators

CDNS Program Details

COURSE CDN100

Title: PC Hardware and Operating System

Exam: CompTIA Exams 220-801 and 220-802

Course Description

This instructor-led course with a combination of lecture and hands-on laboratory exercises is designed to introduce the students to computer hardware concepts and the skills required to build a Personal Computer (PC) from the ground up. In addition, students will learn software concepts with the newest versions of Microsoft Windows. The primary goal of this course is to give students a basic understanding of every aspect of hardware and software relating to the PC. However, the final portion of this course will introduce the student to basic networking concepts and network implementation using Microsoft Windows operating systems.

Course Objectives

This course will cover the following subjects:

- Skills in Managing and Troubleshooting PCs
- Operational Procedures
- Perform Preventive Maintenance
- Diagnostics and Troubleshooting
- Professionalism and Communication
- Safety and Tools
- Personal Computer Components
- System Unit Components
- Personal Computer Connection Methods
- Tools of the Trade
- Display Devices
- Input Devices
- Adapter Cards
- Multimedia Devices
- Storage Devices
- Power Supplies
- Memory
- CPUs
- System Boards
- BIOS
- Personal Computer Operating Systems
- Windows User Interface Components
- Windows File System Management
- Windows System Management Tools
- Install, Upgrade, and Optimize Microsoft Windows
- Operating System Utilities
- Maintain and Troubleshoot Microsoft Windows
- Recover Microsoft Windows
- Command Line Interface
- Network Concepts and Communications
- Network Connectivity
- Wireless Networks
- Create Network Connections
- Internet Technologies

- Virtualization
- Install and Configure Web Browser
- Maintain and Troubleshoot Network Connections
- Laptop and Portable Computing Device Components
- Printer and Scanner Technologies
- Printer and Scanner Components
- Printer and Scanner Processes
- Install and Configure Printers and Scanners
- Maintain and Troubleshoot Printers and Scanners
- Security Fundamentals
- Security Protection Measures
- Data and Physical Security
- Wireless Security
- Social Engineering
- Install and Configure Security Measures
- Maintain and Troubleshoot Security Measures
- Virtualization

COURSE CDN110

Title: Installing and configuring Windows Server 2012

Exam: Microsoft Exam 70-410

Course Description

This instructor-led course with a combination of lecture and hands-on laboratory exercises provides students with the knowledge and skills to install, configure, and maintain Windows Server 2012. This course is intended for Windows Server 2012 Technology Specialists, in Network Infrastructure and Active Directory, who are interested in learning professional level Server Administrator skills to plan, manage, and maintain Windows Server 2012.

Course Objectives

This course will cover the following subjects:

Deploying and Managing Windows Server 2012

- Windows Server 2012 Overview
- Installing Windows Server 2012
- Post-Installation Configuration of Windows Server 2012
- Overview of Windows Server 2012 Management
- Introduction to Windows PowerShell

Introduction to Active Directory Domain Services

- Overview of AD DS
- Overview of Domain Controllers
- Installing a Domain Controller

Managing Active Directory Domain Services Objects

- Managing User Accounts
- Managing Groups
- Managing Computer Accounts
- Delegating Administration
- Delegate permissions to perform AD DS administration.

Automating Active Directory Domain Services

- Using Command-line Tools for AD DS Administration
- Using Windows PowerShell for AD DS Administration
- Performing Bulk Operations with Windows PowerShell

Implementing IPv4

- Overview of TCP/IP
- Understanding IPv4 Addressing
- Subnetting and Supernetting
- Configuring and Troubleshooting IPv4

Implementing DHCP

- Overview of the DHCP Server Role
- Configuring DHCP Scopes
- Managing a DHCP Database
- Securing and Monitoring DHCP

Implementing DNS

- Name Resolution for Windows Clients and Servers
- Installing a DNS Server
- Managing DNS Zones

Implementing IPv6

- Overview of IPv6
- IPv6 Addressing
- Coexistence with IPv4
- IPv6 Transition Technologies

Implementing Local Storage

- Overview of Storage
- Managing Disks and Volumes
- Implementing Storage Spaces

Implementing File and Print Services

- Securing Files and Folders
- Protecting Shared Files and Folders by Using Shadow Copies
- Configuring Work Folders
- Configuring Network Printing

Implementing Group Policy

- Overview of Group Policy
- Group Policy Processing
- Implementing a Central Store for Administrative Templates

Securing Windows Servers Using Group Policy Objects

- Security Overview for Windows Operating Systems
- Configuring Security Settings
- Restricting Software
- Configuring Windows Firewall with Advanced Security

Implementing Server Virtualization with Hyper-V

- Overview of Virtualization Technologies
- Implementing Hyper-V
- Managing Virtual Machine Storage
- Managing Virtual Networks

COURSE CDN120

Title: Administering Windows Server 2012

Exam: Microsoft Exam 70-411

Course Description

This instructor-led course with a combination of lecture and hands-on laboratory exercises provides students with the knowledge and skills to administer and troubleshoot a Windows Server 2012 network infrastructure. Students will learn to implement and configure secure network access and implement fault tolerant storage technologies. Students will gain an understanding of the network technologies most commonly used with Windows Server 2012 and IP-enabled networks. Students will also learn how to secure servers and maintain update compliance.

Course Objectives

This course will cover the following subjects:

Configuring and Troubleshooting Domain Name System

- Configuring the DNS Server Role
- Configuring DNS Zones
- Configuring DNS Zone Transfers
- Managing and Troubleshooting DNS

Maintaining Active Directory Domain Services

- Overview of AD DS
- Implementing Virtualized Domain Controllers
- Implementing RODCs
- Administering AD DS
- Managing the AD DS Database

Managing User and Service Accounts

- Configuring Password Policy and User Account Lockout Settings
- Configuring Managed Service Accounts

Implementing a Group Policy Infrastructure

- Introducing Group Policy
- Implementing and Administering GPOs
- Group Policy Scope and Group Policy Processing
- Troubleshooting the Application of GPOs

Managing User Desktops with Group Policy

- Implementing Administrative Templates
- Configuring Folder Redirection and Scripts
- Configuring Group Policy Preferences
- Managing Software with Group Policy

Installing, Configuring, and Troubleshooting the Network Policy Server Role

- Installing and Configuring a Network Policy Server
- Configuring RADIUS Clients and Servers
- NPS Authentication Methods
- Monitoring and Troubleshooting a Network Policy Server

Implementing Network Access Protection

- Overview of Network Access Protection
- Overview of NAP Enforcement Processes
- Configuring NAP
- Configuring IPSec Enforcement for NAP
- Monitoring and Troubleshooting NAP

Implementing Remote Access

- Overview of Remote Access
- Implementing DirectAccess by Using the Getting Started Wizard
- Implementing and Managing an Advanced DirectAccess Infrastructure
- Implementing VPN
- Implementing Web Application Proxy

Optimizing File Services

- Overview of FSRM
- Using FSRM to Manage Quotas, File Screens, and Storage Reports
- Implementing Classification and File Management Tasks
- Overview of DFS
- Configuring DFS Namespaces
- Configuring and Troubleshooting DFS Replication

Configuring Encryption and Advanced Auditing

- Encrypting Drives by Using BitLocker
- Encrypting Files by Using EFS
- Configuring Advanced Auditing

Deploying and Maintaining Server Images

- Overview of Windows Deployment Services
- Managing Images
- Implementing Deployment with Windows Deployment Services
- Administering Windows Deployment Services

Implementing Update Management

- Overview of WSUS
- Deploying Updates with WSUS

Monitoring Windows Server 2012

- Monitoring Tools
- Using Performance Monitor
- Monitoring Event Logs

COURSE CDN130

Title: Configuring advanced Windows Server 2012 Services

Exam: Microsoft Exam 70-412

Course Description

This instructor-led course with a combination of lecture and hands-on laboratory exercises provides to teach Information Technology (IT) Professionals with hands on experience implementing, managing and maintaining a Windows Server 2012 or Windows Server 2012 R2 environment who wish to acquire the skills and knowledge necessary to perform advanced management and provisioning of services within that Windows Server 2012 environment.

Course Objectives

This course will cover the following subjects:

Implementing Advanced Network Services

- Configuring Advanced DHCP Features
- Configuring Advanced DNS Settings
- Implementing IPAM
- Managing IP Address Spaces with IPAM

Implementing Advanced File Services

- Configuring iSCSI Storage
- Configuring BranchCache
- Optimizing Storage Usage

Implementing Dynamic Access Control

- Overview of DAC
- Implementing DAC Components
- Implementing DAC for Access Control
- Implementing Access Denied Assistance
- Implementing and Managing Work Folders

Implementing Distributed Active Directory Domain Services Deployments

- Overview of Distributed AD DS Deployments
- Deploying a Distributed AD DS Environment
- Configuring AD DS Trusts

Implementing Active Directory Domain Services Sites and Replication

- AD DS Replication Overview
- Configuring AD DS Sites
- Configuring and Monitoring AD DS Replication

Implementing AD CS

- Using Certificates in a Business Environment
- PKI Overview
- Deploying CAs
- Deploying and Managing Certificate Templates
- Implementing Certificate Distribution and Revocation
- Managing Certificate Recovery

Implementing Active Directory Rights Management Services

- AD RMS Overview
- Deploying and Managing an AD RMS Infrastructure
- Configuring AD RMS Content Protection
- Configuring External Access to AD RMS

Implementing and Administering AD FS

- Overview of AD FS
- Deploying AD FS
- Implementing AD FS for a Single Organization
- Deploying AD FS in a Business-to-Business Federation Scenario
- Extending AD FS to External Clients

Implementing Network Load Balancing

- Overview of NLB
- Configuring an NLB Cluster
- Planning an NLB Implementation

Implementing Failover Clustering

- Overview of Failover Clustering
- Implementing a Failover Cluster
- Configuring Highly Available Applications and Services on a Failover Cluster
- Maintaining a Failover Cluster
- Implementing a Multi-Site Failover Cluster

Implementing Failover Clustering with Hyper-V

- Overview of Integrating Hyper-V with Failover Clustering
- Implementing Hyper-V Virtual Machines on Failover Clusters
- Implementing Hyper-V Virtual Machine Movement

Implementing Business Continuity and Disaster Recovery

- Data Protection Overview
- Implementing Windows Server Backup
- Implementing Server and Data Recovery

COURSE CDN140

Title: Installing and Configuring Windows 10

Exam: Microsoft Exam 70-697

Course Description

This instructor-led course with a combination of lecture and hands-on laboratory exercises provides Students with the knowledge and skills required to install and configure Windows 10 desktops and devices in a Windows Server domain corporate environment. These skills include learning how to install and customize Windows 10 operating systems and apps, and configure local and remote network connectivity and storage. Students will also learn how to configure data security, device security, and network security, and maintain, update, and recover Windows 10.

Course Objectives

This course will cover the following subjects:

Overview of Windows 10

- Introducing Windows 10
- Navigating the User Interface

Installing Windows 10

- Installing Windows 10
- Upgrading to Windows 10

Configuring your Device

- Overview of Tools You Can Use to Configure Windows 10
- Common Configuration Options
- Managing User Accounts
- Using OneDrive

Configuring Network Connectivity

- Configuring IP Network Connectivity
- Implementing Name Resolution
- Implementing Wireless Network Connectivity
- Overview of Remote Access

Managing Storage

- Overview of Storage Options
- Managing Disks, Partitions, and Volumes
- Maintaining Disks and Volumes
- Managing Storage Spaces

Managing Files and Printers

- Overview of File Systems
- Configuring and Managing File Access
- Configuring and Managing Shared Folders
- Work Folders
- Managing Printers

Managing Apps in Windows 10

- Overview of Providing Apps to Users
- The Windows Store
- Web Browsers

Managing Data Security

- Overview of Data-Related Security Threats
- Security Data with EFS
- Implementing and Managing BitLocker

Managing Device Security

- Using Security Settings to Migrate Threats
- Configuring UAC
- Configuring Application Restriction

Managing Network Security

- Overview of Network-Related Security Threats
- Windows Firewall
- Connection Security Rules
- Windows Defender

Troubleshooting and recovery

- Managing Devices and Drives
- Recovering Files
- Recovering Devices

Maintaining Windows 10

- Updating Windows
- Monitoring Windows 10
- Optimizing Performance

COURSE CDN150

Title: Designing and Implementing a Server Infrastructure

Exam: Microsoft Exam 70-413

Course Description

This instructor-led course with a combination of lecture and hands-on laboratory exercises provides to teach Information Technology (IT) Professionals with hands on experience Designing and Implementing Server 2012 or Windows Server 2012 R2 Infrastructure who wish to acquire the skills and knowledge necessary to perform advanced management and provisioning of services within that Windows Server 2012 environment.

Course Objectives

This course will cover the following subjects:

Planning Server Upgrade and Migration

- Consideration for Upgrades and Migrations
- Creating a Server Upgrade and Migration Plan
- Planning for Virtualization

Planning and Implementing a Server Deployment Strategy

- Selecting an Appropriate Server deployment Strategy
- Implementing an Automated Deployment Strategy

Planning and Deploying Servers Using Virtual Machine Manager

- System Center 2012 R2 Virtual Machine Manger Overview
- Implementing a Virtual Machine Manager Library and Profiles
- Planning and Deploying Virtual Machine Manager Services

Designing and Maintaining an IP Configuration and Address Management Solution

- Designing DHCP Servers
- Planning DHCP Scopes
- Designing an IPAM Provisioning Strategy
- Managing Servers and Address Spaces by Using IPAM

Designing and Implementing Name Resolution

- Designing DNS Server Implementation Strategy
- Designing the DNS Namespace
- Designing DNS Zones
- Designing DNS Zone Replication and Delegation

Designing and Implementing an Active Directory Domain Services Forest and Domain Infrastructure

- Designing an Active Directory Forest
- Designing and Implementing Active Directory Forest Trusts
- Designing Active Directory Integration with Windows Azure Active Directory
- Designing and Implementing Active Directory Domains

Designing and Implementing an AD DS Organizational Unit Infrastructure

- Planning the Active Directory Administrative Tasks Delegation Model
- Designing an OU Structure
- Designing and Implementing an AD DS Group Strategy

Designing and Implementing a Group Policy Object Strategy

- Collecting the information Required for a GPO Design
- Designing and Implementing GPOs
- Designing GPO Processing
- Planning Group Policy Management

Designing and Implementing an AD DS Physical Topology

- Designing and Implementing Active Directory Sites
- Designing Active Directory Replication
- Designing the placement of Domain Controllers
- Designing Highly Available Domain Controllers

Planning and Implementing Storage and File Services

- Planning and Implementing iSCSI SANs
- Planning and Implementing Storage Spaces
- Optimizing File Services for Branch Offices

Designing and Implementing Network Protection

- Overview of Network Security Design
- Designing and Implementing a Windows Firewall Strategy
- Designing and Implementing a NAP Infrastructure

Designing and Implementing Remote Access Services

- Planning and Implementing DirectAccess
- Planning and Implementing VPN
- Planning and Implementing Web Application Proxy
- Planning a Complex Remote Access Infrastructure

COURSE CDN160

Title: Implementing an Advanced Server Infrastructure

Exam: Microsoft Exam 70-414

Course Description

This instructor-led course with a combination of lecture and hands-on laboratory exercises provides to teach Information Technology (IT) Professionals with hands on experience Designing and Implementing Server 2012 or Windows Server 2012 R2 Advanced Infrastructure who wish to acquire the skills and knowledge necessary to perform advanced management and provisioning of services within that Windows Server 2012 environment.

Course Objectives

This course will cover the following subjects:

Overview of Management in an Enterprise Data Center

- Overview of the Enterprise Data Center
- Overview of the Microsoft System Center 2012 R2 Components

Planning and Implementing a Server Virtualization Strategy

- Planning a VMM Deployment
- Planning and Implementing a Server Virtualization Host Environment

Planning and Implementing Networks and Storage for Virtualization

- Planning a Storage Infrastructure for *Virtualization*
- Implementing a Storage Infrastructure for *Virtualization*
- Planning and Implementing Network Infrastructure for *Virtualization*
- *Planning and Implementing Network Virtualization*

Planning and Deploying Virtual Machines

- Planning a Virtual Machine Configuration
- Preparing for Virtual Machine Deployments with VMM
- Deploying Virtual Machines
- Planning and Implementing Hyper-V Replica

Planning and Implementing a Virtualization Administration Solution

- Planning and Implementing Automation with System Center 2012
- Planning and Implementing System Center 2012 Administration
- Planning and Implementing Self-Service Options in System Center 2012
- Planning and Implementing Updates in a Server Virtualization Infrastructure

Planning and Implementing a Server Monitoring Strategy

- Planning Monitoring in Windows Server 2012
- Overview of Operations Manager
- Planning and Configuring Monitoring Components
- Configuring Integration with VMM

Planning and Implementing High Availability for Files Services and Applications

- Planning and Implementing Storage Spaces
- Planning and Implementing a DFS
- Planning and Implementing a NLB

Planning and Implementing a High Availability Infrastructure Using Failover Clustering

- Planning an Infrastructure for Failover Clustering
- Implementing Failover Clustering
- Planning and Implementing Updates for Failover Clusters
- Integrating Failover Clustering with Server Virtualization
- Planning a Multisite Failover Cluster

Planning and Implementing a Business Continuity Strategy

- Overview of Business Continuity Planning
- Planning and Implementing Backup Strategies
- Planning and Implementing Recovery
- Planning and Implementing Backup and Recovery of Virtual Machines

Planning and Implementing a Public Key Infrastructure

- Planning and Implementing Deployment of a Certification Authority
- Planning and Implementing Certificate Templates
- Planning and Implementing Certificate Distribution and Revocation
- Planning and Implementing Key Archival and Recovery

Planning and Implementing an Identity Federation Infrastructure

- Planning and Implementing an A FS Server Infrastructure
- Planning and Implementing AD FS Claim Providers and Relying Parties
- Planning and Implementing AD FS Claims and Claim Rules
- Planning and Implementing Web Application Proxy

Planning and Implementing Data Access for Users and Devices

- Planning and Implementing DAC
- Planning Workplace Join
- Planning Work Folders

Planning and Implementing an Information Rights Management Infrastructure

- AD RMS Overview
- Planning and Implementing an AD RMS Cluster
- Planning and Implementing AD RMS Templates and Policies
- Planning and Implementing External Access to AD RMS Services
- Planning and Implementing AD RMS Integration with Dynamic Access Control

COURSE CDN170

Title: Core Solutions of Microsoft Exchange Server 2013

Exam: Microsoft Exam 70-341

Course Description

This instructor-led course with a combination of lecture and hands-on laboratory exercises provides Students with the knowledge and skills to plan, deploy, manage, secure, and support Microsoft® Exchange Server 2013. This course will teach Audience how to configure Exchange Server 2013 and supply them with the information they will need to monitor, maintain, and troubleshoot Exchange Server 2013. This course will also provide guidelines, best practices, and considerations that will help students optimize performance and minimize errors and security threats in Exchange Server 2013. to teach Information Technology (IT) Professionals with hands on experience Designing and Implementing Server 2012 or Windows Server 2012 R2 Advanced Infrastructure who wish to acquire the skills and knowledge necessary to perform advanced management and provisioning of services within that Windows Server 2012 environment.

Course Objectives

This course will cover the following subjects:

Deploying and Managing Microsoft Exchange Server 2013

- Exchange Server 2013 Prerequisites and Requirements
- Exchange Server 2013 Deployment
- Managing Exchange Server 2013

Planning and Configuring Mailbox Servers

- Overview of the Mailbox Server
- Planning the Mailbox Server Deployment
- Configuring the Mailbox Servers

Managing Recipient Objects

- Managing Exchange Server 2013 Mailboxes
- Managing Other Exchange Recipients
- Planning and Implementing Public Folder Mailboxes
- Managing Address Lists and Policies

Planning and Deploying Client Access Servers

- Planning Client Access Server Deployment
- Configuring the Client Access Server Role
- Managing Client Access Services

Planning and Configuring Messaging Client Connectivity

- Client Connectivity to the Client Access Server
- Configuring Outlook Web App
- Planning and Configuring Mobile Messaging
- Configuring Secure Internet Access for Client Access Server

Planning and Implementing High Availability

- High Availability on Exchange Server 2013
- Configuring Highly Available Mailbox Databases
- Configuring Highly Available Client Access Server

Planning and Implementing Disaster Recovery

- Planning for Disaster Mitigation
- Planning and Implementing Exchange Server 2013 Backup
- Planning and Implementing Exchange Server 2013 Recovery

Planning and Configuring Message Transport

- Overview of Message Transport and Routing
- Planning and Configuring Message Transport
- Managing Transport Rules

Planning and Configuring Message Hygiene

- Planning Messaging Security
- Implementing an Antivirus Solution for Exchange Server 2013
- Implementing an Anti-Spam Solution for Exchange Server 2013

Planning and Configuring Administrative Security and Auditing

- Configuring Role-Based Access Control
- Configuring Audit Logging

Monitoring and Troubleshooting Microsoft Exchange Server 2013

- Monitoring Exchange Server 2013
- Maintaining Exchange Server 2013
- Troubleshooting Exchange Server 2013

COURSE CDN180

Title: Advanced Solutions of Microsoft Exchange Server 2013

Exam: Microsoft Exam 70-342

Course Description

This instructor-led course with a combination of lecture and hands-on laboratory exercises provides Students with the knowledge and skills to configure and manage a Microsoft Exchange Server 2013 messaging environment. This course will teach students how to configure Exchange Server 2013, and it will provide guidelines, best practices, and considerations that will help them optimize your Exchange Server deployment.

Course Objectives

This course will cover the following subjects:

Overview of Exchange Server 2013 Unified Messaging

- Telephony Technologies Overview
- Unified Messaging in Exchange Server 2013
- Unified Messaging Components

Designing and Implementing Exchange Server 2013 Unified Messaging

- Designing a Unified Messaging Deployment
- Deploying and Configuring Unified Messaging Components
- Integrating Exchange Server 2013 Unified Messaging with Lync

Designing and Implementing Site Resiliency

- Site Resiliency in Exchange 2013
- Planning Site Resilient Implementation
- Implementing Site Resiliency

Planning Virtualization for Exchange Server 2013

- Hyper-V 3.0 Overview
- Virtualizing Exchange Server 2013 Server Roles

Designing and Implementing Message Transport Security

- Overview of Policy and Compliance Requirements
- Designing and Implementing Transport Compliance
- Designing and Implementing AD RMS Integration with Exchange Server 2013

Designing and Implementing Message retention

- Message Records Management and Archiving Overview
- Designing In-Place Archiving
- Designing and Implementing Message Retention

Designing and Implementing Messaging Compliance

- Designing and Implementing Data Loss Prevention
- Designing and Implementing an In-Place Hold
- Designing and Implementing In-Place E-Discovery

Designing and Implementing Administrative Security and Auditing

- Designing and Implementing Role Based Access Control
- Designing and Implementing Split Permissions
- Planning and Implementing Audit Logging

Managing Exchange Server 2013 with Exchange Management Shell

- Overview of Windows PowerShell 3.0
- Using Exchange Management Shell to Manage Exchange Server Recipients
- Managing Exchange Server 2013 with Exchange Management Shell

Designing and Implementing Integration with Exchange Online

- Planning for Exchange Online
- Planning and Implementing the Migration to Exchange Online
- Planning Coexistence with Exchange Online

Designing and Implementing Messaging Coexistence

- Designing and Implementing Federation
- Designing Coexistence Between Exchange Organizations
- Designing and Implementing Cross-Forest Mailbox Moves

Designing and Implementing Exchange Server Migrations and Upgrades

- Designing Migration From Non-Exchange Email Systems
- Planning the Upgrade From Previous Exchange Versions
- Implementing the Migration from Previous Exchange Versions

COURSE CDN190

Title: Managing Office 365 Identities and Services

Exam: Microsoft Exam 70-346 & 70-347

Course Description

This instructor-led course with a combination of lecture and hands-on laboratory exercises provides Students with the knowledge and skills required the needs of IT professionals who take part in evaluating, planning, deploying, and operating Office 365 services, including its identities, dependencies, requirements, and supporting technologies. This course focuses on skills required to set up an Office 365 tenant, including federation with existing user identities, and skills required to sustain an Office 365 tenant and users.

Course Objectives

This course will cover the following subjects:

Preparing for Office 365

- Introduction to Office 365
- Provisioning the Tenant Accounts
- Planning a Pilot
- Enabling Client Connectivity

Managing Users, Groups, and Licenses

- Manage Users and Licenses by Using the Administration Center
- Managing Security and Distribution Groups
- Manage Cloud Identities with Windows PowerShell

Administering Office 365

- Manage Administrator Roles in Office 365
- Configure Password Management
- Administer Rights Management

Planning and Managing Clients

- Plan for Office Clients
- Manage User-Driven Client Deployments
- Manage IT Deployments of Office 365 ProPlus
- Office Telemetry and Reporting

Planning DNS and Exchange Migration

- Add and Configure Custom Domains
- Recommend a Mailbox Migration Strategy

Planning Exchange Online and Configuring DNS Records

- Plan for Exchange Online
- Continue DNS Records for Services

Administering Exchange Online

- Configure Personal Archive Policies
- Manage Anti-Malware and Anti-Spam Policies
- Configure Additional Email Addresses for Users
- Create and Manage External Contacts, Resources, and Groups

Configuring SharePoint Online

- Manage SharePoint Site Collections
- Configure External User Sharing
- Plan a Collaboration Solution

Configuring Lync Online

- Plan for Lync Online
- Configure Lync Online Settings

Implementing Directory Synchronization

- Prepare On-Premises Active Directory for DirSync
- Set up DirSync
- Manage Active Directory Users and Groups with DirSync In Place

Implementing Active Directory Federation Services

- Planning for AD FS
- Install and Manage AD FS Servers
- Install and Manage AD FS Proxy Servers

Monitoring Office 365

- Isolate Service Interruption
- Monitor Service Health
- Analyze Reports