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Windows® 7 MCITP Certification Review

How To Prepare for and Pass the
Windows 7 MCITP
Certification Exams

Windows® 7 MCITP Certification Review

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Introduction

The goal of this white paper is to provide you, an IT Professional, with the knowledge and tools to be successful when taking a certification exam for one of the three available Windows 7 certifications: Windows 7 Configuring, the Enterprise Desktop Support Technician, or the Enterprise Desktop Administrator certification. This white paper will explain how to plan to successfully pass any one of the three new Windows 7 certifications, and if you are thinking about attending a Boot Camp to speed up the certification process, there is guidance on how to prepare for a Windows 7 Boot Camp as well. A Boot Camp is a completely different scenario when compared to taking a regular instructor-led training class. The days are longer, and the content and presentation are more intense; therefore, the need to properly prepare to take and pass the certification exams is a must.

What's an MCITP Anyway?

Late 2006, Microsoft confirmed that a new structure of certification was going to be released, and in 2007, the first MCITP or Microsoft Certified IT Professional certification stream was released for Windows Vista. These streams of certifications specialize in a specific technology area. For example Windows 7 and Windows Server 2008 have their own MCITP certification streams, as do the other Microsoft product lines.

There are three certification streams to choose from for Windows 7, and all three certifications start with the core 70-680 exam TS: Windows 7 Configuring (Technical Specialist). Passing this exam provides you with the MCTS: Windows 7 Configuring certification. Depending on your job, experience, and career aspirations, you may also choose to take the 70-685 exam, which elevates you to a Enterprise Desktop Support Technician (MCITP Enterprise Desktop Support Technician Windows 7). In addition, you could choose to take the 70-686 exam, which would provide you with the Enterprise Desktop Administrator certification (MCITP Enterprise Desktop Administrator Windows).

In order to successfully complete any of the three Windows 7 certification paths, you have to prove that you have the required skill set, both hands-on and book knowledge. Let's take a look at the suggested prerequisites for each certificate stream.

Certification Prerequisites

To recap, for Windows 7 there are three certifications streams being offered by Microsoft:

- Microsoft Certified Technology Specialist (MCTS): Windows 7 Configuration

- Microsoft Certified IT Professional (MCITP): Enterprise Desktop Administrator
- Microsoft Certified IT Professional (MCITP): Enterprise Support Technician

Here are the baseline prerequisites for the Microsoft Certified Technology Specialist (MCTS): Windows 7 Configuration certification.

Prerequisites for MCTS Windows 7 Configuration

Microsoft has made the assumption that you work in an enterprise network environment that has already begun to deploy the Microsoft Windows 7 as a desktop operating system. You should be able to install, deploy, and upgrade to Windows 7 using Microsoft deployment tools and technologies. Up-to-date knowledge on configuring Windows 7 system settings before and after installation, security and networking features, and mobile computing is also required. You should also have a basic understanding of Windows PowerShell syntax. This is a certification stream that requires real experience with the product!

The Windows 7 Configuration 70-680 Exam

Each Windows 7 certification exam tests both your book knowledge and, more importantly, your real-world experience with Windows 7. In a nutshell, you must demonstrate your expertise in deployment and maintenance of Windows 7 in the corporate world, depending on the certification you wish to achieve.

First, let's discuss the single exam that you can take to become a Microsoft Certified Technology Specialist (MCTS) Windows 7 Configuration. In order to earn this certification you must pass the 70-680 exam with a score of 700 out of 1000.

The questions are designed to test your experience with deploying Windows 7, managing the many security features, and troubleshooting network-related issues. The questions will not be as straightforward as you may expect; however, they're relying on your experience as a support technician to be able to work through the problems presented on this test.

Skills Tested by the Windows 7 Configuration 70-680 Exam

- **Installing, upgrading, and migrating to Windows 7** – Perform a clean installation, dual boot, installation methods, upgrading to Windows 7 from previous versions of Windows, and migrating user profiles.
- **Deploying Windows 7** – Capture a system image, prepare a system image for deployment, deploy a system image, and configure VHD drives.
- **Configuring Hardware and Applications** – Configure devices, application compatibility, application restrictions, and Internet Explorer 8.
- **Configuring Network Connectivity** – Configure IPv4 and IPv6 network settings, configure networking settings, Windows Firewall, and remote management.

- **Configuring Access to Resources** – Configure shared resources, file and folder access, user account control (UAC), authentication and authorization, and Branch Cache.
- **Configuring Mobile Computing** – Configure BitLocker and BitLocker To Go, Direct Access, mobility options, and remote connections.
- **Monitoring and Maintaining Systems** – Configure updates to Windows 7, managing disks, monitor systems, and configure performance settings.
- **Configuring Backup and Recovery Options** – Configure backup, system recovery options, and file recovery options.

Skills Tested by the Windows 7 Enterprise Desktop Support Technician 70-685 Exam

Before you can take this exam you must have passed the 70-680 exam. The 70-685 exam measures your ability to accomplish and solve the following technical tasks supporting Windows 7 clients that are part of an Active Directory enterprises environment. The 70-685 exam is broken down into the following key areas.

Software Application Support

- **Application issues** – Resolve desktop applications: installation permissions, run as administrator requirements, and licensing restrictions. Resolve software configuration: changing default settings, enabling and disabling features
- **Software Failures** – Checking software logs, running applications in safe mode, running applications in a virtual machine, and repairing installations

Network Issues

- **Solve logon issues** – password issues, trust relationships, security defaults
- **Network connectivity** – TCP IP version 4 and 6, configuring proxies and default gateways
- **Name resolution issues** – Check DNS settings, flush the DNS cache using Nslookup
- **Network printing** – Printer failures, print server issues, print driver issues

Managing and Maintaining Systems

- **Performance issues** – Analyze system and application logs, analyzing services, setting up power management
- **Hardware failure issues** – Memory issues, replacement hardware, updating the bios, troubleshooting components

Mobile Users

- **Wireless connectivity issues** – Test for signal strength, select encryption types, managing encryption keys
- **Remote access issues** – VPN connectivity issues, authentication to network resources

- **Internet Explorer Security Issues** – Trusted sites, advanced security settings, certificates, managing add-ins, user account control
- **Encryption issues** – Configuration, recovering encryption keys, key management
- **Windows Update Issues** – Setting update levels, checking for updates, checking update compatibility

Skills Tested by the Windows Enterprise Desktop Administrator Exam 70-686

Before you can take this exam you must also have passed the 70-680 exam. The 70-686 exam measures your design ability to provide solutions for following technical situations and problems for Windows 7 clients that are part of a 2008 R2 Active Directory enterprises environment. The 70-686 exam is broken down into the following key areas.

Planning and Managing a Client Life Cycle

- **Client licensing and activation** – Applications and operating system activation methods; KMS vs. MAK; planning a licensing infrastructure, and virtualization licensing considerations
- **Plan and manage software updates** – Application updates and operating system updates; software updates; using enterprise applications; designing an update strategy; choosing an update tool; deploying a service pack
- **Planning hardware and virtualization strategy** – Analyzing existing hardware environment; tradeoffs of physical vs. VDI environment; determining VHD strategy

Designing Images

- **Design an image creation strategy** – Planning applications bundled with the image; image types; thick, thin, hybrid, geographic-based images vs. single -ore image
- **Design a custom image** – Applications, features, and components to be added
- **Define an image update strategy** – Performance optimization, offline servicing vs. online, re-creating and recapturing images

Designing Client Configurations

- **Design standard system settings using Group Policy** – Using logon scripts, startup scripts, designing profiles, error reporting, and audit policy
- **Define client security standards** – Application control policies, encryption, designing firewall rules, configuring user rights; defining UAC policy, designing security standards for removable storage
- **Define Windows Internet Explorer settings** – Defining security zones; cache location; branding; in-private mode; restricting or allowing plug-ins; add-ons; privacy policy; browser protected mode

Designing a Windows 7 Client Deployment

- **Choosing appropriate deployment methods** – Advantages of lite-touch vs. zero-touch vs. local install; capacity and scale considerations; determining infrastructure changes
- **Design a lite-touch deployment strategy** – Unicast vs. multicast, auto-cast vs. scheduled-cast, network load considerations, unattended answer files, restricting who can receive images
- **Design a zero-touch deployment strategy** – Designing and configuring task sequencing, unattended answer files, scheduling considerations, network load considerations, restricting who can receive images
- **User state migration strategy** – Which user data and settings to preserve, determining mitigation plans securing migrated data, wipe-and-load migration vs. side-by-side migration

Resolving Deployment and Client Configuration Issues

- **Design a delivery or deployment strategy** – Choosing a deployment method: Virtualized, Remote Desktop Services, Group Policy, or software distribution; server-based or client-based install
- **Application compatibility** – Solving incompatibility issues through upgrading, Remote Desktop Services, shim, or VDI
- **Internet Explorer issues** – Security zones, Web applications, advanced settings, Group Policy restrictions
- **Group Policy issues** – Delegation, inheritance, blocking, permissions, loopback processing, user vs. computer settings, and filtering
- **Networking issues** – Wireless; remote access; VPN; certificates; performance; IP communication; Windows Firewall
- **Authentication and authorization issues** – User rights, if time synchronization (Kerberos)

Preparing for the Windows 7 Boot Camp

If you haven't taken a Boot Camp before, please read this section very carefully!

To be successful, be prepared to spend the entire time, 24/7, eating, breathing, and absorbing Windows 7 information. The purpose of a Boot Camp is not to learn about the topic completely. It is assumed that you already have a good understanding of the topic before you sign up. The purpose of the Boot Camp is to teach you how to prepare for the exams, how to read exam questions, and to fill in any gaps of your knowledge.

Why Global Knowledge's Boot Camps?

Global Knowledge has been one of the industry's leaders in offering Boot Camps for over 13 years. The pass rate for students attending a Global Knowledge Boot Camp are consistently over 90%. One of the reasons for their success is the instructors. They love teaching in this stressful and fast-paced environment; in fact, they thrive on it. They've had years of experience in deploying real networks and are happy to pass on tips and tricks for your knowledge and understanding.



Microsoft Exclusive Course

Home > Course Catalog > Microsoft Training > MCTS: Windows 7 Certification Boot Camp

MCTS: Windows 7 Certification Boot Camp

- C** Classroom Learning
- COURSE DESCRIPTION ▶
- WHAT YOU'LL LEARN
- COURSE OUTLINE
- DATES AND LOCATIONS

- Also available via**
- e** Self-Paced e-Learning
 - O** On-Site Learning

Earn MCTS certification for the latest release of Windows.

This Boot Camp will prepare qualified Microsoft professionals to earn the Microsoft Certified Technology Specialist (MCTS): Windows 7, Configuration certification. In this intensive test-preparation program where the goal is certification, you will receive targeted lectures based on the Microsoft domains of knowledge for the TS: Windows 7, Configuring exam and take simulated exams using Transcender, the industry-leading test-preparation product. This Boot Camp includes all the exams needed for certification, along with one free retake voucher for each exam if needed. A fast-paced, rapid review session prior to each exam covers key material, providing comprehensive exam preparation.

Instructors who lead Global Knowledge Boot Camps are certified in the topic they are presenting; that is to say, they've taken the exact same test that you're about to take and have passed, with flying colors. In addition, Global Knowledge instructors are also Microsoft-certified instructors (MCT). One of the advantages of being an MCT is the ability to take beta exams and then be directly involved in the creation of exam questions. So all of this background and knowledge helps you do your best when you attend a Global Knowledge Boot Camp.

What Do You Need To Know (before Attending a Boot Camp)?

There are a few key tasks that you can do to prepare for a Boot Camp so you can hit the ground running on the first day of class. At this point, you should have a pretty good idea of the knowledge and skill set that you will need to be successful when attending one of the Global Knowledge MCITP Boot Camps.

Once you get through this Boot Camp you, will have a very high level of Windows 7 computer skills that are in very short supply in the computer industry today. Most companies are looking at deploying Windows 7 but are holding off to the end of 2010 or early 2011.

One Month before Class

Question 1 / 7 Mark for Review



Certification Mode 800x600

Remaining Time:

09:47

You are planning to install Microsoft Windows 7 on a new computer using the distribution media. You want the installation to complete without displaying a user interface unless an error occurs. You want to limit the components that are installed.

What should you do?

- Use ImageX to create a file named Sysprep.inf. Save the file to the root of drive C.
- Use Package Manager to create a file named Winbom.ini. Save the file to a network share.
- Use the Windows System Image Manager (SIM) to create a file named Autounattend.xml. Save the file to a Universal Serial Bus (USB) flash drive.
- Use the Windows System Image Manager (SIM) to create a file named Unattend.txt. Save the file to a network share.

The month before you attend the MCITP Boot Camp, start taking some sample tests to get a feel of the testing process that you will undertake during the Boot Camp. There are sample Windows 7 tests at several websites, notably www.trancender.com and www.measureup.com.

It's also a good idea to take some sample tests on operating systems that you are really familiar with, such as Windows XP. The goal of taking sample tests to get used to reading and playing the game; that is, what is the correct answer among all of these answers that mostly seem to be correct. It's a lot easier to introduce yourself to electronic testing using material that you know.

After you have gotten used to electronic testing in this format, move on to a sample Windows 7 test. Don't be discouraged if you get a lot of answers wrong; everybody gets a lot of answers wrong, no matter how well they know the topic, if they haven't experienced electronic testing done the "Microsoft way." Test questions can be quite tricky, so here's a trick to help you answer the questions. All questions have key words like "security", or "slow network", or "overloaded WAN". Picking up on the key words will help you pick the correct answer much more easily. There is also the question of the questions focus.

- Questions on the 70-680 exam assume that you are supporting Windows 7 clients in a networking environment. In some situations, the questions want to know how you would "start" to solve the situation or scenario presented by the question; in other words, what would be the first step?
- Questions on the 70-685 exam assume that you are supporting a Windows 7 client in a large enterprise environment with an Active Directory back end. This exam usually wants you to know the solution to the problem, not just the first steps.

- Questions on the 70-686 exam assume that you are an Enterprise technician with the ability to make some decisions about what available tools are available in the Windows 7 environment, and what tools you would best use given the scenario presented.

One Week before Class

Enter your codes from Global Knowledge for your Transcender test engine and spend some time reviewing the test questions.

Start getting your rest; you're going to need all the reserve you can muster to get through the Boot Camp week. Take some time to play with Windows 7 using the topics discussed in this white paper to do a little detective work on some features and utilities that you may need brushing up on. Make notes on concepts and test questions that were tricky or hard to understand.

The Night before Class

If you are traveling to the Boot Camp, make sure you get to your hotel room in the early evening so you can get a good night's sleep. Try to get a hotel room as close to the training center as possible; you could be at the training center till midnight, so it's handy to have a hotel room close by that you can get to quickly when you're tired. After you check into your hotel room, relax, and then lights out.

Attending Class

A Global Knowledge Boot Camp will start at 8:30 am sharp. Get there early, say by 8:00, and introduce yourself to the instructor, and take a seat that helps you, depending on how you learn. If you learn by jotting things down, make sure you have pen and paper handy. If you easily get distracted, set up close to the front. Where you sit can have a great bearing on how your class goes.

Participating in Class

In my experience, participating in class is always a positive, for you the student, and for the instructor. If you don't understand a concept, the odds are very strong that others in the class feel the same way but are too shy to alert the instructor that the concept needs explaining another way. The more students ask questions, the easier it becomes for others to ask questions, and interject information as well. And questions also alert the instructors that their explanation of the course material needs to be refined or expanded.

Check "I Hate This Feature" at the Door

One of the most important things to do in a Boot Camp is to remove your dislike of anything Microsoft. If there are features of the Windows 7 operating system you don't like, make sure that your personal judgment call is not going to hurt you when you take a test and get questions about that very feature! Trust me, it will happen. A "cert" is a test about how well you know the product, in this case Windows 7. Although you may dislike, or not use, several or many features, the test will diligently cover all the new features of the product. The feature that you neglected to test, or understand, will certainly show up on your test. Be prepared.

How To Study Effectively

Studying for the Windows 7 Boot Camp requires hands-on knowledge as well as book knowledge. One of the best resources available for the exam is the Windows 7 Resource Kit. There are also some great videos out there that can help you understand a technical concept in just a few minutes. Here are some of the best locations for technical videos, self-paced training, and other cool resources.

Technet.Edge has many technical videos:

<http://edge.technet.com/Tags/Windows+7/>

Channel 9 MSDN also has some great Windows 7 content:

<http://channel9.msdn.com/>

Self-Paced Training Resources

MCITP Self-Paced Training Kit (Exam 70-680):

<http://www.microsoft.com/learning/en/us/book.aspx?ID=13911&Locale=en-us>

MCITP Self-Paced Training Kit (Exam 70-685):

<http://www.microsoft.com/learning/en/us/Books.aspx?Id=13917&locale=en-us>

MCITP Self-Paced Training Kit (Exam 70-66):

This book will be available soon.

Join the MCITP User Group

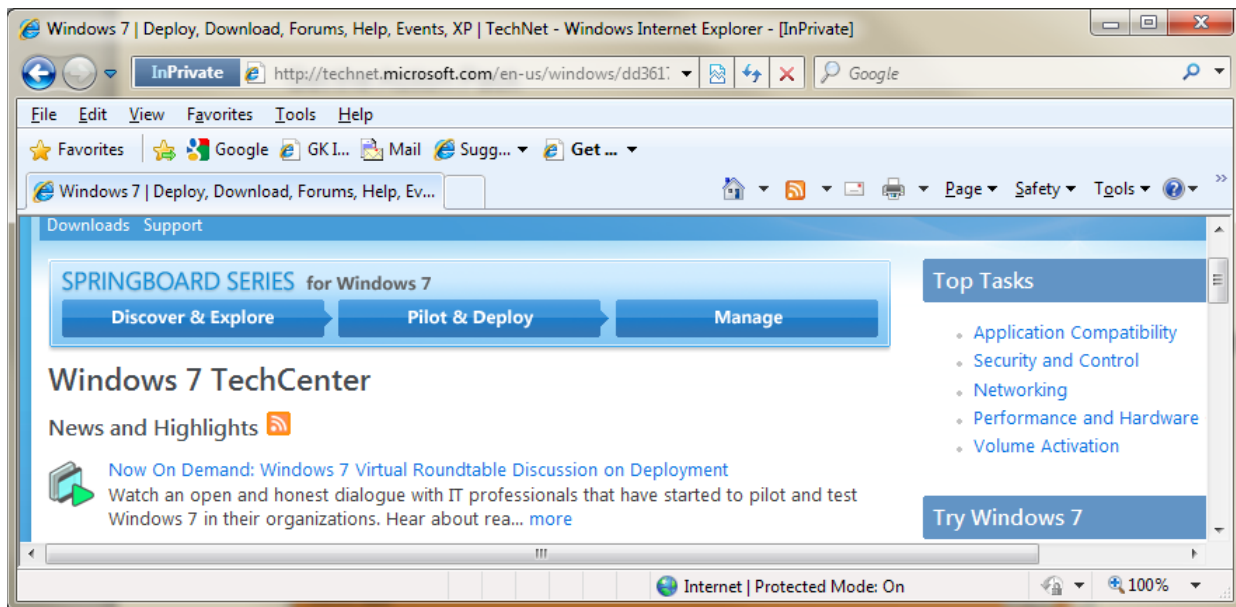
Make sure you join the MCITP user group by going to the URL listed below. There you can converse with other people who are trying to get certified and learn their tips and tricks. There is a user group for every Microsoft product in every language, so fire up your browser and join today.

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>



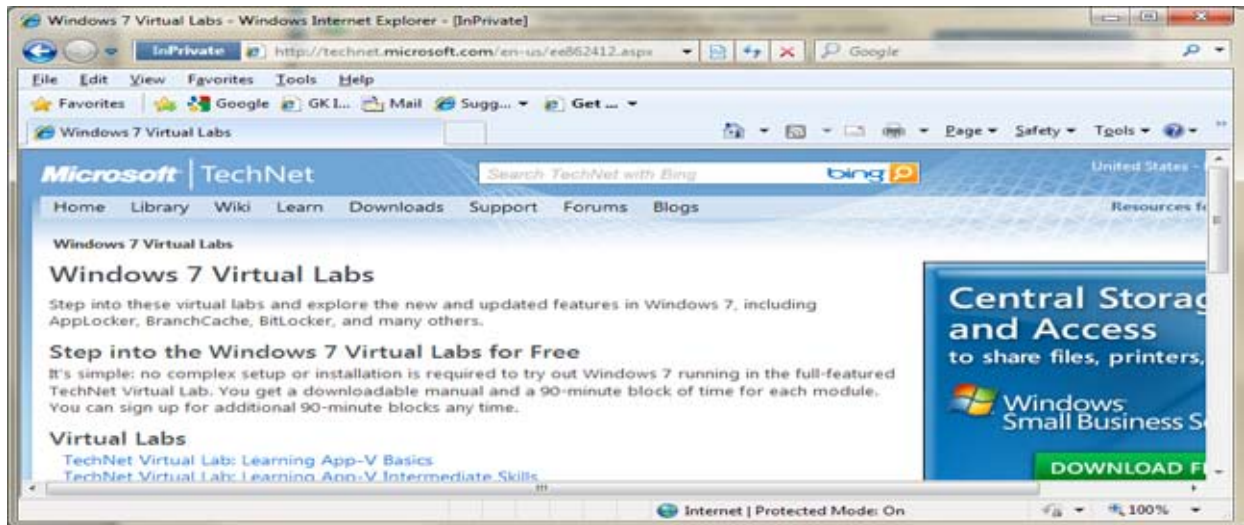
Technet Plus

If you want to get your hands on Microsoft products with non-expiring keys, then Technet Plus is for you. At a cost of \$349 or less, for one full year, you have access to all Microsoft products with non-expiring keys for full testing purposes.



Technet Virtual Labs

Technet Virtual labs allow you to sign-in for a 90-minute block of time, that can be extended to work on Windows 7 features in a virtual lab environment complete with a lab manual that you can download and keep.



Tell Me about the Test

A Microsoft certification test will be taken through Prometric. The test that you choose to take will have a set time and a set number of questions; but the current format could always, and does, change. For example, the 70-680 test started out at 44 questions and 2 hours, but has since morphed into a 66-question exam at 3 hours and 15 minutes. Whew. However, a safe rule of thumb is approximately 23-24 questions per hour of test.

Most of the questions will be multiple choice answers, (A,B,C,D) or "check all that apply". There can also be questions where you select the order of choices to make a working sequence, such as, the correct steps to perform an upgrade. Or you could be taking a test that has a Virtual Windows 7 computer and be asked to carry a variety of systems tasks.

How To Take Your Certification Test

The test will start with a short survey about your knowledge level; then additional information about the test you are about to take will be presented. Then the test will start.

First answer the questions you know. Each test question can be answered, or skipped using the checkbox that allows you to answer the question later. At the end of the test, you again have an opportunity to review all the questions, even questions you didn't mark for review.

Each test question will have key words or phrases that can help to direct you to the correct answer – Words like "encrypted" or "slow network" will have an impact on what is the best answer for the question. Sometimes the best answer is not one that you would pick if you were answering the question at work, but this is part of the test design to try to trip you up.

Read each question carefully and write down the key words – especially write down any network questions that describe a scenario. Use the writing materials. I find that drawing out the network map as described by the question is the key to answering some of the more difficult networking questions. Use all of your allotted time. There is enough time to answer all the questions and review your answers, if you are properly prepared.

Re-taking a Test

You have to achieve 700 out of 1000 to pass a Microsoft certification exam. If you fail a test, you can retake the exam right away without having to sit through a timeout. However, if you fail a second time, then you have to wait for 14 days before you can retake. Once you take and pass a test, you cannot take it again, the mark you earned cannot be improved upon.

Conclusion

If you follow the advice presented in this white paper, you will succeed in becoming Windows 7 certified. Good luck!

Learn More

Learn more about how you can improve productivity, enhance efficiency, and sharpen your competitive edge. Check out the following Global Knowledge course(s):

MCITP: Windows 7 Enterprise Desktop Administrator Boot Camp

MCITP: Windows 7 Enterprise Desktop Support Technician Boot Camp

MCTS: Windows 7 Certification Boot Camp

For more information or to register, visit www.globalknowledge.com or call **1-800-COURSES** to speak with a sales representative.

Our courses and enhanced, hands-on labs and exercises offer practical skills and tips that you can immediately put to use. Our expert instructors draw upon their experiences to help you understand key concepts and how to apply them to your specific work situation. Choose from our more than 1,200 courses, delivered through Classrooms, e-Learning, and On-site sessions, to meet your IT and business training needs.

About the Author

Mark Wilkins has been involved with computer systems and local area networks since 1984 when he graduated from St. Lawrence College, Electronic Technology Division at Kingston, Ontario, Canada with two degrees; as an Electronic Engineering Technician with Distinction, and as an Electronic Engineering Technologist with a specialty in digital design. He is also a certified as a MCSE 2003, MCITP Server 2008 and Windows 7 MCITP.

Mark keeps busy through his consulting company Wilkins Solutions, providing services for many corporate customers throughout North America including Ernst and Young, Bell Canada, SaskTel, and Telsat Canada as well as teaching for Global Knowledge.

He has extensive experience in the testing, deployment, and troubleshooting of Windows 7 and Server 2008.

Marks latest book is *Administering Active Directory 2003* for McGraw-Hill. He also recently co-wrote *6432 Managing and Maintaining Windows Server 2008 Active Directory Servers* and *6431 Managing and Maintaining Windows Server 2008 Network Infrastructure Servers* for Microsoft Education Services.