

Title:	MS 70-272 - Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System	
Level:	2	
Credit value:	2 day course 16 hours) + 4 days other 72 hours.	
Learning outcomes	Assessment criteria	
The learner will:	The learner can:	
1. Configuring and Troubleshooting Applications	1.1 Configure and troubleshoot Office applications. 1.2 Configure and troubleshoot Internet Explorer. 1.3 Configure and troubleshoot Outlook Express 1.4 Configure the operating system to support applications	
2. Resolving Issues Related to Usability	2.1 Resolve issues related to Office application support features. 2.2 Resolve issues related to Internet Explorer support features. 2.3 Resolve issues related to Outlook Express features. 2.4 Resolve issues related to operating system features.	
3. Resolving Issues Related to Application Customization	3.1 Resolve issues related to customizing an Office application 3.2 Resolve issues related to customizing Internet Explorer 3.3 Resolve issues related to customizing Outlook Express 3.4 Resolve issues related to customizing the operating system to support applications	
4. Configuring and Troubleshooting Connectivity for Applications	4.1 Identify and troubleshoot name resolution problems. 4.2 Identify and troubleshoot network adapter configuration problems. 4.3 Identify and troubleshoot LAN and Routing and Remote Access configuration problems.	

	<p>4.4 Identify and troubleshoot network connectivity problems caused by the firewall configuration.</p> <p>4.5 Identify and troubleshoot problems with locally attached devices.</p>
5. Configuring Application Security	<p>5.1 Identify and troubleshoot problems related to security permissions</p> <p>5.2 Identify and respond to security incidents</p> <p>5.3 Manage application security settings</p>
Additional information about the unit	
Unit aim(s)	
Unit expiry date	
Details of the relationship between the unit and relevant national occupational standards (if appropriate)	
Details of the relationship between the unit and other standards or curricula (if appropriate)	
Assessment requirements specified by a sector or regulatory body (if appropriate)	
Endorsement of the unit by a sector or other appropriate body (if required)	
Location of the unit within the subject/sector classification system	
Name of the organisation submitting the unit	
Availability for use	
Availability for delivery	