Deputy of training

Plan and curriculums office

Competency Training standard

Title

Microsoft Certified Solutions Associate

Supporting Windows 8.1

Occupational group

Information Technology (IT)

International code

2523-53-109-1

Date of standard compilation: 5/27/2015

Control of board on content compilation and accreditation: Plan and curriculums office

National code: 2523-53-109-1

Member of Specialized commission IT Curriculum development:

-Ali Mosavi: Director Manager of Iran TVTO Curriculum Development Office
-Hassan Solimany: Member of Iran TVTO IT Curriculum Development
-Sarang Ghorbanian: Member of Iran TVTO IT Curriculum Development
-Dariush Esmaeili: Member of Iran TVTO IT Curriculum Development
-Bita Rahnamaie Zarbijari: Member of Iran TVTO IT Curriculum Development
-Ehsan Pouri: Member of Iran TVTO IT Curriculum Development
-Morteza Mohammadian Dehkordi: Member of Iran TVTO IT Curriculum Development
-Shahram Shokofian: Manager of Iran TVTO IT Curriculum Development

Cooperator Specialized organizations for compiling the training standard:

- Iran Information Technology Development Co
- Iran Information Technology Development University
- Danesh IT Academy in Tehran, Iran (Danesh-ac.ir)
- Chaharmahal and Bakhtiari Technical and Vocational Training Organization
-Sharekord Center Technical and Vocational Training Organization

Revision Process:

- Scientific content
- According to market
- Equipment
- Tools

Plan & Curriculum Office

97, Nosrat Avenue –Tehran, Iran

Tel:+98-21-66569900-9

Fax: +98-21-66944117

E-mail:Barnamehdarci@yahoo.com

	Name & Family name	Academic document	field	Job & post	Relevant experiences	Add & Tel & Email
1	AmirHossein Khademi	B. SC	Data Center	Technical Manager	Faraz Aseman	No 81, First Floor South, Khoramshahr St, North Sohravardi St, Tehran 021-88505950
2	Mohsen Aminifar	M. Sc	IT	Network Administrator	Danesh IT Academy	No 85, Next to Alnabi Mosque, Nabovvat Sq. Tehran 021-77275959
3	Vahid Askari Azad	B. SC	Network engineer	Technical Engineer	Danesh IT Academy	No 85, Next to Alnabi Mosque, Nabovvat Sq. Tehran 021-77275959 09124100252
4	Morteza Mohammadian Dehkordi	M. SC	Electronics Engineer	Education expert	Technical and Vocational Training Organization	Charmal &Bakhtiari Blvd:enghelab 09131812350
5	Marzieh Sadeghi	M. SC	Network engineer	Computer Coach	Technical and Vocational Training Organization	Charmal &Bakhtiari Blvd:enghelab 09131815420
6	Navid Zamanian	B. SC	Software engineer	Computer Coach	Technical and Vocational Training Organization	Charmal &Bakhtiari Blvd:enghelab 09103031785

7	Iman Mokhtarifard	M. SC	Software engineer	Educational Assistant	University of Applied Sciences	Charmal &Bakhtiari Blvd:enghelab 09133801588
8	Davood sadeghi	M. SC	Software engineer	Network expert	Shahrekord Unit Azad University	Charmal &Bakhtiari Blvd:enghelab 09131012348
9	Mohammad Moradi	B. SC	Software engineer	education expert	Technical and Vocational Training Organization	Charmal &Bakhtiari Blvd:enghelab 09131838255
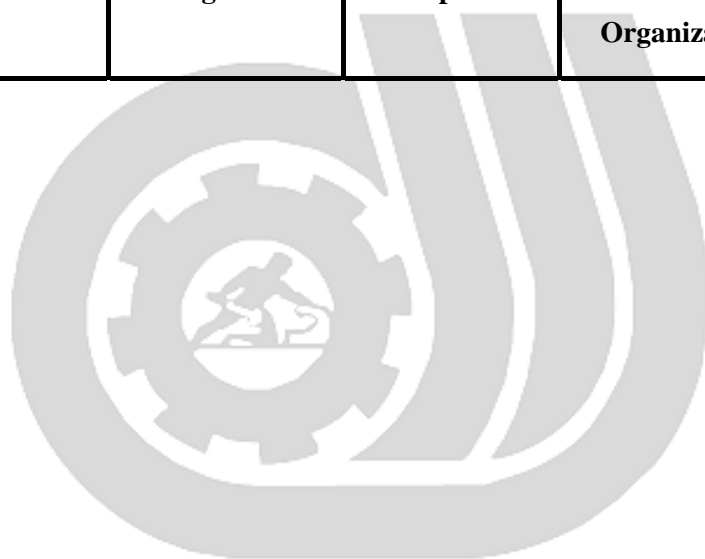
Definitions:

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 wetter 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:

Microsoft Certified Solutions Associate - Configuring Windows 8.1

competency description:

Gain the knowledge and skills you need to support the Windows 8.1 operating system and solve technical troubleshooting problems in a Windows 8.1 and Windows Server 2012 R2 networking environment. This course is designed for IT professionals who have experience with Windows devices and who work as Windows Enterprise Desktop Support Technicians (EDSTs) in Tier 2 support environments. Through this instructor lead, five day Microsoft Official Course, with extensive hands-on labs you will learn how key components of the Windows Operating system work in order to aid in troubleshooting system problems. How to identify and resolve issues with networking, Windows Store apps, security, group policy, Internet Explorer, remote access, and support of mobile devices.

This course uses new versions of Desktop Optimization Package (MDOP), Application Compatibility Toolkit (ACT), Windows Performance Toolkit (WPT), Microsoft Message Analyzer, and is the first course that uses the popular Sysinternals tools, and other tools. This course also helps candidates prepare for Exam 70-688, MCSA: Supporting Windows 8.1.

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

Course Evaluation :(%)

Exam 70-688

Windows

Published: January 18, 2013
Languages: English, Chinese (Simplified), French, German, Japanese, Portuguese (Brazil)
Audiences: IT professionals
Technology: Windows 8.1
Credit toward certification: MCP, MCSA, MCSE

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 tasks
1	**Implementing a Troubleshooting Methodology**
2	**Troubleshooting Startup Issues**
3	**Troubleshooting Hardware and Device Drivers**
4	**Troubleshooting Remote Computers**
5	**Resolving Network Connectivity Issues**
6	**Troubleshooting Group Policy**
7	**Troubleshooting User Settings**
8	**Configuring and Troubleshooting Remote Connectivity**
9	**Troubleshooting Resource Access within a Domain**
10	**Configuring and Troubleshooting Resource Access for Clients That Are Not Domain Members**
11	**Troubleshooting Applications**
12	**Maintaining Windows 8.1**
13	**Recovering Windows 8.1**
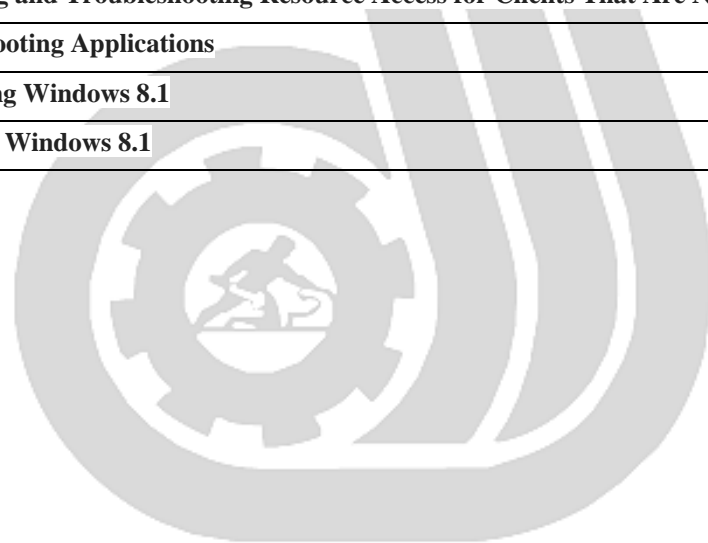
Training standard

Contents analysis form

Title: **Implementing a Troubleshooting Methodology**	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipment's ,tools, materials ,books
Knowledge and Skill: - Overview of Windows 8.1 - Overview of Troubleshooting Steps	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				

1

Training standard

Contents analysis form

Title: **Troubleshooting Startup Issues**	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipment's ,tools, materials ,books
Knowledge and Skill: - Overview of the Windows 8.1 Startup Recovery Environment - Troubleshooting Startup Settings - Troubleshooting Operating System Services Issues - Recovering BitLocker-Protected Drives	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				

Training standard

Contents analysis form

Title: **Troubleshooting Hardware and Device Drivers**	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipment's ,tools, materials ,books
Knowledge and Skill: - Overview of Hardware Troubleshooting - Troubleshooting Physical Failures - Troubleshooting Device Driver Failures - Monitoring Reliability - Configuring the Registry	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				

Training standard

Contents analysis form

Title: **Troubleshooting Remote Computers**	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipment's ,tools, materials ,books
Knowledge and Skill: - Using Remote Desktop - Using Remote Assistance - Remoting with Windows PowerShell	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				

Training standard

Contents analysis form

Title: Resolving Network Connectivity Issues	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipment's ,tools, materials ,books
Knowledge and Skill: - Determining Network Settings - Troubleshooting Network Connectivity 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				

Training standard

Contents analysis form

<table>
<tr>
<td rowspan="2">Title:
Troubleshooting Group Policy</td>
<td colspan="3">time</td>
<td rowspan="2"></td>
</tr>
<tr>
<td>theoretical</td>
<td>practical</td>
<td>total</td>
</tr>
<tr>
<td></td>
<td colspan="3">Determined by the instructor</td>
<td></td>
</tr>
<tr>
<td colspan="4">Knowledge ,skill ,attitude ,safety, Environmental Consideration</td>
<td>Equipment's ,tools, materials ,books</td>
</tr>
<tr>
<td rowspan="5">Knowledge and Skill:
- Overview of Group Policy Application
- Resolving Client Configuration Failures and GPO Application Issues</td>
<td colspan="3">Determined by the instructor</td>
<td rowspan="5">From Microsoft</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td colspan="4">Attitude:
Speed and accuracy in doing the right thing</td>
<td></td>
</tr>
<tr>
<td colspan="4">Health & Safety:
Compliance with safety protection in the workplace</td>
<td></td>
</tr>
<tr>
<td colspan="4">Environmental Consideration:
Compliance with environmental protection</td>
<td></td>
</tr>
</table>

Training standard

Contents analysis form

Title: **Troubleshooting User Settings**	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipment's ,tools, materials ,books
Knowledge and Skill: - Troubleshooting Sign-in Issues - Troubleshooting the Application of User Settings	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				

Training standard

Contents analysis form

<table>
<tr><td rowspan="3">Title:

Configuring and Troubleshooting Remote Connectivity</td><td colspan="3">time</td><td rowspan="4"></td></tr>
<tr><td>theoretical</td><td>practical</td><td>total</td></tr>
<tr><td colspan="3">Determined by the instructor</td></tr>
<tr><td colspan="3">Knowledge ,skill ,attitude ,safety, Environmental Consideration</td><td>Equipment's ,tools, materials ,books</td></tr>
<tr><td rowspan="6">Knowledge and Skill:

- Troubleshooting VPN Connectivity Issues
- Troubleshooting NAP Issues
- Troubleshooting Direct Access</td><td colspan="3">Determined by the instructor</td><td rowspan="6">From Microsoft</td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td colspan="4">Attitude:

Speed and accuracy in doing the right thing</td></tr>
<tr><td colspan="4">Health & Safety:
Compliance with safety protection in the workplace</td></tr>
<tr><td colspan="4">Environmental Consideration:
Compliance with environmental protection</td></tr>
</table>

8

Training standard

Contents analysis form

Title: **Troubleshooting Resource Access within a Domain**	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipment's ,tools, materials ,books
Knowledge and Skill: - Troubleshooting File Access Issues - Troubleshooting File Permissions Issues - Troubleshooting Printer Access 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				

Training standard

Contents analysis form

Title:	time			
Configuring and Troubleshooting Resource Access for Clients That Are Not Domain Members	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipment's ,tools, materials ,books
Knowledge and Skill: - Configuring Workplace Join - Configuring and Troubleshooting Work Folders - Configuring and Troubleshooting OneDrive Access	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				

Training standard

Contents analysis form

Title: **Troubleshooting Applications**	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipment's ,tools, materials ,books
Knowledge and Skill: - Troubleshooting Desktop App Installation Issues - Troubleshooting Desktop Apps - Managing Windows Store Apps - Troubleshooting Internet Explorer - Implementing Client Hyper-V	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				

Training standard

Contents analysis form

Title: **Maintaining Windows 8.1**	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipment's ,tools, materials ,books
Knowledge and Skill: - Managing Windows Activation - Monitoring and Configuring Performance Options in Windows 8.1 - Protecting Windows 8.1 from Malware and Viruses - Applying Application and Windows Updates	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				

Training standard

Contents analysis form

Title: **Recovering Windows 8.1**	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipment's ,tools, materials ,books
Knowledge and Skill: - File Recovery in Windows 8.1 - Recovery Options in Windows 8.1	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