

# Course Content Form

## PIMA COMMUNITY COLLEGE

Effective 200409

### ITE 162 Supporting Users Running Applications on a Microsoft Windows XP Operating System -M2262

**Initiator:** Marty Jansen, Linda Andrews, Greg Wilson, Marcia Wojsko  
**Campus:** Community  
**Date:** 1/6/2004

**CEU/Credit:** 1.00  
**Lecture Periods:** 1.00  
**Lab Periods:**

#### Description:

Concepts, techniques and skills to troubleshoot basic problems end users will face related to configuring and maintaining applications for individuals new to Microsoft Windows® XP. Includes Microsoft Office, Outlook Express, Internet Explorer and other applications that run on Microsoft Windows® XP. Also includes techniques to troubleshoot applications running on Microsoft Windows® XP.

#### Performance Objectives:

**Upon successful completion of this course, the student will be able to:**

1. Configure and troubleshoot applications.
  2. Set application compatibility settings.
  3. Troubleshoot application installation problems.
  4. Configure and troubleshoot e-mail account configurations.
  5. Configure and troubleshoot Internet Explorer.
  6. Configure and troubleshoot Outlook Express.
  7. Configure the operating system to support applications.
  8. Configure and troubleshoot file system access and file permission problems on multi-boot computers.
  9. Resolve issues related to usability of applications.
  10. Manage Microsoft Outlook® data, including configuring, importing, and exporting data, and fixing corrupted data.
  11. Resolve issues related to customizing Internet Explorer.
  12. Resolve issues related to customizing Outlook Express.
  13. Resolve issues related to customizing the operating system.
  14. Configure and troubleshoot applications connectivity.
  15. Configure application security.
  16. Identify and troubleshoot problems related to security permissions.
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17. Answer end user questions related to application security settings.

#### Course Outline:

- I. Introduction to Desktop Application
  - A. Overview of desktop application support
  - B. Overview of the Windows system architecture
  - C. Overview of application installation
  
- II. Introduction to Troubleshooting Applications
  - A. Troubleshooting MS-DOS-based and Win16 applications
  - B. Troubleshooting Win32 applications
  - C. Troubleshooting application compatibility issues
  - D. Troubleshooting security issues related to applications
  
- III. Supporting Microsoft Internet Explorer
  - A. Configuring general settings
  - B. Configuring security and privacy settings
  - C. Configuring content settings
  - D. Configuring connectivity settings
  - E. Configuring program and advanced settings
  - F. Customizing internet Explorer
  
- IV. Supporting Outlook Express
  - A. Configuring Outlook Express for email
  - B. Managing Outlook Express data
  - C. Configuring Outlook Express for newsgroups
  
- V. Supporting Microsoft Office
  - A. Introduction to supporting Microsoft Office
  - B. Supporting Office installation
  - C. Supporting an upgrade
  - D. Managing Office security and recoverability
  - E. Managing Office language features
  
- VI. Supporting Microsoft Outlook
  - A. Configuring Outlook
  - B. Managing Outlook data
  - C. Troubleshooting Outlook

