

School of Information Technology

Programme Title

Microsoft Certified IT Professional

Type of Programme

- Full-time or part-time
- Externally accredited international programme

This 1 year or 18-month full-time programme is designed to equip learners who have the interest and technical aptitude with the skills and knowledge to be employed in the IT field. By combining the most sought-after and industry-recognised qualifications into a 1 year or 18 month full-time study duration, learners have the opportunity to gain a thorough grounding before entering the workplace.

Programme Benefits

- Practical and hands-on with lectures being conducted in a computer training studio as well as the Relevant and current to industry needs and objectives
- Learners will write the internationally recognised CompTIA and Microsoft exams
- Sufficient tuition time to ensure learners understand and can apply the content in a practical context

It is the aim of the programme to prepare the learner for the CompTIA and Microsoft external examinations through tuition, practice, formative and summative assessments.

This international curriculum gives the learner the skills to deploy, build, design and optimise operating technologies for a particular job role. Learners will gain understanding of the design and technology decisions that are necessary to ensure successful technology implementation projects.

Career Fields

- End User Support
- Systems Operator
- PC Technician
- Network Technician/Administrator
- Network Support
- Server/LAN Administrator
- Exchange Administrator

Admission Requirements

- Communication and numeracy skills at NQF level 4/Grade 12 or equivalent
- Basic PC skills in Windows and Microsoft Office
- Basic knowledge of computer components (keyboard, mouse etc)

Duration

The programme duration is **1 year or 18 months full-time** and tuition is face-to-face. Damelin tuition is scheduled per campus.

Pricing

Enquire at Damelin West Rand for a current programme pricelist. The course fee does not include the optional ICDL qualification.

Learner Course Material

All course material, textbooks and a USB memory stick are included. The cost of the CompTIA and Microsoft external exams is also included in the course fee. Learners who do not pass on their first attempt will need to pay an additional fee to rewrite the external exams.



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Certification

On successful completion of the external examinations, learners will receive the following international certifications:

After 1 year:

CompTIA

- A+ Essentials
- A+ Practical Application
- Network+

Learners also have the option of writing the internal Damelin examinations to qualify for the Damelin Short Programme in IT Principles (A+) and the Damelin Short Programme in Network Principles (N+).

Microsoft Certified Technology Specialist

- MCTS: Windows 7, Configuration (70-680)
- MCTS: Windows Server 2008 Active Directory, Configuration (70-640)
- MCTS: Windows Server 2008 Network Infrastructure, Configuring (70-642)

Microsoft Certified IT Professional

- MCITP: Enterprise Desktop Support Technician Windows 7 (70-680 & 70-685)

OPTIONAL: ICDL (International Computer Driving License)

After 18 months, the following additional certifications:

Microsoft Certified Technology Specialist

- MCTS: Windows Server 2008 Applications Infrastructure, Configuration (70-643)
- MCTS: Microsoft Exchange Server 2010, Configuration (70-662)

Microsoft Certified IT Professional

- MCITP: Enterprise Administrator on Windows Server 2008 (70-640, 70-642, 70-643, 70-647 & 70-680)
- MCITP: Enterprise Messaging Administrator on Exchange 2010 (70-662 and 70-663)

PROGRAMME OUTLINE

Year 1

CompTIA A+

- Assemble a personal computer and peripherals
- Resolve technical computer problems
- Explain computer architecture
- Describe the types of computer systems and associated hardware configurations
- Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment

Essentials Module: Successful learners will understand the fundamentals of computer technology, networking and security and will have the skills to identify hardware, peripheral, networking and security components. They will understand the basic functionality of the operating system and basic troubleshooting methodology and practice proper safety procedures.

Practical Application Module: Successful candidates will have the skills required to install, configure, upgrade and maintain PC workstations, the Windows OS and SOHO networks. They can utilize troubleshooting techniques and tools to effectively and efficiently resolve PC, OS and network connectivity issues and implement security practices.

CompTIA Network+

- Demonstrate an understanding of testing IT systems against given specifications
- Explain network concepts
- Explain the principles of computer networks



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- Apply the principles of supporting users of local area networks
- Install local area networks

Successful candidates will have the knowledge and skills to manage, maintain, troubleshoot, install, operate and configure basic network infrastructure, describe networking technologies, basic design principles, and adhere to wiring standards and use testing tools.

Configuring and Troubleshooting Windows 7 (70-680)

- Installing, upgrading and migrating Windows 7
- Deploying Windows 7
- Configuring hardware and applications
- Configuring network connectivity
- Configuring access to resources
- Configuring mobile computing
- Monitoring and maintaining systems
- Backup and recovery

Enterprise Desktop Support Technician (70-685)

- Troubleshooting and resolving desktop application issues
- Troubleshooting and resolving network issues
- Managing and maintaining client systems
- Supporting mobile users
- Troubleshooting and resolving security issues

Configuring Windows Server 2008 Active Directory (70-640)

- Configuring Domain Name System (DNS) for Active Directory
- Configuring the Active Directory infrastructure
- Configuring additional Active Directory server roles
- Creating and maintaining Active Directory objects
- Maintaining the Active Directory environment
- Configuring Active Directory certificate services

Configuring Windows Server 2008 Network Infrastructure (70-642)

- Configuring IP addressing and services
- Configuring name resolution
- Configuring network access
- Configuring file and print services
- Monitoring and managing a network infrastructure

OPTIONAL

ICDL (International Computer Driving License)

The standards for the ICDL have been set jointly by the major European Computer Societies. The qualification is recognised in 135 countries worldwide.

- *Concepts of Information Technology*
- *Using the computer and managing files*
- *Word Processing*
- *Spreadsheets*
- *Database*
- *Presentation*
- *Information and Communication*

Learners are required to complete computer-based exams for each module. Learners have to obtain a minimum of 75% to be declared competent.



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Year 2 (additional 6 months)

Configuring Windows Server 2008 Applications Infrastructure (70-643)

- Deploying servers
- Configuring terminal services
- Configuring a web services infrastructure
- Configuring network application services

Windows Server 2008 Enterprise Administration (70-647)

- Planning network and application services
- Designing core identity and access management components
- Designing support identity and access management components
- Designing for business continuity and data availability

An Enterprise Administrator is responsible for the overall Windows Server environment and architecture. Their job involves translating business goals into technology decisions, and designing mid-range to long-term strategies. Enterprise administrators also make key decisions and recommendations about: network infrastructure; directory services, identity management and authentication; security policies; business continuity; design of IT administrative structure; best practices, standards and service level agreements.

Configuring Microsoft Exchange Server 2010 (70-662)

- Installing and configuring Exchange servers
- Configuring Exchange recipients and public folders
- Configuring client access
- Configuring message transport
- Monitoring and reporting
- Implementing high availability and recovery
- Configuring message compliance and security

Designing and Deploying Messaging Solutions with Microsoft Exchange Server 2010 (70-663)

- Planning the Exchange Server 2010 Infrastructure
- Deploying the Exchange Server 2010 Infrastructure
- Designing and deploying security for the Exchange organization
- Designing and deploying Exchange Server 2010 availability and recovery
- Designing and deploying Messaging compliance, system monitoring and reporting

A Messaging Administrator is responsible for the maintenance and administration of the Exchange servers in an enterprise/corporate environment. Their job typically involves installing and managing Exchange Server 2010, as well as managing users, mailboxes, security, servers and databases. They also monitor and troubleshoot Exchange Server 2010.

The following information is taken directly from the Microsoft website www.microsoft.com/learning/

MCITP Overview

The Microsoft Certified IT Professional (MCITP) certifications help validate that an individual has the comprehensive set of skills necessary to perform a particular job role, such as database administrator or enterprise messaging administrator. MCITP certifications build on the technical proficiency measured in the Microsoft Certified Technology Specialist (MCTS) certifications. Therefore, you will earn one or more MCTS certifications on your way to earning an MCITP certification.

MCITP candidate profile

MCITP candidates are IT professionals capable of deploying, building, designing, optimizing, and operating technologies for a particular job role. They make the design and technology decisions necessary to ensure successful technology implementation projects.



Why get certified?

Earning a Microsoft Certification helps validate your knowledge and skills and helps you build your career, whether you are new to technology or a seasoned professional. The benefits you receive after earning a Microsoft Certification provide you opportunities to connect with a vast, global network of Microsoft Certified Professionals (MCPs).

Relevance Helps validate real-world skills	<ul style="list-style-type: none">• 63% of hiring managers think that certified individuals are more productive on the job• Training and certification are necessary to maintain a high level of performance
Journey Helps build your career	<ul style="list-style-type: none">• 43% of office workers report salary increases as a result of Microsoft Certification• 57% of Microsoft-certified professionals expected to receive pay bonuses this year
Community Relationship with Microsoft and IT peers	<ul style="list-style-type: none">• Certified teams are 28% more productive• Microsoft Certification provides access to unique Microsoft resources, including a community of certified professionals

Disclaimer

The information contained in this fact sheet is accurate at the time of printing. However, factors beyond Damelin's control (such as environmental, regulatory or technical changes) may cause the contents of this fact sheet or of the programme to change. In the event of any such change, Damelin will formally notify current students. All possible measures will be taken to minimise inconvenience to students.

