



MCDST- Course Overview

Microsoft Certified Desktop Support Technician

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Organization/Company: Microsoft

Certification: MCDST

Required Exams: 2

Exam: 70-271/70-272

Exam Format: Linear

Expiration: N/A

The Stride Center MCDST course is designed for IT Professionals with at least one year of combined technical experience or training. The course supplements the foundational teachings of the CompTia® A+® Certification course and builds more advanced networking fundamentals. The ideal candidate for this class is a student who desires to know advanced desktop support topics.

The class is a 14 week 120 hour class structured as follows:

Lecture	40%
Labs	35%
Test Preparation	25%

During the 14-week term students will learn to install windows desktop operation systems, manage and troubleshoot access to resources, configuring and troubleshooting hardware devices and drivers, configuring and troubleshooting the desktop and user environments, troubleshoot network protocols and services, configure and troubleshoot applications, resolve issues related to usability, application customization and configure and troubleshoot connectivity for applications and application security.

Upon completion of the course each student will get a certificate of completion from The Stride Center and take a Microsoft vendor exam.