This course supports the assessment for Operating System Management Policies. The course covers 3 competencies and represents 6 competency units.

Introduction

Watch the following video for an introduction to this course:

Note: To download this video, right-click the following link and choose "Save as...": *download video*.

Competencies
This course provides guidance to help you demonstrate the following 3 competencies:

- **Competency 4010.1.1 Install and Upgrade to Windows 8.1**
  The graduate develops plans to install and support operating systems and applications.
- **Competency 4010.1.2 Maintain and Support Resource Access**
  The graduate maintains and supports resource access.
- **Competency 4010.1.3 Maintain and Support Windows Clients and Devices**
  The graduate maintains and supports Windows clients and devices.

Course Mentor Assistance
As you prepare to successfully demonstrate competency in this subject, remember that course mentors stand ready to help you reach your educational goals. As subject matter experts, mentors enjoy and take pride in helping students become reflective learners, problem solvers, and critical thinkers. Course mentors are excited to hear from you and eager to work with you.

Successful students report that working with a course mentor is the key to their success. Course mentors are able to share tips on approaches, tools, and skills that can help you apply the content you're studying. They also provide guidance in assessment preparation strategies and troubleshoot areas of deficiency. Even if things don't work out on your first try, course mentors act as a support system to help you prepare for another attempt. You should expect to work with course mentors for the duration of your coursework, and you are encouraged to contact them as soon as you begin. Course mentors are fully committed to your success!

Preparing for Success

The information in this section is provided to detail the resources available for you to use as you complete this course.

Learning Resources

The learning resources listed in this section are required to complete the activities in this course. For many resources, WGU has provided automatic access through the course. However, you may need to manually enroll in or independently acquire other resources. Read the full instructions provided to ensure that you have access to all of your resources in a timely manner.

Automatically Enrolled Resources

You can access the learning resources listed in this section by clicking on the links provided throughout the course. You may be prompted to log in to the WGU student portal to access the resources.

CBT Nuggets
You will have access to instructional videos provided by the following CBT Nuggets course:

- Microsoft MCSA Windows 8 70-688: Managing and Maintaining Windows 8

You will have direct access to the home page of this resource, and will have to navigate to the specific modules indicated for each activity.

Transcender Practice Exams
Transcender practice exams are provided to help you gauge your readiness for the 70-688 exam, and for use as practice. You will be linked to the practice exam at the end of this course, once you have completed the activities.

MeasureUp Lab Environment
Use the MeasureUp lab simulations to work through and practice the exam content.

Note: The Measureup lab experience can be much like going to a computer lab; there are occasions when there is a line to be able to get access to a machine, and there can also be a wait time for the lab to load. Load times usually take around 30 seconds. A wait time for the specific lab you would like to enter may take about 10 minutes and you can be emailed a lab-availability notification should you request one.

STUDY TIPS

- It is recommended that you work with the MeasureUp lab technologies *as* the CBT Nuggets' instructor is speaking. Pause the videos when you need more time to set up your own environment.
- Although the link to the Transcender practice exams is listed toward the end of the course, there are features within the program that allow you to set up your own preferences for flashcards and practice; this is a good tool to use throughout your studies in this course. It is customizable as your knowledge progresses, and might also serve as a good self preassessment.

Pacing Guide

The pacing guide suggests a weekly structure to pace your completion of learning activities. It is provided as a suggestion and does not represent a mandatory schedule. Follow the pacing guide carefully to complete the course in the suggested timeframe.

- Pacing Guide: Operating System Management Policies

Note: This pacing guide does not replace the course. Please continue to refer to the course for a comprehensive list of the resources and activities.

Design and Support Operating System and Application Installations

The content and practice provided in this section represents **25-30%** of the total 70-688 exam.

Design an Operating System Installation Strategy

This topic addresses the following competency:

- **Competency 4010.1.1 Design and Support Operating System and Application Installations**
  The graduate develops plans to install and support operating systems and applications.

This topic highlights the following objectives:

- Explain the Windows To Go support strategy.
- Demonstrate how to manage boot settings, including native VHD and multiboot.
- Demonstrate how to manage desktop images.
- Demonstrate how to customize a Windows installation by using Windows PE.

Complete: CBT Nuggets Module

The following CBT Nuggetsmodule covers content for the matched exam objective items:

- Support Operating System Installation

Complete: MeasureUp Lab

Complete the following MeasureUp lab:

- Support Operating System and Application Installation

Design an Application Strategy for Desktop Applications

This topic addresses the following competency:

- **Competency 4010.1.1 Design and Support Operating System and Application Installations**
  The graduate develops plans to install and support operating systems and applications.

This topic highlights the following objectives:

- Determine desktop application compatibility using the Application Compatibility Toolkit (ACT), including shims and compatibility database.
- Design an application strategy for desktop application co-existence using Hyper-V, RemoteApp, and App-V.
- Demonstrate how to install and configure the User Experience Virtualization (UE-V).
- Demonstrate how to deploy desktop applications by using Windows Intune.

Complete: CBT Nuggets Module

The following CBT Nuggets module covers content for the matched exam objective items:

- Support Desktop Apps

Complete: MeasureUp Lab

Complete the following MeasureUp lab:

- Support Desktop Apps

Design an Application Strategy for Cloud Applications

This topic addresses the following competency:

- **Competency 4010.1.1 Design and Support Operating System and Application Installations**
  The graduate develops plans to install and support operating systems and applications.

This topic highlights the following objectives:

- Demonstrate how to install and manage software by using Office 365 and Windows Store applications.
- Demonstrate how to sideload applications into online and offline images.
- Demonstrate how to sideload applications by using Windows Intune.

Complete: CBT Nuggets Module

The following CBT Nuggets module covers content for the matched exam objective items:

- Support Windows Store and Cloud Apps

Complete: MeasureUp Lab

Complete the following MeasureUp lab:

- Support Windows Store and Cloud Apps
- Design a Solution for User Settings

Complete: Transcender Optimized Test

Click the following link and take the optimized test as noted.

- Support Operating System and Application Installation

Maintain and Support Resource Access

The content and practice provided in this section represents **25-30%** of the total 70-688 exam.

Design for Network Connectivity

This topic addresses the following competency:

- **Competency 4010.1.2 Maintain and Support Resource Access**
  The graduate maintains and supports resource access.

This topic highlights the following objectives:

- Demonstrate how to identify and resolve issues related to IPv4 and IPv6, including transition technologies.
- Demonstrate how to identify and resolve issues related to names resolution, including Peer Name Resolution Protocol (PNRP) and DNSSEC.
- Demonstrate how to identify and resolve issues related to wireless networks and connections.
- Demonstrate how to identify and resolve issues related to Network security, including Windows Firewall and IP security.

Complete: CBT Nuggets Module

The following CBT Nuggets module covers content for the matched exam objective items:

- Support Network Connectivity

Complete: MeasureUp Lab

Complete the following MeasureUp lab:

- [Support Network Connectivity](#)

Design for Remote Access

This topic addresses the following competency:

- **Competency 4010.1.2 Maintain and Support Resource Access**
  The graduate maintains and supports resource access.

This topic highlights the following objectives:

- Demonstrate how to identify and resolve issues related to VPN, including Connection Manager Administration Kit (CMAK).
- Demonstrate how to identify and resolve issues related to RDP, including Remote Desktop Services Gateway access.
- Demonstrate how to identify and resolve issues related to Network Access Protection (NAP).

Complete: CBT Nuggets Module

The following [CBT Nuggets](#) module covers content for the matched exam objective items:

- Support Remote Access

Complete: MeasureUp Lab

Complete the following MeasureUp lab:

- [Design for Remote Access](#)

Design for Authentication and Authorization

This topic addresses the following competency:

- **Competency 4010.1.2 Maintain and Support Resource Access**
  The graduate maintains and supports resource access.

This topic highlights the following objectives:

- Demonstrate how to identify and resolve issues related to multi-factor authentication, including certificates, virtual smart cards, picture passwords, and biometrics.
- Demonstrate how to identify and resolve issues related to HomeGroup, computer and user authentication, including secure channel, account policies, credential caching, and 4Credential Manager.
- Demonstrate how to identify and resolve issues related to Workplace Join.
- Demonstrate how to identify and resolve issues related to local account versus Microsoft account.

Complete: CBT Nuggets Module

The following CBT Nuggets module covers content for the matched exam objective items:

- Support Authentication and Authorization

Complete: MeasureUp Lab

Complete the following MeasureUp lab:

- Support Authentication and Authorisation

Manage Data Storage

This topic addresses the following competency:

- **Competency 4010.1.2 Maintain and Support Resource Access**
  The graduate maintains and supports resource access.

This topic highlights the following objectives:

- Demonstrate how to identify and resolve issues related to storage spaces, including capacity and fault tolerance.
- Demonstrate how to identify and resolve issues related to optimizing data access by using BranchCache.
- Demonstrate how to identify and resolve issues related to DFS client, including caching settings.
- Demonstrate how to identify and resolve issues related to SkyDrive.

Complete: CBT Nuggets Module

The following CBT Nuggets module covers content for the matched exam objective items:

- Support Data Storage

Complete: MeasureUp Lab

Complete the following MeasureUp lab:

- Support Data Storage

Manage Data Security

This topic addresses the following competency:

- **Competency 4010.1.2 Install and Upgrade to Windows 8.1**
  The graduate develops plans to install and support operating systems and applications.

This topic highlights the following objectives:

- Identify and resolve issues related to: permissions, including share, NTFS, and Dynamic Access Control (DAC)
- Encrypting File System (EFS), including Data Recovery Agent
- Access to removable media
- BitLocker and BitLocker To Go, including Data Recovery Agent and Microsoft BitLocker Administration and Monitoring (MBAM).

Complete: CBT Nuggets Module

The following CBT Nuggets module covers content for the matched exam objective items:

- Support Data Security

Complete: MeasureUp Lab

Complete the following MeasureUp lab:

- Support Data Security
- Design a Recovery Solution

Complete: Transcender Optimized Test

Click the following link and take the optimized test as noted.

- Support Resource Access

Maintain and Support Windows Clients and Devices

The content and practice provided in this section represents **25-30%** of the total 70-688 exam.

Manage Hardware and Printers

This topic addresses the following competency:

- **Competency 4010.1.3 Maintain and Support Windows Clients and Devices**
  The graduate maintains and supports Windows clients and devices.

This topic highlights the following objectives:

- Demonstrate how to resolve hardware and device issues, including STOP errors and Reliability Monitor.
- Demonstrate how to monitor and manage printers, including NFC Tap-to-Pair and printer sharing.
- Demonstrate how to remediate startup issues by using the Diagnostics and Recovery Toolkit (DaRT).
- Demonstrate how to optimize performance by using Windows Performance Toolkit (WPT), including Xperf.exe, Xbootmgr.exe, XperfView.exe, and Windows Performance Recorder (WPR).
- Describe how to monitor performance by using Data Collector Sets, Task Manager, and Resource Monitor.

Complete: CBT Nuggets Module

The following CBT Nuggets module covers content for the matched exam objective items:

- Support OS and Hardware

Complete: MeasureUp Labs

Complete the following MeasureUp labs:

- Supporting Operating System and Hardware
- Resolve HW and Device Issues

Manage Mobile Devices

This topic addresses the following competency:

- **Competency 4010.1.3 Maintain and Support Windows Clients and Devices**
  The graduate maintains and supports Windows clients and devices.

This topic highlights the following objectives:

- Demonstrate how to support mobile device policies, including security policies, remote access, and remote wipe.
- Demonstrate how to support mobile access and data synchronization, including Work Folders and Sync Center.
- Demonstrate how to support broadband connectivity, including broadband tethering and metered networks.
- Demonstrate how to support Mobile Device Mangement by using Windows Intune, including Windows RT, Windows Phone 8, iOS, and Android.

Complete: CBT Nuggets Module

The following CBT Nuggets module covers content for the matched exam objective items:

- Support Mobile Devices

Manage Endpoint Security

This topic addresses the following competency:

- **Competency 4010.1.3 Maintain and Support Windows Clients and Devices**
  The graduate maintains and supports Windows clients and devices.

This topic highlights the following objectives:

- Demonstrate how to manage updates by using Windows Update and Windows Intune, including non-Microsoft updates.
- Demonstrate how to manage client security by using Windows Defender, Windows Intune Endpoint Protection, or Microsoft System Center 2012 Endpoint Protection.
- Demonstrate how to manage Internet Explorer 11 security.
- Demonstrate how to support Group Policy application, including Resultant Set of Policy (RSoP), policy processing, and Group Policy caching.

Complete: CBT Nuggets Module

The following CBT Nuggets module covers content for the matched exam objective items:

- Support Client Compliance

Complete: MeasureUp Lab

Complete the following MeasureUp lab:

- Support Client Compliance

Manage Clients by Using Windows Intune

This topic addresses the following competency:

- **Competency 4010.1.3 Maintain and Support Windows Clients and Devices**
  The graduate maintains and supports Windows clients and devices.

This topic highlights the following objectives:

- Demonstrate how to manage user and computer groups.
- Demonstrate how to configure monitoring and alerts.
- Demonstrate how to manage policies.
- Demonstrate how to manage remote computers.

Complete: CBT Nuggets Module

The following [CBT Nuggets](#) module covers content for the matched exam objective items:

- Manage Clients by Using Windows Intune

Complete: MeasureUp Lab

Complete the following MeasureUp lab:

- [Manage Clients by Using Windows InTune](#)

Complete: Transcender Optimized Test

Click the following link and take the optimized test as noted.

- [Support Windows Clients and Devices](#)

Transcender Practice Exam

Use the Transcender practice exam to help you prepare for the 70-688 exam.

Transcender Practice Exam

Use the practice exam to gauge your readiness.

Complete: Practice Exam

Take the following practice exam to gauge your readiness for the 70-688 exam:

- [Cert 70-688 MSCert: Managing and Maintaining Windows 8](#)

Final Steps

Congratulations on completing the activities in this course! You are now prepared to complete the associated assessment. If you have not already been directed to complete it, schedule and complete the assessment now.

First Attempt Checklist

One of the many things that makes WGU unique is its competency-based education model. If you know the material, all you have to do is prove it by passing the exam. If you can do this, you can accelerate the receipt of your degree.

To make sure you have the best chance possible to pass the exam on your first attempt, the following steps should be completed successfully before you take it:

1. Read, review, and/or utilize all of the learning resources: CBT Nuggets, MeasureUp and Transcender Practice exams. These resources are some of the best in the industry at helping you prepare for this difficult assessment. Do not skip anything.
2. Take a Transcender randomized practice exam. Based on the score report of this practice exam, revisit the CBT Nuggets materials for those areas indicated as needing additional study. When you review the practice exam results, select "Sort by Objective" as an option to help you focus on the objectives needing additional study.
3. Use your own hands-on lab, in conjunction with CBT Nuggets and MeasureUp, to review the objectives indicated by Transcender as needing additional study. This will help you gain additional familiarity with the technologies. Repeat this process until you can score 90% or higher at least 5 times on the Transcender randomized practice exam.
4. Contact a course mentor at cmMicrosoft@wgu.edu for additional resources and valuable test-taking strategies. This is very important, as a course mentor can provide valuable advice and save you time when you focus on exam preparation.

If you have completed the steps above and you feel comfortable with all of the concepts presented, you are most likely ready to attempt the exam.

If you fail your first attempt, you will be required to contact the course mentor to see what went wrong and how you can prepare to ensure a successful second attempt. After determining you are ready, your course mentor will approve your request once to make another exam attempt.

The WGU Library

The WGU Library
The WGU Library is available online to WGU students 24 hours a day.

For more information about using the WGU Library, view the following videos on The WGU Channel:

Introducing the WGU library

Note: To download this video, right-click the following link and choose "Save as...": download video.

Searching the WGU library

Note: To download this video, right-click the following link and choose "Save as...": download video.

Center for Writing Excellence: The WGU Writing Center

If you need help with any part of the writing or revision process, contact the Center for Writing Excellence (CWE). Whatever your needs-writing anxiety, grammar, general college writing concerns, or even ESL language-related writing issues-the CWE is available to help you. The CWE offers personalized individual sessions and weekly group webinars. For an appointment, please e-mail writingcenter@wgu.edu.

Feedback

WGU values your input! If you have comments, concerns, or suggestions for the improvement of this course, please submit your feedback using the following form:

- Course Feedback

ADA Requirements

Please review the University ADA Policy.

Accessibility Policy

Western Governors University recognizes and fulfills its obligations under the Americans with Disabilities Act of 1990 (ADA), the Rehabilitation Act of 1973 and similar state laws. Western Governors University is committed to provide reasonable accommodation(s) to qualified disabled learners in University programs and activities as is required by applicable law(s). The Office of Student Accessibility Services serves as the principal point of contact for students seeking accommodations and can be contacted at ADASupport@wgu.edu. Further information on WGU's Accessibility policy and process can be viewed in the student handbook at the following link:

- Policies and Procedures for Students with Disabilities