In November 2006, Microsoft sponsored an IDC study[1] of professional certification in large organizations. The results found that the best way to improve performance is to increase the skill levels of key teams through Microsoft certification.

▶ **Increase IT Performance**

For each new team member certified, team performance increases. Every time.

▶ **Add Organizational Value**

Client satisfaction is higher for those teams with high concentrations of Microsoft-certified team members.

▶ **Increase Network Security**

PC and server compliance with security standards is higher in organizations where team members are Microsoft certified.

▶ **Reduce downtime**

Server and client applications are more frequently deployed on time and on budget with less unscheduled downtime when teams are Microsoft certified.

Microsoft new generation certifications: a more relevant, flexible, and cost-effective way to showcase your skills.
Shorter certification paths map directly to the latest Microsoft technologies and target specific job roles, so you can achieve your goals faster.

The Technology Series certifications enable professionals to target specific technologies and distinguish themselves by demonstrating breadth and depth of skills and knowledge in the broad range of specialized technologies.

MCTS: Windows Vista—Configuration
This learning and certification path is designed to validate your expertise in configuring Windows Vista for optimal performance on the desktop, supporting end-user issues concerning network connectivity, security, logon and account access problems, and password resets.

MCTS: Business Desktop Deployment
This learning and certification path is designed to validate a candidate's ability to deploy Windows Vista and Office 2007 desktops in an enterprise environment using the Desktop Deployment Workbench, Application Compatibility Toolkit, and other Microsoft deployment tools.

Professional Series credentials validate a comprehensive set of skills required to be successful on in a given job role.

MCITP: Enterprise Support Technician
This learning and certification path is designed to validate your ability to support end-users in Enterprise and upper MORG environments with the most critical and difficult support issues, and diagnose and resolve all types of desktop support issues.

- Respond to issues assigned or escalated from Tier 1 support
- Use a trouble ticket system to manage workflow
- Install and configure desktop operating systems and applications
- Troubleshoot desktop operating system issues
- Troubleshoot desktop application issues
- Troubleshoot desktop networking & connectivity issues
- Install and configure hardware devices and drivers (including mobile and personal devices)

- Troubleshoot hardware devices and drivers (including mobile and personal devices)
- Escalate complex issues to the appropriate administrator, such as Server Administrator, Network Administrator, or Desktop Configuration Administrator
- Install and test department-specific and LOB applications on end user computers
- Physically going to end user desktops to make necessary changes
- Re-imaging end-user desktops on an as needed basis

MCITP: Consumer Support Technician
This learning and certification path is designed to validate your ability to install and configure desktop operating systems and applications.

- Troubleshoot desktop operating system issues
- Troubleshoot desktop application issues
- Troubleshoot desktop networking & connectivity issues
- Install and configure hardware devices and drivers (including mobile and personal devices)

- Troubleshoot hardware devices and drivers (including mobile and personal devices)
- Escalate complex issues to higher tier support

Partner logo/contact info

Part No. 098-107722

Develop your future potential.

With Microsoft® new generation certifications, you can be one of the first to prove your skills in Windows Vista®—the most innovative technology release in a decade—and realize unprecedented opportunities for you and your organization by helping you deliver new and compelling value to your customers.
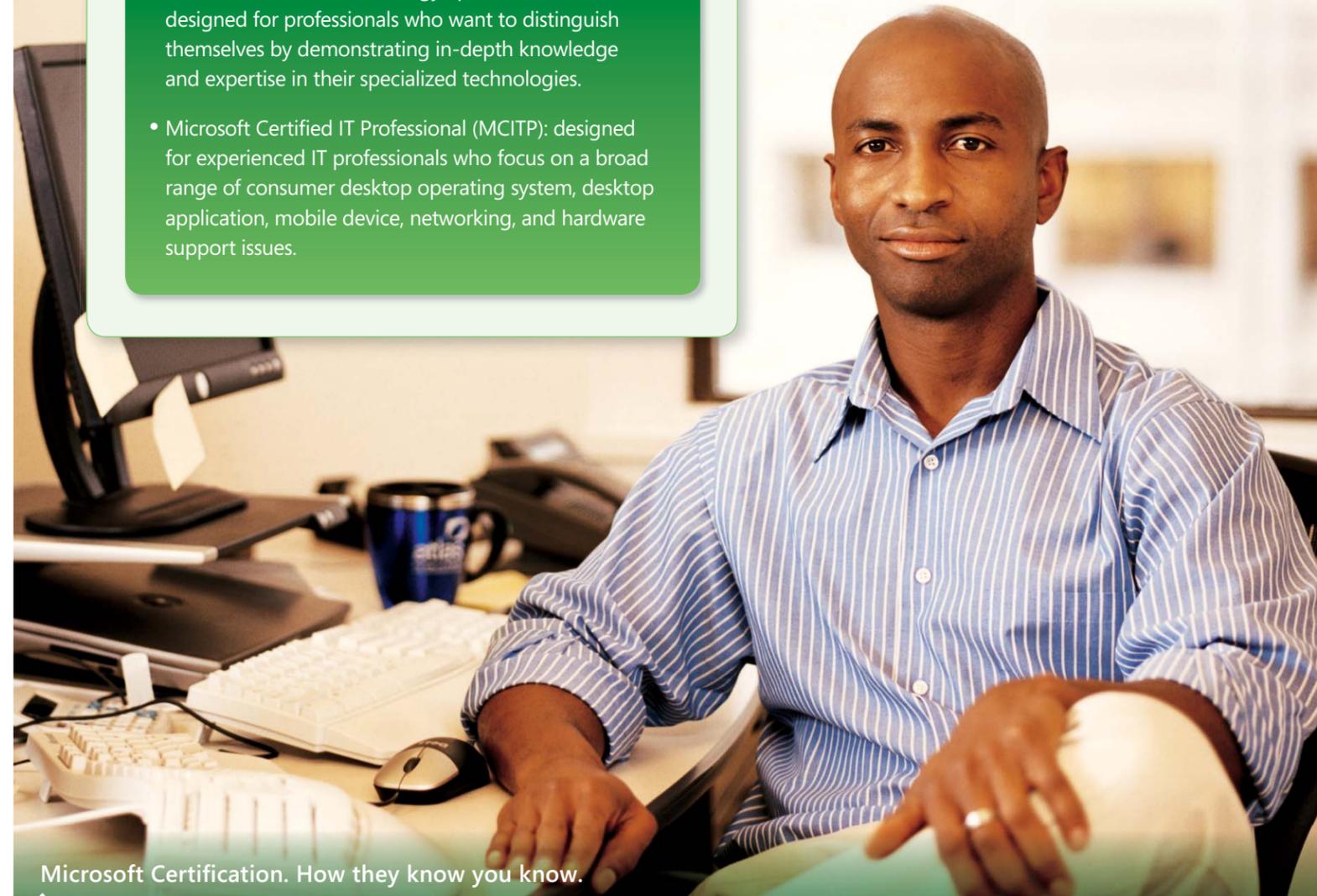
Windows Vista certifications at a glance:

- **Microsoft Certified Technology Specialist (MCTS):** designed for professionals who want to distinguish themselves by demonstrating in-depth knowledge and expertise in their specialized technologies.

- **Microsoft Certified IT Professional (MCITP):** designed for experienced IT professionals who focus on a broad range of consumer desktop operating system, desktop application, mobile device, networking, and hardware support issues.

Great

Enterprise Support Technicians

Consumer Support Technicians

Configuration Specialists

Help Desk Analysts

more options…   ▶

aren't born. They're certified.

Microsoft Certification. How they know you know.

Microsoft

Microsoft Certified Technology Specialist (MCTS): Windows Vista—Configuration

The MCTS: Windows Vista®—Configuration certification validates your expertise in configuring Windows Vista for optimal performance on the desktop. Successful candidates will pass 1 exam focusing on supporting end-user issues concerning network connectivity, security, and applications installation and compatibility, addressing logon problems including account issues and password resets. The following table provides a list of exams and learning resources. Please visit www.microsoft.com/learning/mcp/mcts for complete details.

Required Exam	Instructor-Led Classroom Training	Microsoft E-Learning	Books
Exam 70-620: TS: Windows Vista Client, Configuring	Course 5115: Installing and Configuring the Windows Vista Operating System (3 days) Course 5116: Windows Vista Mobile Computing and Applications (2 days)	Collection 5347: Installing and Configuring Windows Vista (12 hours) Collection 5354: Configuring Windows Vista Networking and Security (10 hours) Collection 5360: Configuring Windows Vista Applications and Devices (10 hours) Upgrade Path: Collection 5103: Upgrade Skills to Configure Windows Vista (16 hours)	MCTS Self-Paced Training Kit (Exam 70-620) TS: Windows Vista Client, Configuring (ISBN: 0-7356-2390-2) MCTS Self-Paced Training Kit (Exam 70-620): Configuring Windows Vista Client (ISBN: 978-0-7356-2390-3)

Microsoft Certified Technology Specialist (MCTS): Windows Vista: Business Desktop Deployment

Required Exam	Instructor-Led Classroom Training	Microsoft E-Learning	Books
Exam 70-624: TS: Windows Vista and Office System 2007, Deploying and Maintaining Client Desktops	Course 5058: Deploying Microsoft Office Professional Plus 2007 (2 days) Course 5105: Deploying Windows Vista Business Desktops (3 days) *Available second quarter, 2007*	Please check www.microsoft.com/learning for resources.	Please check www.microsoft.com/learning for resources.

Microsoft Certified IT Professional (MCITP): Consumer Support Technician

The MCITP: Consumer Support Technician certification validates your ability to install, configure, and troubleshoot desktop operating systems and applications. Successful candidates will pass 1 exam focusing on installing and troubleshooting desktop operating system issues, troubleshooting desktop application issues, troubleshooting desktop networking & connectivity issues, installing and configuring hardware devices and drivers (including mobile and personal devices), troubleshooting hardware devices and drivers (including mobile and personal devices), escalating complex issues to higher-tier support. The following table provides a list of exams and learning resources. Please visit www.microsoft.com/learning/mcp/mcitp for complete details.

Required Exams (1 exam plus MCTS prerequisite)	Instructor-Led Classroom Training	Microsoft E-Learning	Books
Exam 70-623: PRO: Supporting and Troubleshooting Applications on a Windows Vista Client for Consumer Support Technicians	Please check www.microsoft.com/learning for resources.	Collection 5366: Maintaining and Troubleshooting Desktops Computers Running Windows Vista (12 hours) Collection 5379: Supporting Windows Vista for the Consumer Support Technician (10 hours) Upgrade Path: Collection 5104: Upgrade Skills to Support Windows Vista Consumers (12 hours)	MCITP Self-Paced Training Kit (Exam 70-623): Supporting and Troubleshooting Applications on a Windows Vista Client for Consumer Support Technicians (ISBN: 978-0-7356-2423-8)

Microsoft Certified IT Professional (MCITP): Enterprise Support Technician

The MCITP: Enterprise Support Technician certification validates your ability to support end-users in Enterprise and upper MORG environments with the most critical and difficult support issues, and diagnose and resolve all types of desktop support issues. Successful candidates will pass 1 exam focusing on responding to issues assigned or escalated from Tier 1 support, using a trouble ticket system to manage workflow, installing and configuring desktop operating systems and applications, troubleshooting desktop operating system issues, troubleshooting desktop application issues, troubleshooting desktop networking & connectivity issues, installing and configuring hardware devices and drivers (including mobile and personal devices), troubleshooting hardware devices and drivers (including mobile and personal devices), escalating complex issues to the appropriate administrator, for example, Server Administrator, Network Administrator or Desktop Configuration Administrator, installing and testing department-specific and LOB applications on end user computers, physically going to end user desktops to make necessary changes, and re-imaging end-user desktops on an as needed basis. The following table provides a list of exams and learning resources. Please visit www.microsoft.com/learning/mcp/mcitp for complete details.

Required Exams (1 exam plus MCTS prerequisite)	Instructor-Led Classroom Training	Microsoft E-Learning	Books
Exam 70-622: PRO: Supporting and Troubleshooting Applications on a Windows Vista Client for Enterprise Support Technicians	Course 5118: Maintaining and Troubleshooting Windows Vista Computers (3 days) Course 5119: Supporting the Windows Vista Operating Systems and Applications (3 days) *Available second quarter, 2007*	Collection 5366: Maintaining and Troubleshooting Computers Running Windows Vista (12 hours) Collection 5372: Deploying Windows Vista Desktop Images and Applications (14 hours)	MCITP Self-Paced Training Kit (Exam 70-622): Supporting and Troubleshooting Applications on a Windows Vista Client for Enterprise Support Technicians (ISBN: 978-0-7356-2408-5)

Upgrade Your Microsoft Certified Desktop Support (MCDST) Certification to the new MCITP: Enterprise Support Technician Certification

Candidates holding the Microsoft Certified Desktop Support (MCDST) certification are eligible to take Upgrade Exam 70-621 and upgrade their MCDST to a Microsoft Certified IT Professional (MCITP): Enterprise Support Technician. Upon successful completion of Exam 70-621, the candidate will earn two Microsoft new certification credentials: 1) the MCITP: Enterprise Support Technician certification, and 2) the Microsoft Certified Technology Specialist (MCTS): Windows Vista, Configuration certifications. Candidates who DO NOT hold the MCDST certification will receive no credit for taking and/or passing Exam 70-621. The following table provides a list of exams and learning resources. Please visit www.microsoft.com/learning/mcp/mcitp for complete details.

Required Exam	Instructor-Led Classroom Training	Microsoft E-Learning	Books
Exam 70-621: UPGRADE: MCDST Skills to MCITP Enterprise Support	Course 5115: Installing and Configuring the Windows Vista Operating System (3 days) Course 5116: Configuring Windows Vista Applications and Tools (3 days) Course 5105: Deploying Windows Vista Business Desktops (3 days) Course 5118: Maintaining and Troubleshooting Windows Vista Computers (3 days) Course 5119: Supporting the Windows Vista Operating Systems and Applications (3 days)	Collection 5103: Upgrade Skills to Configure Windows Vista (16 hours) Collection 5106: Upgrading Enterprise Desktop Support Skills to Windows Vista (12 hours)	MCTS Self-Paced Training Kit (Exam 70-620): Configuring Windows Vista Client (ISBN: 978-0-7356-2390-3) MCITP Self-Paced Training Kit (Exam 70-622): Supporting and Troubleshooting Applications on a Windows Vista Client for Enterprise Support Technicians (ISBN: 978-0-7356-2408-5)

Microsoft Certified Partners for Learning Solutions

As premier training providers for Microsoft, Microsoft Certified Partners for Learning Solutions are uniquely positioned to help develop expertise on the latest Microsoft technology by providing classroom training, online training, and facilitated, blended learning solutions. Choose a Learning Solutions Partner for:

Quality Content: Learning Solutions Partners deliver Official Microsoft Curriculum, including classroom training in thousands of locations globally and Microsoft Official Distance Learning (MODL), for a highly interactive experience from your desktop.

Experienced Instructors: Learning Solutions Partners employ Microsoft Certified Trainers (MCTs) who have demonstrated expertise on Microsoft technologies and meet Microsoft's high standards for training delivery.

Great Offers: Contact a Learning Solutions Partner for great offers on Microsoft Learning and Certification.
- Use Microsoft Exam Insurance to re-take any certification exam if you need to, or get 25% off the next one if you pass the first time.

- Microsoft Partners can visit the Microsoft Partner Program site to get Software Assurance training vouchers for free classroom training.

Please visit www.microsoft.com/learning for more information about Microsoft certifications

Resources and requirements are updated frequently. Please visit the Web sites listed for current information.