

2011

INFORMATION TECHNOLOGY SERVICES [ITS]

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COMPUTING SUPPORT REPRESENTATIVES [CSR]

# CSR Certification Guide

 Information Technology Services

University of Colorado at Boulder, ITS

313 UCB

Boulder, CO 80309

[303]735-4357 – 5-HELP

# CSR CERTIFIED ASSOCIATE TRACK

(SkillSoft courses, plus 3 classroom training sessions)

Effective 03/01/2011

## SKILLSOFT COURSES

- **OPERATING SYSTEM:**
  - Microsoft Windows 7, First Look for End Users [Choose 3 to complete]
    - Using the Windows 7 Desktop
    - Gadgets and the New Desktop in Windows 7
    - The Taskbar in Windows 7
    - Built-in Programs and Aero in Windows 7
    - Windows Live Essentials in Windows 7
    - Libraries and HomeGroup in Windows 7
    - Windows Touch and Windows Media Center in Windows 7
    - Using Libraries and HomeGroup in Windows 7

- **MICROSOFT OFFICE 2010**

- Microsoft Office 2010: Beginning Word [Choose 3 to complete]

Getting Started with Word 2010

Formatting and Working with Text in Word 2010

Organizing and Arranging Text in Word 2010

Moving Around in Word 2010

Structuring Word 2010 Documents

Reviewing Documents in Word 2010

Saving, Sharing, and Printing in Word 2010

Customizing the Behavior and Appearance of Word 2010

Drawing and Inserting Graphics in Word 2010

- Microsoft Office 2010: Beginning Excel [Choose 3 to complete]

Getting Started with Excel 2010

Applying Basic Data Formatting in Excel 2010

Moving and Getting Around in Excel 2010

Moving Data and Modifying Worksheets in Excel 2010

Saving, Sending, and Printing Excel 2010 Workbooks

Using Conditional Formatting, Tables, and Sparklines in Excel 2010

Reviewing and Protecting Content in Excel 2010

Using Basic Formulas in Excel

Using Basic Functions with Excel

Inserting Basic Charts in Excel

Adding Visuals, Themes, and Styles to Excel Workbooks

Microsoft Office 2010: Beginning PowerPoint [Choose 2 to complete]

Getting Started with PowerPoint 2010  
Visually Enhancing PowerPoint 2010 Presentations  
Adding Images to Presentations in PowerPoint 2010  
Using Multimedia and Animations in PowerPoint 2010

Microsoft Office 2010 Beginning Outlook [Choose 3 to complete]

Getting Started with Outlook 2010  
Managing Conversations and Organizing E-mail in Outlook 2010  
Managing Attachments, Graphics, Signatures, and Autoreplies in Outlook 2010  
Using the Calendar for Appointments, Events, and Meetings in Outlook 2010  
Managing Meetings and Customizing the Calendar in Outlook 2010  
Outlook 2010 Social Connector and Messaging  
Working with Contacts in Outlook 2010  
Using the Tasks, Notes, and Journal Features in Outlook 2010

- NETWORKING/INTERNET /SECURITY

- Understanding and Supporting Networks - 25087
- General Security Concepts – 84869
- Networking Security Fundamentals - 211518
- Resolving Issues with Internet Explorer, Application Security, and Security Incidents - 214839

- SUPPORT

- Working with Personal Computer Components - 251132
- Installing, Configuring, and troubleshooting PC Components - 245875

## CLASSROOM TRAINING SESSIONS

- CSR Orientation
- IT Customer Support Training
- IT Fundamentals @ CU-Boulder

# CSR CERTIFIED PARTNER TRACK

(SkillSoft Courses, plus Supportworks)  
Effective 03/01/11

## SKILLSOFT COURSES

- **OPERATING SYSTEM:**
  - **Microsoft Windows 7**
    - Deploying Windows 7
    - Image Deployment in Windows 7
    - Windows 7 SKUs and Performance Improvements
    - Windows 7 Action Center and Devices
    - AppLocker and BitLocker in Windows 7
    - Remote and Mobile PC Support in Windows 7
    - Using Action Center, BitLocker, and AppLocker
- **UNIX**
  - Introduction to UNIX - 78920
  - UNIX User and Data Management - 107814
  - Working with UNIX Files and Directories - 80533
- **MICROSOFT OFFICE 2010**
  - **Word – Advanced [Choose 3 to complete]**
    - Using Themes, Backgrounds, Watermarks, and Quick Parts in Word 2010
    - Adding Tables of Contents, Footnotes, Hyperlinks, and Bookmarks in Word
    - Forms, Fields, and Mail Merge in Word 2010
    - Managing, Inspecting, and Recovering Word 2010 Documents
    - Creating and Formatting Tables in Word 2010
    - Manipulating Tables in Word 2010
    - Embedding Charts and Tables into Word 2010
  - **Excel – Advanced [Choose 3 to complete]**
    - Customizing Visual Elements in Excel 2010
    - Customizing Workbook Settings, Conditional Formatting, and Number Formats
    - Organizing Data and Objects in Excel 2010
    - Ensuring Excel 2010 Data and Formulas are Right
    - Automating Excel Tasks using Macros
    - Analyzing Data with What-if Analysis
    - PivotTables and PivotCharts in Excel 2010
    - PivotTable Filters, Calculations, and PowerPivot

- Outlook – Advanced [Choose 3 to complete]
  - Formatting E-mail and Configuring Message Options in Outlook 2010
  - Customizing Outlook 2010 and Managing
  - Managing E-mail with Rules, Automatic Replies, and Alerts in Outlook 2010
  - Working with File Transfer and Folders, Searching, and RSS Feeds Outlook
  - Data Files, Archiving, and Send/Receive Groups in Outlook
  - Implementing Security with Outlook 2010
  - Accessing Exchange Remotely and Using Forms in Outlook 2010
  
- NETWORKING/INTERNET/SECURITY
  - Business Continuity and Disaster Recovery Planning - 244085
  - Internet Client Infrastructure and Applications - 211521
  
  - Security Essentials [Certified Information Systems Security Professional (CISSP) Domains]
    - 3 additional classes
      - Access Controls - 206534
      - Administration - 206535
      - Auditing and Monitoring – 206536
      - Cryptography - 206538
      - Data Communications - 206539
      - Malicious Code - 206540
      - Risk, Response and Recovery - 206537
  
- SUPPORT
  - Technical Support
    - Adding, Optimizing, and Troubleshooting PC Components - 250846
    - Maintaining Operating Systems - 245878

## CLASSROOM TRAINING SESSIONS

- Case Management
  - Supportworks

ITS Sponsored Classroom Training Sessions:  
 Register through [www.colorado.edu/its/supptrain/](http://www.colorado.edu/its/supptrain/)

Computer Based Training Access  
 [SkillPort-CU's Online Learning Modules]:  
<https://cuconnect.colorado.edu/uPortal/index.jsp>