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A complete program of textbook, lab manual, and software, this Microsoft Official Academic Course provides everything students need to build the knowledge and skills necessary to support end users and computers running the Windows XP operating system. In addition, this textbook will help students to prepare for the Microsoft Certified Desktop Support Technician examination 70-271: Supporting Users and Troubleshooting a Microsoft Windows XP Operating System. The Microsoft Certified Desktop Support Technician is a new two exam credential available from Microsoft Learning. The certification is directed at the skills needed for working in a variety of environments, including corporate environments as well as support for home users via phone support, remote support, and retail counter support. A complete set of instructor resources supports the book.

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