Great Service

Now fully updated for Windows XP Service Pack 2, this all-in-one training kit provides in-depth preparation, practice, and review for one of two required exams for the Microsoft Desktop Support Technician Certification (MCDST). Covering Exam 70-271, this kit packs the tools and features exam candidates want most—including in-depth, self-paced training based on final exam content; rigorous, objective-by-objective review; exam tips from an expert, exam-certified author; and a robust testing suite. It also provides real-world scenarios, case studies, and troubleshooting labs for the skills and expertise you can apply to the job. Focusing on building your ability to resolve end-user incident requests by configuring and troubleshooting the Windows XP operating system in the corporate or home environment, this official study guide covers system installation, managing access to resources, configuring and troubleshooting hardware devices and drivers, configuring and troubleshooting the desktop and user environments, and troubleshooting network protocols and services. Ace your exam preparation by working at your own pace through the lessons, hands-on exercises, and practice tests. The flexible, best-of-class test engine on CD-ROM features 425 practice questions. Choose timed or untimed testing mode, generate random tests or focus on discrete objectives or chapters, and get detailed explanations for right and wrong answers—including pointers back to the book for further study. You also get a 120-day evaluation version of Windows XP software and other resources on the CD, making this kit an exceptional value and a great

My Personal Review:
It is an easy to follow book but you must already have a grounding for PCs before starting this type of course. It is divided into sections and the index is easy to use. The book is supplied on a CD as an electronic version also. Windows xp pro(trial) is also supplied to use with the course, so no additional software is needed.MCDST Self-Paced Training Kit (Exam 70-271): Supporting Users and Troubleshooting a Microsoft® Windows® XP Operating System, Second Edition (Pro-Certification)
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