

## Microsoft® Office Outlook® 2010: Part 2 [Exam 77-884]

### Course Specifications

Course Number: ELK91-042\_rev2.6  
Course length: 1.0 day(s)

### Course Description

Email has become one of the most widely used methods of communication, whether for personal or business communications. In most organizations, large or small, email is the preferred form of communicating information among employees. As email grew in popularity and use, most organizations found the need to implement a corporate mail management system such as Microsoft® Office Outlook® to handle the emails, meeting invitations, and other communications sent among employees.

In this course, you will explore the advanced features provided with the Outlook interface, such as advanced message, calendar, and contacts management. You will use the Tasks and Journal workspaces provided in the application to manage task assignments to you and others, and to record interactions you have with your colleagues. You will also share your workspaces with other users, and use Outlook data files to save and back up your important information.

This course is the second in a series of two Microsoft® Office Outlook® 2010 courses. It will provide you with the advanced skills you may need to fully and efficiently use Outlook 2010 to manage your communications and interactions with other people. You can also use this course to prepare for the Microsoft Office Specialist (MOS) certification exams for Microsoft Outlook 2010.

**Target Student:** This course is intended for people who have a basic understanding of Microsoft® Windows® and Microsoft Office Outlook 2010 and want or need to know how to perform more advanced tasks in Outlook.

**Prerequisites:** To ensure success, students should be familiar with using personal computers, and should have experience using a keyboard and mouse. Students should be comfortable in the Windows® 7 environment, and be able to use Windows 7 to manage information on their computers. Specific tasks the students should be able to perform include: launching and closing applications, navigating basic file structures, and managing files and folders. Before starting this course, students should have completed one or more of the following courses or possess the equivalent knowledge:

- Microsoft Windows 7: Level 1
- An introduction to PCs course
- Microsoft® Office Outlook® 2010: Part 1

### Course-specific Technical Requirements

For this course, you will need one computer serving as the Active Directory Domain Controller and the Exchange Server, and enough classroom computers for the instructor and each student.

The machine running Windows Server® 2010 Enterprise Edition and Exchange Server should have the following minimum hardware configurations:

## Course Outline

- An x64 architecture-based computer with Intel processor that supports Intel Extended Memory 64 Technology (Intel EM64T) or AMD processor that supports the AMD64 platform
- A minimum of 4 GB of RAM per server plus 5 MB of RAM recommended for each mailbox
- Disk partitions formatted as NTFS file systems
- At least 30 GB of disk space for installation
- An additional 500 MB of available disk space for each Unified Messaging (UM) language pack that you plan to install
- 200 MB of available disk space on the system drive
- A DVD-ROM drive, local or network accessible
- A 1024 × 768 resolution or higher monitor
- A keyboard and mouse, or other pointing device
- Paging file size should be equal to the amount of RAM on the server plus 10 MB

Classroom computers (instructor and student) should have the following minimum hardware configurations:

- 1 GHz Pentium®-class processor or faster
- A minimum of 1 GB of RAM recommended
- 10 GB of hard disk or larger; at least 1 GB of free hard disk space available for Office installation
- A DVD-ROM drive
- A keyboard and mouse or other pointing device
- A 1024 x 768 resolution monitor is recommended
- Network cards and cabling for local network access
- Internet access (contact your local network administrator)

Note: To avoid potential issues with installing and configuring the Exchange Server, the machine used for the Exchange Server cannot use both wireless and wired internet access, due to possible conflicts. Please use only a wired connection for the Exchange Server machine. If you have a wireless card installed on the machine you are using for the Exchange Server, you may want to disable or remove it before completing the installation.

- A printer (optional) or an installed printer driver
- A projection system to display the instructor's computer screen

Software requirements for the Active Directory Domain Controller and Exchange Server machine:

- Microsoft® Windows Server® 2008 Standard or Enterprise Edition x64 bit or Windows Server 2008 R2 Standard or Enterprise x64 bit with Service Pack 1
- Microsoft® Exchange Server 2010 with Service Pack 1
- Microsoft® Active Directory®

Prerequisites for Microsoft Exchange Server 2010 include Microsoft .NET Framework 3.5 SP1, Windows PowerShell™ v2.0 (KB-968930), and Office System Converter 2007: Microsoft Filter pack. If these prerequisites are not already installed, the Exchange Server 2010 set up process will prompt and provide links to the installation locations; Internet access is required if the prerequisites are not already installed or available on a local network.

## Course Outline

Software requirements for the classroom computers:

- Microsoft® Office Professional Plus 2010 with Service Pack 1
- Microsoft® Windows® 7 Professional or Ultimate

Note: This course was developed using Windows 7 Ultimate. If you use an older version of Windows such as XP or Windows Vista®, you might notice some slight differences when keying this course.

## Course Content

### Lesson 1: Configure Advanced Message Options

- Topic A: Insert Advanced Characters and Objects
- Topic B: Modify Message Settings, Properties, and Options
- Topic C: Use Automatic Replies

### Lesson 2: Advanced Message Management

- Topic A: Sort Messages
- Topic B: Filter Messages
- Topic C: Organize Messages
- Topic D: Search Messages
- Topic E: Manage Junk Mail
- Topic F: Manage Your Mailbox

### Lesson 3: Advanced Calendar Management

- Topic A: Manage Advanced Calendar Options
- Topic B: Manage Availability Options
- Topic C: Create Calendar Groups
- Topic D: Manage Meeting Responses

### Lesson 4: Advanced Contact Management

- Topic A: Edit an Electronic Business Card
- Topic B: Manage Advanced Contacts Options
- Topic C: Forward Contacts
- Topic D: Export Contacts

### Lesson 5: Managing Activities by Using Tasks and Journal Entries

- Topic A: Assign and Manage Tasks
- Topic B: Record and Modify Journal Entries

### Lesson 6: Sharing Workspaces with Others

- Topic A: Delegate Access to Mail Folders
- Topic B: Share Your Calendar
- Topic C: Share Your Contacts

## Course Outline

### Lesson 7: Managing Outlook Data Files

Topic A: Back Up Outlook Items

Topic B: Change Data File Settings