



Global Knowledge®



**Microsoft** Partner  
Gold Learning

# microsoft training



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**Jeffrey Smithies,**  
**UK Business Development Director for**  
**Microsoft, Global Knowledge**

Jeffrey has a wealth of experience from within the IT industry covering business development, product management, sales and partner engagement. A Qualified Electronics Engineer with 15 years experience covering both the Services and Educational sectors. Jeffrey is responsible for Global Knowledge's Microsoft portfolio to offer more competency-led activities and strengthening existing relationships with leading technology partners, including Microsoft.

### Managed Training Services an easier way to manage your learning

Organisations want to have confidence that the delivery of their staff development services will be managed smoothly. We can help you to develop a solution that shares your corporate values and delivers to your internal standards and processes. We understand the development needs of your people, and can provide a set of services and products designed with you and your organisation in mind, that will constantly evolve to help you stay ahead of you changing business needs.

- » Significant reduction in the direct cost of learning
- » Simple operating structure
- » Proven quality and consistency
- » Increased customer service
- » Enhanced corporate purchasing power

### iConnect – reduce the time and resources spent on training management and administration

iConnect is a simple and powerful online booking system that is designed to make your learning administration and management both cost effective and trouble-free. Whether you're booking a single delegate on a public scheduled course or inviting a number of people to a bespoke learning programme, this fully automated online tool saves you time and resource.

#### It couldn't be easier

- » Online booking
- » Course self-selection by delegates or training administrator
- » Approval and sign off
- » Automated sending of joining instructions and reminders
- » Invoicing and reports

***"It's very important to Kcom that each of our employees learn and develop in a way that suits them best. With Global Knowledge we're confident that people are being given the opportunity to take control of their own learning in a cost-effective and timely way, and which benefits the company overall."***

*Julia Snow, Group Development Consultant at Kcom*

# Microsoft

helping you to maximise performance

In today's world, you rely on your computer to work for you and to run your business. We have over 18 years experience in delivering Microsoft Official Curriculum, and have the ability to create tailored solutions to meet specific customer needs. We have formed a strong partnership with Microsoft to ensure that the learning and certification solutions available to our customers include the latest technologies. We also support Microsoft customers through early adoption process by providing customer awareness seminars and technology courses before the product is released by Microsoft.

## Choose when and how, you want your learning

We offer a range of learning delivery methods to match your requirements, location and budget. We're happy to advise you on how a series of courses can be combined and delivered over a period of time to provide a learning programme that meets your business needs.

- » **Instructor-led training (classroom)** – our expert instructors and hands-on labs provide results-oriented, classroom training. We offer public dates at a wide variety of locations. If a public course is not available, we will work with you to provide an in-company (on-site) alternative.
- » **On-site Learning** – you will receive expert instruction and tailored curriculum delivered at your premises
- » **Virtual learning solutions** – connecting people and enabling them to learn effectively no matter where they are
- » **Virtual Classroom e-Learning** – delivering the same content and labs as the classroom, with a live instructor in real time on the internet
- » **Self-paced e-Learning** – designed to match the training delegates receive during classroom-based learning

In this sense, collaborative learning has given people the flexibility to learn how they want, and to maximise learning potential in a way that structured teaching doesn't allow. Our collaborative learning tool creates communities of practice and communities of learners – experienced practitioners can share experience and learn from each other; cohorts of learners can learn together and reflect on progress and challenges (action learning); inexperienced individuals can benefit from the wisdom of experienced practitioners. Knowledge is captured and shared across the organisation, making best practice available to everyone.

Visit [www.globalknowledge.co.uk/microsoft](http://www.globalknowledge.co.uk/microsoft)

### Join our community



Connect with our community and view all the latest IT and business industry updates, course information, events, webinars, videos and much more!

\* [twitter.com/GKUnitedKingdom](https://twitter.com/GKUnitedKingdom)

\* [youtube.com/user/gkunitedkingdom](https://youtube.com/user/gkunitedkingdom)

*“Global Knowledge does an excellent job of managing our learning services. They have been able to develop a fully functional and effective booking and administration process. They provide full technical support and resolve any issues quickly and smoothly. They have an ability to understand our business and build solutions that continue to improve our operations.”*

*Gareth Reynolds, Channel Development Manager, Microsoft*

# Microsoft Technical Certification

## Technology Series (MCTS) – proven core technical skills on Microsoft technologies

The Technology Series certifications enable professionals to target specific technologies and distinguish themselves by demonstrating in-depth knowledge and expertise in the broad range of specialised technologies. Microsoft Technology Specialists are consistently capable of implementing, building, troubleshooting, and debugging a particular Microsoft technology.

A complete list of the MCTS certifications is available by visiting [www.globalknowledge.co.uk/MCTS](http://www.globalknowledge.co.uk/MCTS)

## Professional Series – professional skills and a proven ability to perform on the job

Professional Series credentials validate a comprehensive set of skills required to be successful on the job. These skills include design, project management, operations management and planning, and they are contextual to the job role. By validating a more comprehensive set of skills, these credentials give candidates and their hiring managers a reliable indicator of on-the-job performance.

A complete list of the MCITP and MCPD certifications is available by visiting [www.globalknowledge.co.uk/MCITP](http://www.globalknowledge.co.uk/MCITP) or [www.globalknowledge.co.uk/MCPD](http://www.globalknowledge.co.uk/MCPD)

## Microsoft Certified Master (MCM)

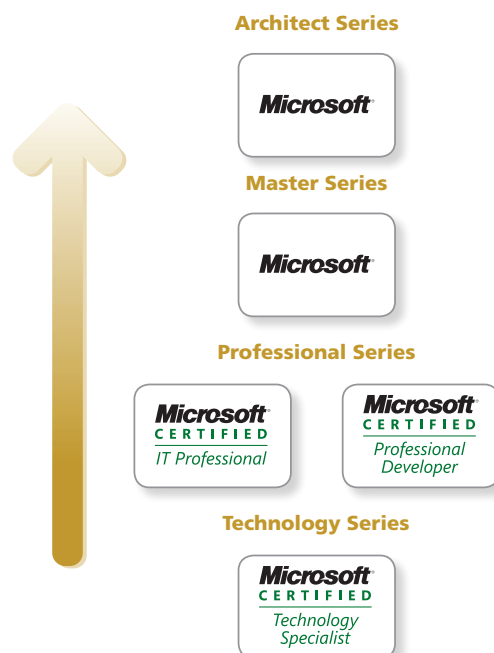
The Microsoft Certified Master (MCM) series offers exclusive, advanced training and certification on Microsoft server technologies to seasoned IT professionals. The strength of Microsoft Master training relies on experience-based curriculum made up of expert-level classroom training and labs. It is presented by instructors from Microsoft and Microsoft partner organisations, experts in their disciplines, who draw upon real-world scenarios to ensure that students learn the most relevant, applicable skills.

For more information on the MCM series please visit [www.globalknowledge.co.uk/microsoft/MCM](http://www.globalknowledge.co.uk/microsoft/MCM)

## Microsoft Certified Architect (MCA)

The Microsoft Certified Architect program helps enable the highest-achieving professionals in IT architecture to distinguish their expertise. If you have proven experience designing and delivering IT solutions for enterprise customers, and technical and leadership skills that surpass those of your peers, consider earning the MCA certification.

For more information please visit [www.globalknowledge.co.uk/microsoft/MCA](http://www.globalknowledge.co.uk/microsoft/MCA)



# Windows 7

## Enhanced desktop environment

Windows 7 is the new Microsoft operating system designed to enhance your organisation's desktop environment. Windows 7 provides improved security and manageability for remote and local PCs, and improves performance and reliability.

- » **Desktop** Introducing improved taskbar previews, bigger icons, pinning, and creative ways to personalise.
- » **Windows Aero** provides amazing graphical features such as the glass effect and 3D flip.
- » **HomeGroup** Takes the headache out of home networking, so it's easier to share files and printers.
- » **Jump Lists** Speedy access to your favorite pictures, songs, websites, and documents.
- » **Snap** A quick (and fun) new way to resize and compare windows on your desktop.
- » **Windows Live Essentials** Must-have software for your PC—free! Get Mail, Photo Gallery, and other favorites.
- » **Windows Search** At last, searching your PC is as simple as searching the web.
- » **Performance improvements** It's designed to sleep and resume quicker, be less memory hungry, and spot USB devices faster.
- » **Full 64-bit support** Windows 7 makes the most of powerful 64-bit PCs, the new desktop standard.
- » **Power management** New power-saving features are designed to help laptops run longer.
- » **Easier wireless networking** Windows 7 gets you online in fewer clicks.
- » **Windows Media Center** Watch, record, and pause live TV (additional hardware required).
- » **Windows Touch** Pair Windows 7 with a touch screen PC and you won't always need a keyboard or mouse.
- » **BitLocker Drive Encryption** ensures the integrity of the data on your Hard Disk if your computer is lost or stolen.
- » **BrancheCache** allows everybody working in a small remote office to benefit from cached content already requested by other client.
- » **DirectAccess** provides a simple way to connect to data at the office without the complexity involved with setting up a VPN.
- » **User Account Control** prevents accidental modification of the system.
- » **Windows Defender** guards your system from unwanted malicious software.



| Exams  |                             |
|--------|-----------------------------|
| 70-680 | MCTS Windows 7, Configuring |

| Courses |  |
|---------|--|
| M6292   | Installing and Configuring Windows 7 Client (3-days) |



| Exam   |  |
|--------|--|
| 70-685 | MCITP Windows 7, Enterprise Desktop Support Technician |

| Courses |  |
|---------|--|
| M50331  | Windows 7 Enterprise Desktop Support Technician (5-days) |



| Exams  |   |
|--------|---|
| 70-686 | MCITP Windows 7, Enterprise Desktop Administrator |

| Courses |  |
|---------|--|
| M6294   | Planning and Managing Windows 7 Desktop Deployment and Environments (5-days) |

# Windows Server 2008

## Increase reliability & flexibility

Windows Server 2008 R2 builds on the award-winning foundation of Windows Server 2008, expanding existing technology and adding new features to enable organisations to increase the reliability and flexibility of their server infrastructures. New virtualisation tools, Web resources, management enhancements, and exciting Windows 7 integration help save time, reduce costs, and provide a platform for a dynamic and efficiently managed data center. Powerful tools such as Internet Information Services (IIS) version 7.5, updated Server Manager and Hyper-V platforms and Windows PowerShell version 2.0 combine to give customers greater control, increased efficiency, and the ability to react to front-line business needs faster than ever before.

## Improving the Web Application Platform

Windows Server 2008 R2 includes many enhancements that make this release the most robust Windows Server Web application platform yet. It offers an updated Web server role, Internet Information Services (IIS) 7.5, and greater support for .NET on Server Core. Design goals for IIS 7.5 concentrated on improvements that enable Web administrators to more easily deploy and manage Web applications that increase both reliability and scalability. Additionally, IIS 7.5 has streamlined management capabilities and provides more ways to customise your Web serving environment.

## Enabling Server and Desktop Virtualisation

Virtualisation is a major part of today's data centers. The operating efficiencies offered by virtualisation allow organisations to dramatically reduce operational effort and power consumption. Windows Server 2008 R2 provides the following virtualisation types: Client and Server virtualisation provided by Hyper-V and Presentation virtualisation with Remote Desktop Services.

## Improving Power Management and Streamlining Management

The ongoing management of servers in the data center is one of the most time-consuming tasks facing IT professionals today. Any management strategy you deploy must support the management of both your physical and virtual environments. To help with this problem, Windows Server 2008 R2 has new features to reduce the ongoing management of Windows Server 2008 R2 and to reduce the administrative effort for common day-to-day operational tasks.

## Scalability and Reliability

Windows Server 2008 R2 is capable of unprecedented workload size, dynamic scalability, and across-the-board availability and reliability. A host of new and updated features will be available, including leveraging sophisticated CPU architectures, increased operating system componentisation, and improved performance and scalability for applications and services.

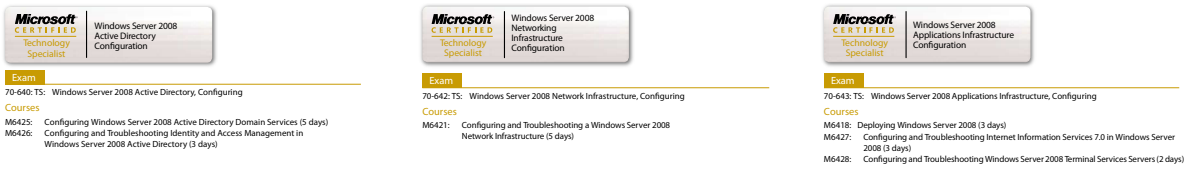
**For information on Hyper-V and Remote Desktop Services (formerly known as Terminal Services) please see page 13.**

***“ Managing the learning demands of a technical community constrained at times by our Island location can be challenging when trying to maximise value for time and cost. Travel expenses are a necessary but unwelcome evil. Therefore the opportunity to work with Global Knowledge on their new virtual learning offering was an opportunity that we grabbed. Having now experienced the virtual experience and received very enthusiastic feedback from our staff, we have no hesitation in recommending Global Knowledge.”***

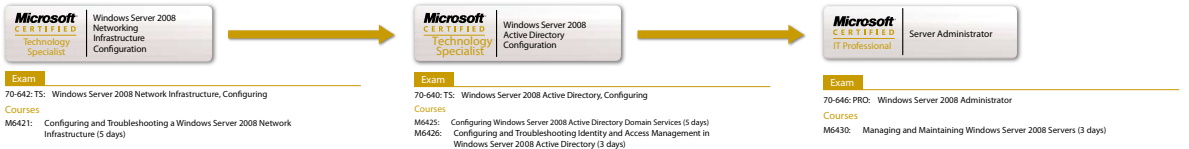
*Andy Pirie, Corporate Solutions , Product Manager, Manx Telecom*

# Certification Paths at a Glance

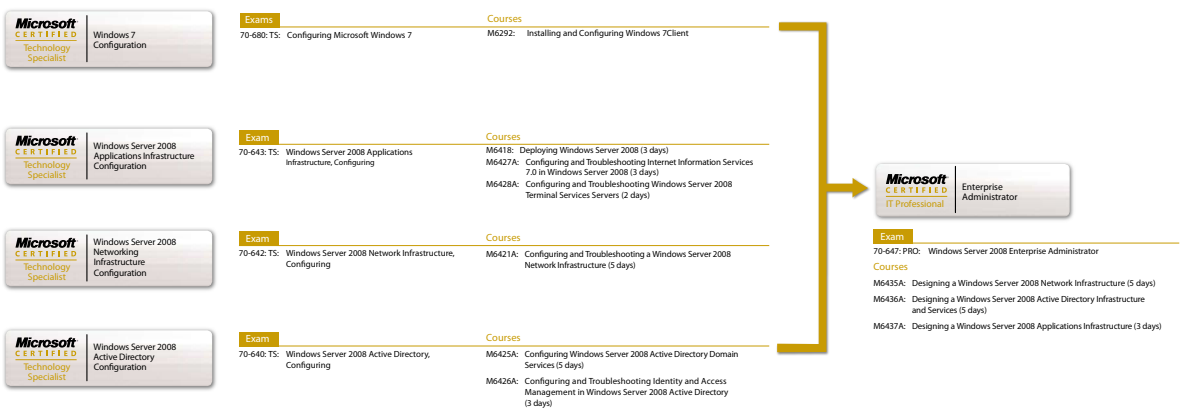
## TECHNOLOGY SPECIALIST PATHS – ONE EXAM TO EARN EACH OF THE MCTS CERTIFICATIONS



## MCITP: SERVER ADMINISTRATOR – THREE EXAMS TO EARN THE MCITP – SERVER ADMINISTRATOR



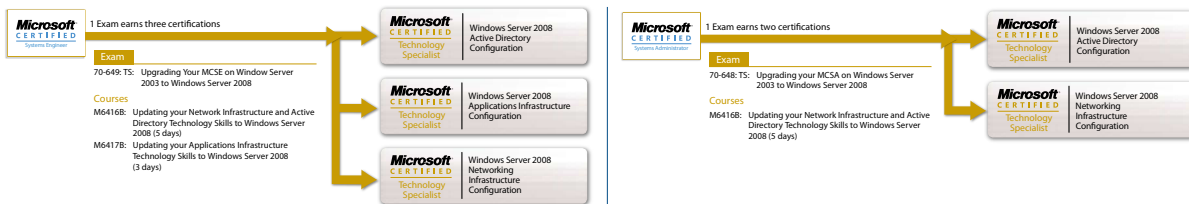
## MCITP: ENTERPRISE ADMINISTRATOR – FIVE EXAMS TO EARN THE MCITP – ENTERPRISE ADMINISTRATOR



## Windows Server 2008 Certification Upgrade paths

### WINDOWS SERVER SKILLS TRANSITION – ONE TRANSITION EXAM EARNS MULTIPLE MCTS CERTIFICATIONS

Concise path for the Windows Server 2003 MCSE, MCSA IT Pro to transition skills and credentials to the credentials for Windows Server 2008

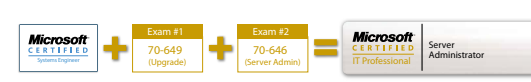


### MCSE 2003 TO MCITP

Three exams to transition to MCITP – Enterprise Administrator

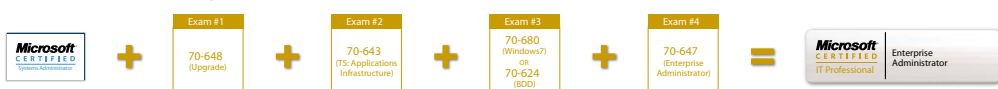


Two exams to transition to MCITP – Server Administrator



### MCSA 2003 TO MCITP

Four exams to transition to MCITP – Enterprise Administrator



Two exams to transition to MCITP – Server Administrator



Courses and exam numbers and titles may change

# PowerShell

## And Why It Matters To You

*Thomas Lee – PowerShell MVP and Independent PowerShell Guru*

PowerShell is Microsoft's task automation platform. PowerShell now ships as a fully installed component of Windows (including Windows 7 and Server 2009 R2). Versions for Windows XP, Windows Vista, Server 2003, 2003R2 and 2008 are available for download from Windows update.

PowerShell includes a powerful scripting engine that is built on top of the .NET Framework. It includes cmdlets (small commands that do useful things) that can be combined via a Unix-like pipeline and a Unix line pipeline to link the output of one cmdlet as input to the next. This means shorter and simpler scripts than possible with earlier products. PowerShell also includes the ability to access older COM and WMI objects and to work across these three stacks seamlessly.

Another key feature of Version 2 is remoting, which makes running scripts on remote machines trivial – for example in one line of code, you could look at every server in your organisation, check for the existence of a hotfix and install it if needed. Windows server provides several hundred task focused cmdlets that provide management capability over all aspects of Windows – these can be enhanced with a variety of community developed extensions. All key Microsoft servers (Exchange 2010) SQL 2008, SharePoint 2010 as well as the System Center suite) provide PowerShell management tools.

As an IT Pro, if you don't know PowerShell, you will shortly find yourself looking for a new career. So jumpstart your use of PowerShell in your organisation today – enroll on a basic PowerShell class to push through the learning curve, or bring your deeper problems along to the unique PowerShell Master Class (© PS Partnership 2010).

| Course |   |
|--------|---|
| M10325 | Automating Administration with Windows PowerShell 2.0 |

# Exchange Server 2010

## Achieve new levels of reliability

In a time when your organisation requires its communication tools to be cost-effective and flexible, Microsoft Exchange Server 2010 enables you to achieve new levels of reliability and performance by delivering features that simplify your administration, help protect your communications, and delight your users by meeting their demands for greater business mobility. Microsoft Exchange, the cornerstone of Microsoft's unified communications solution, has long been the choice of organisations like yours to enable rich and productive collaboration among its users. The latest release of Exchange can help you achieve better business outcomes while controlling the costs of deployment, administration, and compliance. Exchange delivers the widest range of deployment options, integrated information leakage protection, and advanced compliance capabilities, that combine to form the best messaging and collaboration solution available.

- » Simplified High Availability and Disaster Recovery
- » Ease Administration & Lower Support Dependency
- » Greater Mobility and Flexible Access
- » Ease Inbox Overload and Increase Productivity
- » Transform Traditional Voice Mail
- » Achieve and Maintain Compliance
- » Safeguards for Sensitive Information
- » Reduced Risk of Malware and Spam

# Exchange Server 2010

Microsoft Exchange is the leading corporate email platform and version 2010 is a powerhouse of a product. Major changes to the storage and transport subsystems have reduced disk i/o by 70% when compared to Exchange 2007 and 90% when compared to Exchange 2003. Exchange 2010 has been designed to support mailboxes of over 10GB and 100,000 items per folder and provide very good performance. Exchange has also been tuned for use on Tier 2 7200 RPM SATA disks allowing companies to use less expensive disks and save money on their disk subsystems.

Exchange 2010 brings high availability to new heights. Setting up your high availability solution is now managed from within Exchange and very easy to accomplish. Up to 16 copies of any database can be maintained including across sites. This provides both high availability and the option to run Exchange without backups.

Mailbox management and compliance are now supported by retention policies, single item recovery and the ability to search mailboxes across the organisation. Single time recovery allows administrators to configure Exchange to keep messages that have been deleted by users and maintain original versions of messages that have been changed by end users.

Global Knowledge has been involved in the UK training programme for Exchange 2010 since the beta release of the course and therefore have over 9 months of experience in delivering Exchange courses. We have also been involved in various migrations including Exchange 2003, 2007 and Lotus Notes.

Corporate acceptance of Exchange 2010 as a ground breaking product is leading to very high take up. With 60% of companies currently using Exchange 2003 training on Exchange 2010 is a must. There are many changes and therefore much to learn. It's time to get your Exchange skills up to date with an Exchange 2010 course.



| Exams  |  |
|--------|--|
| 70-662 | MCTS Microsoft Exchange Server 2010, Configuring |

| Courses |  |
|---------|--|
| M10135  | Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010 |



| Exams  |  |
|--------|--|
| 70-663 | MCITP Designing and Deploying Messaging Solutions with Microsoft Exchange 2010 |

| Courses |  |
|---------|--|
| M10233  | Designing and Deploying Messaging Solutions with Microsoft Exchange 2010                                 |
| M10508  | Planning, Deploying and Managing Microsoft Exchange 2010 Unified Messaging                               |
| M10165  | Updating your Skills from Microsoft Exchange Server 2003 or Exchange Server 2007 to Exchange Server 2010 |

# Unified Communications

## Deliver complete communications

Microsoft unified communications technologies use the power of software to deliver complete communications messaging, voice, and video across the applications and devices that people use every day.

Integrating the experiences you associate with the telephone phone calls, voice mail, and conferencing the work you do on a computer documents, spreadsheets, instant messaging, e-mail, and calendars has the power to fundamentally change the way people work.

For more information visit [www.globalknowledge.co.uk/microsoft/uc](http://www.globalknowledge.co.uk/microsoft/uc)

# Lync Server 2010

## Deliver complete communications

Microsoft® Lync ushers in a new connected user experience transforming every communication into an interaction that is more collaborative, engaging, and accessible from anywhere. For IT, the benefits are equally powerful, with a highly secure and reliable system that works with existing tools and systems for easier management, lower cost of ownership, smoother deployment and migration, and greater choice and flexibility.

### Single unified platform

Microsoft Lync Server 2010 is built from the ground up to be a single platform that can enhance, extend, and even replace traditional and IP PBX systems.

#### » Full set of voice features

Support common calling features such as, answer, forward, transfer, hold, divert, release, and park, and extend these capabilities outside the office via secured Internet access without requiring a VPN connection.

#### » A simpler solution to deploy and manage

Microsoft Lync Server 2010 provides a highly secure and reliable system that works with Active Directory, Microsoft Exchange Server, and Microsoft SharePoint technologies, and uses Microsoft management tools to facilitate easier management and lower cost of ownership. Interoperability with existing systems enables smoother deployment and migration.

#### » Easily-leveraged programmable interfaces for embedding

Documented APIs using familiar technology make it easy to embed communications in business applications and processes.

#### » Support for on-premises and hosted environments\*

Microsoft Lync Server 2010 can be deployed on-premises or in a service-based (hosted) or hybrid environment. A service-based option can deliver faster deployment, regularly updated software, and more time to focus on strategic tasks and initiatives.

For more information on Lync 2010 user interface and to find out how Global Knowledge can help you adopt and utilise the functionality when deploying Lync, see page 17 or visit [www.globalknowledge.co.uk/lync](http://www.globalknowledge.co.uk/lync)

| Exams  |  |
|--------|--|
| 70-664 | Microsoft Lync Server 2010, Configuring    |
| 70-665 | Microsoft Lync Server 2010, Administrating |

| Courses |   |
|---------|---|
| M10533  | Deploying, Configuring and Administering Microsoft Lync Server 2010 |
| M10534  | Planning and Designing a Microsoft Lync Server 2010 Solution        |

# SQL Server 2008

## Manage any data, any place, any time

SQL Server 2008 delivers on Microsoft's Data Platform vision by helping your organisation manage any data, any place, any time. Store data from structured, semi-structured, and unstructured documents, such as images and rich media, directly within the database. SQL Server 2008 delivers a rich set of integrated services that enable you to do more with your data such as query, search, synchronise, report, and analyse.

SQL Server 2008 provides the highest levels of security, reliability, and scalability for your business-critical applications. To take advantage of new opportunities in today's fast-moving business world, companies need the ability to create and deploy data-driven solutions quickly. SQL Server 2008 reduces time and cost of management and development of applications.

Access data from across your enterprise and provide control over your data no matter where it's stored—from the largest servers within the data center to desktops to mobile devices. SQL Server 2008 provides a comprehensive platform that delivers intelligence where your users want it. Information workers can access data directly using the tools they use every day, such as the 2007 Microsoft Office system.

### Business Intelligence

Learn how SQL Server 2008 provides a scalable business intelligence platform optimised for data integration, reporting, and analysis, enabling organisations to deliver intelligence where users want it.

### Virtualisation and Server Consolidation

Server virtualisation, also known as hardware virtualisation, is a hot topic in the IT world because it can provide dramatic cost savings while enhancing a company's agility.

### Server Consolidation

Read about how SQL Server 2008 reduces hardware and maintenance costs by providing a flexible server consolidation solution with enterprise-class manageability and performance.

### OLTP

Find out how SQL Server 2008 provides a scalable, high performance database engine for mission-critical applications that require the highest levels of availability and security, while reducing the total cost of ownership through enhanced enterprise-class manageability.

### Data Warehousing

Discover how SQL Server 2008 provides a comprehensive and scalable data warehouse platform that enables organisations to integrate data into the data warehouse faster, scale and manage growing volumes of data and users, while delivering insights to all users.

### Application Development

See how SQL Server 2008 is at the heart of a comprehensive data programmability platform that enables you to access and manipulate business-critical data from a variety of diverse devices, platforms, and data.

| Courses | No Certification Presently Aligned                                      |
|---------|---|
| M2778   | Writing Queries Using MS SQL Server 2005 and 2008 Transact-SQL (3-days) |



| Exams  |  |
|--------|--|
| 70-432 | MCTS Microsoft SQL Server 2008, Implementation and Maintenance |

| Courses |  |
|---------|--|
| M6231   | Maintaining a Microsoft SQL Server 2008 Database (5-days)  |
| M6232   | Implementing a Microsoft SQL Server 2008 Database (5-days) |



| Exams  |   |
|--------|---|
| 70-448 | MCTS Microsoft SQL Server 2008, Business Intelligence Development and Maintenance |

| Courses |   |
|---------|---|
| M6234   | Implementing and Maintaining Microsoft SQL Server 2008 Analysis Service (3-days)    |
| M6235   | Implementing and Maintaining Microsoft SQL Server 2008 Integration Service (3-days) |
| M6236   | Implementing and Maintaining Microsoft SQL Server 2008 Reporting Service (3-days)   |

# System centre

## Manage physical & virtual IT

System Center solutions help IT pros manage the physical and virtual information technology (IT) environments across data centers, client computers, and devices. Using these integrated and automated management solutions, IT organisations can be more productive service providers to their businesses.

### » System Center Configuration Manager R2:

System Center Configuration Manager\* comprehensively assesses, deploys, and updates servers, client computers, and devices across physical, virtual, distributed, and mobile environments. Optimised for Windows and extensible, it is the best choice for gaining enhanced insight into and control over IT systems.

### » System Center Operations Manager:

System Center Operations Manager\* is the end-to-end service-management product that is the best choice for Windows because it works seamlessly with Microsoft software and applications, helping organisations increase efficiency while enabling greater control of the IT environment.

### » System Center Data Protection Manager:

System Center Data Protection Manager\* is the new standard for Windows backup and recovery, delivering continuous data protection for Microsoft application and file servers using seamlessly integrated disk and tape media. System Center Data Protection Manager enables rapid and reliable recovery through advanced technology for organisations of all sizes.

### » System Center Virtual Machine Manager 2008:

Virtual Machine Manager (VMM) 2008 enables customers to configure and deploy new virtual machines and centrally manage physical and virtual infrastructure from one console. New to this version of VMM is multi-vendor virtualisation platform support, Performance and Resource Optimisation (PRO) and enhanced support of "high availability" host clusters, among other new features.

### » System Center Service Manager:

Discover how System Center Service Manager solutions can help you in deploying, monitoring, protecting, and managing your server infrastructure.



| Exams  |   |
|--------|---|
| 70-400 | MCTS Microsoft System Center Operations Manager 2007, Configuring |

| Courses |  |
|---------|--|
| M50028  | Managing System Center Operations Manager 2007 (5-days)                            |
| M50216  | System Center Operations Manager, Advanced configuration & administration (3-days) |



| Exams  |  |
|--------|--|
| 70-401 | MCTS Microsoft System Center Configuration Manager 2007, Configuring |

| Courses |  |
|---------|--|
| M6451   | Planning Deploying and Managing System Center Configuration Manager (5-days) |



| Exams  |  |
|--------|--|
| 70-403 | MCTS Microsoft System Center Virtual Machine Manager 2008, Configuration |

| Courses |   |
|---------|---|
| M6331   | Deploying and Managing System Center Virtual Machine Manager (3-days) |

| Courses |   | No Certification Presently Aligned |
|---------|---|------------------------------------|
| M50023  | Implementing System Center Data Protection Manager 2007 |                                    |

| Courses |   | No Certification |
|---------|---|------------------|
| M50217  | Planning, Deploying and Managing Microsoft System Center Service Manager 2010 |                  |

# System Center Configuration Manager

## with App-V

SCCM as it is known is in its 4th iteration and is a well-established product in the market place. So what does App-V give to the features of SCCM?

SCCM is all about managing the corporate desktop and this means that IT administrators need to deploy software to many hundreds or thousands of desktops. This can take the form of applications, either written in house or purchased, as well as software updates and operating systems. What App-V brings to SCCM R2 is application virtualisation.

Application virtualisation means that when an application is deployed to the desktop it is shielded from other applications, the registry and the file system through the use of a virtual "sandbox". Some of the benefits of this are a reduction in regression testing. Testing takes time which is money. Running the application in its own sandbox means that the application does not conflict with other application and therefore reduces the need for testing. A caveat though! Not all application can be virtualised, most noticeably those which need access to hardware devices. So for example you could have Office 2007 running alongside Office 2010! The IT administrator can also utilise App-V on Terminal Services.

To create our virtual application we need to sequence it, which means taking an app and creating it with the files need to support our virtual app in our infrastructure. And our infrastructure in this case is of course – SCCM R2. Because we are using SCCM R2 we are able to utilise all the existing distribution points, which are there supporting "normal" software distribution. We are also able to utilise the SCCM client agent, which is cool as we don't need to have multiple agents installed on the corporate desktops. The administrator will need to be competent in SCCM and in APP-V to implement this but the benefits are clear. At Global Knowledge we can offer training on SCCM and App-V, although the App-V curriculum is included within the Desktop Virtualisation course (M10324) courses. Naturally, as you would expect, we can customise the training to include only the App-V product.

**Look out for the next version of SCCM which has just been released into public Beta and is currently expected in 2012.**

*" Global Knowledge is a trusted Microsoft partner and has achieved the Advanced status in Certified Partner for Learning Solution (CPLS) program. They provide a seamless extension to our customers own training function which we believe is fundamental to making these relationships work. Learning is achieved in ways that reduce the time spent away from the workplace and delivered at a pace at which the learner is comfortable, Global Knowledge have a broad portfolio of learning solutions and use advanced technologies to make skills available in the right place at the right time. We collaborate with Global Knowledge on readiness programs ensuring Microsoft partners are skilled on new products to support market demand and as a CPLS they continue to develop innovative learning options that allow customer to be proficient with the technologies"*

Garry Corcoran, Microsoft UK

# Virtualisation

“Hey, haven’t you heard there’s a revolution going on!”

If there is one word on everyone’s lips at the moment its virtualisation! Now to be fair this is a technology that’s been around a while but it still amazes me how many people haven’t got on board yet. Basically there are 3 types of virtualisation:

1. Machine Virtualisation
2. Desktop Virtualisation
3. Application Virtualisation

In this short article I hope to bring you up to speed on each of them as well examples of when and where to use them. Firstly let’s talk about the Machine Virtualisation:

**Machine virtualisation** is essentially an efficient, isolated duplicate of a real machine. It means for example that users can work with multiple virtual machines at any time. Now don’t confuse them with simulations, these virtual machines or VMs can perform exactly the same functions on the network as any physical machine. Each VM can run its own independent operating system and act either as a stand-alone machine or as part of a corporate infrastructure.

At the moment major players include Microsoft, VMware, Citrix and Sun Microsystems, all who have options for personal and business customers. An example is Microsoft Virtual PC 2007 which brings virtualisation technologies to the desktop. At launch, Windows 7 introduced a number of enhancements including Windows XP Virtual Desktop Mode. A perfect environment for solving compatibility issues as well as providing the ability to easily dual boot from a physical machine into a virtual machine.

However it is with Enterprise computing that virtualisation has come of age. Made possible with improvements in processor technology and Power Management businesses can enjoy increased security, improved ROI and enjoy major cost savings on hardware and running costs. Also, new and innovative technologies like VMware’s V-Motion or Microsoft’s Live Migration ensure that your business is up 24/7.

With so many players, managing multiple systems could be a real headache, but have no fear vendors including Microsoft have been fast to produce multi-platform management software, solutions such as System Centre Virtual machine Manager or SCVMM provide a great out the box solution for not only deploying and managing both Hyper-V and VMware virtual machines but also provide migration and troubleshooting solutions.

**Desktop Virtualisation** – In its youth Terminal Services was included with Windows NT and not only provided a remote desktop solution for administrators but also a platform for users to run controlled desktops and applications . Although most operating systems have remote desktop functionality the ability to manage virtual desktops on an enterprise scale is limited. If this sounds familiar MED-V is an great solution which provides enterprise class management tools and full integration with the Windows platform.

With the launch of Windows Server 2008 & 2008 R2 that all changed. Terminal Services became Remote Desktop Services (RDS) and included some truly innovative technologies. The most notable of these is of course is **Application Virtualisation**, the ability to seamlessly run an application and know that all the hard work is taking place on the back end server.

**Together with V-Alliance, we will help you achieve your goals for efficiency, cost reductions, compliance integrated management and security**

The role of IT is changing. Now, more than ever, IT needs to operate closer to the business and businesses need to transform their IT into a lean and integrated business tool.

Citrix® and Microsoft® are offering you the reality of the Optimised Desktop, and with Cloud Computing becoming more relevant, it’s important to prepare for the next IT evolution.

The V-Alliance is shared between Microsoft, Citrix, and Intel®. The goal of the alliance is to provide you with a central place to find all the materials you need to address your customers needs for delivering the ultimate desktop.

# Virtualisation

Now, the above is great if you plan to allow users to access remote applications from locations which have permanent connections. But this unfortunately is not always the case. In this situation Microsoft APP-V provides additional functionality which sits on top of Windows Server 2008 R2 – Remote Desktop Services and allows application caching where by remote applications can be deployed via group policy and can remain on user's machines for limited or extended periods. Reasons for this may include mobile users or cases of lost network or internet connectivity.

Finally I could not discuss virtualisation without mentioning cloud computing. Like it or not virtualisation has evolved and the result is not only mammoth computing power put unlimited storage, all at a time when you need it and at a cost which won't break the bank. So there you have it, if you have discovered virtualisation then it's time to get on board, otherwise you may just miss the boat!

For more information on the product mentioned here visit the following sites for more information:

Microsoft - <http://www.microsoft.com/virtualization/en/us/default.aspx>

## Our Virtualisation Portfolio

### Hyper-V

Windows Server 2008 R2 introduces a new version of Hyper-V. Hyper-V in Windows Server 2008 R2 includes a number of core areas of improvement for creating dynamic virtual data centers including increased availability and performance, improved management, simplified methods for deployment and new features including live migration.

### Remote Desktop Services (formerly known as Terminal Services)

Remote Desktop Services provides users and administrators with both the features and the flexibility necessary to build the most robust access experience in any deployment scenario. To expand the Remote Desktop Services feature set, Microsoft has been investing in the Virtual Desktop Infrastructure, also known as VDI. VDI is a centralised desktop delivery architecture, which enables Windows and other desktop environments to run and be managed in virtual machines on a centralised server.

### Centralised management system

Microsoft provides an end-to-end suite of Virtualisation products and technologies all tied together by a centralised management system.

### Server Virtualisation

Hardware Virtualisation uses software to create a Virtual Machine (VM) that emulates a physical computer. This creates a separate OS environment that is logically isolated from the host server. By providing multiple VMs at once, this approach allows several operating systems to run simultaneously on a single physical machine.

### Application Virtualisation

In a physical environment, every application depends on its OS for a range of services, including memory allocation, device drivers, and much more. Incompatibilities between an application and its operating system can be addressed by either server Virtualisation or presentation Virtualisation; but for incompatibilities between two applications installed on the same instance of an OS, you need application Virtualisation.

| Courses | No Certification Presently Aligned   |
|---------|--|
| M6428   | Configuring and Troubleshooting Windows Server 2008 Terminal Services (2-days) |

| Exam   |   |
|--------|---|
| 70-659 | MCTS Windows Server Virtualisation, Configuration |

| Courses |  |
|---------|--|
| M10215  | Implementing and Managing Windows Server 2008 Hyper-V (3-days) |

| Exam   |                        |
|--------|------------------------|
| 70-669 | Desktop Virtualisation |

| Courses |  |
|---------|--|
| M10324  | Managing Enterprise Desktops using the Microsoft Desktop Optimisation Pack (includes App-V) (5-days) |

| Exam   |                     |
|--------|---------------------|
| 70-693 | Windows Server 2008 |

| Courses |   |
|---------|---|
| M50273  | Planning and Designing Microsoft Virtualisation Solutions |

# SharePoint 2010

Microsoft SharePoint 2010 enables your people to set up Web sites to share information with others, manage documents from start to finish, and publish reports to help everyone make better decisions.

## Making it easier for people to work together

### » Connect and empower your people

Microsoft SharePoint Server 2010 and SharePoint online offer seamless integration with Microsoft Office 2010 and provides an exceptional user experience for accessing, editing, and publishing documents and other content, whether inside or outside of a firewall.

### » Rapidly respond to business needs

As your business changes, you can customise SharePoint to meet your changing needs, including navigation, security access and general look and feel. You can change retention and auditing policies, expiration periods, and access rights. You can also customise it to share data in both directions with a line-of-business application such as your financial or customer relationship management system, helping ensure consistent information sharing regardless of technical skill.

### » Control costs with unified content sharing

Using this business collaboration platform, you can benefit from integrated capabilities and enterprise-class management tools over your intranet, extranet, or the Internet. You can choose an online subscription, a server running at your business, or a combination of the two, paving the way for you to optimise your IT resources and significantly lower costs for your productivity solution

## 94% were very satisfied with the instructors knowledge and real-life examples

- » 4% were very satisfied with the instructors knowledge and real-life examples
- » 90% felt that the way the training was delivered would help them to ensure learning was put into action when back in the workplace
- » 92% of delegates expect their individual performance to improve significantly since attending a Global Knowledge course



| Exam   |  |
|--------|--|
| 70-667 | Microsoft SharePoint 2010, Configuring |

| Course |  |
|--------|--|
| M10174 | Configuring and Managing Microsoft SharePoint 2010 |



| Exam   |  |
|--------|--|
| 70-668 | Microsoft SharePoint 2010, Administrator |

| Course |  |
|--------|--|
| M10231 | Designing and Deploying a Microsoft SharePoint 2010 Infrastructure |



| Exam   |  |
|--------|--|
| 70-573 | Microsoft SharePoint 2010, Application Development |

| Course |   |
|--------|---|
| M10231 | Developing and Customising Applications for Microsoft SharePoint 2010 |



| Exam   |   |
|--------|---|
| 70-576 | Designing and Developing Microsoft SharePoint 2010 Applications |

| Course |  |
|--------|--|
| M10232 | Designing Applications for Microsoft SharePoint 2010 |

# Microsoft Lync 2010 User Interface

Microsoft® Lync ushers in a new connected user experience transforming every communication into an interaction that is more collaborative, engaging, and accessible from anywhere. For IT, the benefits are equally powerful, with a highly secure and reliable system that works with existing tools and systems for easier management, lower cost of ownership, smoother deployment and migration, and greater choice and flexibility.

## Connected end user experience

Users seek communications tools that make their work easier and are available anywhere, anytime—including within the context of other applications. Microsoft Lync 2010 provides a single interface that unites voice communications, IM, and audio, video, and web conferencing into a richer, more contextual offering.

### » Find and communicate with the right person

Rich presence including pictures, skill search, location information, and more gives users the context they need to make smart communication choices including built-in instant messaging capability. Users can add and connect with users on Public IM services such as Windows Live, AOL, and Yahoo! and communicate with them using their single work identity.

### » Create a more fun work environment by building social connections

The rich experience of Lync 2010 helps workers make connections across time and distance with picture-enhanced presence, automatic frequent contacts lists, and activity feeds for keeping up with co-workers.

### » Make every interaction a near face-to-face meeting

Transform any conversation to include high-resolution video-, application-, and desktop-sharing and be fully present in meetings without making the physical trip.

### » Communicate with context from Microsoft Office applications

The visually compelling experience of Lync 2010 is consistent throughout Microsoft Office and other business applications, including color-coded presence icons, pictures, high-resolution video, and desktop sharing.

### » Stay connected from virtually anywhere

A single experience across the PC, phone, or web means that users have the choice to connect from many devices.

For more information on Microsoft Lync and to find out how Global Knowledge can help you adopt and utilise the functionality, visit [www.globalknowledge.co.uk/lync](http://www.globalknowledge.co.uk/lync)

| Exam   |   |
|--------|---|
| 70-664 | Microsoft Lync Server 2010, Configuring |

| Course |  |
|--------|--|
| M10533 | Deploying, Configuring, and Administering Microsoft Lync Server 2010 |

| Exam   |   |
|--------|---|
| 70-665 | Microsoft Lync Server 2010, Administrator |

| Course |  |
|--------|--|
| M10534 | Planning and Designing a Microsoft Lync Server 2010 Solution |

## What our customers say about Global Knowledge Instructors...

"The instructor is one of the best technical instructors I have ever met. He is really very competent and eager to help (and can help) with any question raised. I would like to say a personal thank you to him for this course and especially for the additional materials (in a pdf file) he has provided - it was really helpful."

"Excellent instructor with excellent real world experience and knowledge"

"I thought Dave was an excellent trainer and I really enjoyed his teaching style for this course. I felt that I learnt a lot from him and he had some excellent ways of getting his teaching across."

"One of the best instructors I have encountered"

"I was very impressed with the knowledge and experience of the instructor. He was able to fully explain the technology and it's integration and inter-operability with other technologies. I gained a lot of information which will enable to bring new dimensions to my designs for customers."

# Microsoft Training 365

online learning subscription service



The Microsoft Training 365 Subscription from Global Knowledge offers a helping hand to software developers, IT professionals and office workers. It provides complete access to every Microsoft online training course for new and old versions of Microsoft products, including Microsoft Office and Windows, developer tools, server software and productivity application. As a Microsoft training subscriber you can use the courses to develop your skills, test new practices and improve your productivity – for a fraction of the cost compared to purchasing these or similar Microsoft training courses individually.

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- » Windows 7
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- » Visual Studio
- » Office 2000

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- » SQL 2008 and 2005
- » SharePoint
- » Visual Studio / .NET Framework

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# Microsoft Software Assurance

## for Volume Licensing

Microsoft's maintenance programme is called Software Assurance. It is designed to help customers realise the full value of their Software Investment, by offering a range of benefits including but not limited to the following:

- » Easier Budgeting & Spreading Payments Annually - Desktop Deployment Planning Services
- » Technical Training Vouchers - 24x7 Problem Resolution Support
- » Virtual PC Express - New Version Rights
- » e-learning

Customers who purchase Software Assurance membership with their Open, Select or Enterprise Agreements can access these benefits via their Microsoft Volume Licensing System (MVLS). As a Global Knowledge Software Assurance Customer, you have privileged access to the following complimentary benefits:

- » Provision of management of your vouchers removing the administration overheads
- » Benefits outsourcing through MVLS for customers
- » Basic Training Needs Analysis for customers with vouchers in excess of 50 days
- » Ability to run on-site courses using existing vouchers at a competitive value
- » Ability to schedule extra courses using vouchers

This unique programme will give you access to a dedicated team to help you take advantage of the great benefits of Microsoft Software Assurance. Get to know the benefits and discover the value of Software Assurance for your business!

## Fit4Business®

### Helping Microsoft partners prepare for their MPN skills requirements

The original managed solution to help channel partners track their multi-vendor certifications, covering Microsoft, Cisco and VMware. This unique program, called Fit4Business® helps drive return-on-investment throughout the certification process. It is an end-to-end solution resulting in an easy-to-use, reliable and cost effective environment. It demystifies the perceived complexities associated with vendor certification requirements for channel partners.



**FIT4BUSINESS**®  
THE CHANNEL PARTNER PROGRAMME

Our Fit4Business® program helps partners develop skills competencies and job roles. It is based on a tried and tested methodology that is easy to implement, monitor, evaluate, and follow up. Fit4Business® enables efficient consultancy, accurate requirements calculations and on-going partner status management.

***“A Microsoft partner for eighteen years, they have advanced solutions and certification training on all major Microsoft product lines. Additionally, Global Knowledge provides training for a large percentage of Microsoft’s end user customers and our partner community. Their commitment to partner enablement has been led by their Fit4Business programme. They are a strategic partner in all aspects of Microsoft’s business from sales to product business units to internal employee development.”***

*Gareth Reynolds, Channel Development Manager, Microsoft*



Global Knowledge®



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Gold Learning

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**Aspect Ltd and Global Knowledge, working in collaboration...**

“Global Knowledge has definitely shown themselves to be more than just a ‘partner’. I am delighted with what we have accomplished so far and look forward to a lasting relationship with them. I appreciate their efforts toward continuous improvement and know that that has had a huge impact on our success. The training solution Aspect and Global Knowledge built has led to a broader, collaborative partnership on other training ventures.”

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