

Microsoft Certified Solutions Expert Syllabus

70-410 Installing & Configuring Windows Server 2012 R2 Exam Ref Az-204
Developing Solutions for Microsoft Azure Training Kit (Exam 70-461): Querying
Microsoft SQL Server 2012 Exam 70-413 Designing and Implementing a Server
Infrastructure Exam Ref 70-483 Programming in C# (MCSD) Architecting Microsoft
Azure Solutions - Exam Guide 70-535 MCSA Microsoft Windows 10 Study
Guide MCSA Windows Server 2016 Study Guide: Exam 70-742 MCSA Windows
Server 2016 Complete Study Guide Exam Ref 70-342 Advanced Solutions of
Microsoft Exchange Server 2013 (MCSE) Installing and Configuring Windows 10:
70-698 Exam Guide The Ultimate Guide to Microsoft Certification MCSD Certification
Toolkit (Exam 70-483) Exam Ref 70-744 Securing Windows Server 2016 Exam Ref
70-740 Installation, Storage and Compute with Windows Server 2016 Exam Ref
AZ-300 Microsoft Azure Architect Technologies Introducing Windows Server 2012
Rtm Edition MCSA 70-687 Cert Guide Exam Ref 70-745 Implementing a Software-
Defined Data Center MCTS 70-640 Cert Guide Microsoft Server 2012 Certification -
Exam 70-412 MCSA Windows Server 2012 R2 Configuring Advanced Services Study
Guide Exam Ref 70-695 Deploying Windows Devices and Enterprise Apps
(MCSE) Exam Ref 70-398 Planning for and Managing Devices in the Enterprise MCSA
Windows Server 2012 Complete Study Guide Exam Ref 70-341 Core Solutions of
Microsoft Exchange Server 2013 (MCSE) Effective Help Desk Specialist
Skills Deploying SharePoint 2016 Exam Ref 70-345 Designing and Deploying
Microsoft Exchange Server 2016 Exam 70-414 Implementing an Advanced Server
Infrastructure Lab Manual AWS Certified Solutions Architect Official Study
Guide Implementing Microsoft Azure Infrastructure Solutions: Exam Guide
70-533 Exam 70-414 Implementing an Advanced Server Infrastructure Exam 70-412
Configuring Advanced Windows Server 2012 Services MCSA 70-410 Cert Guide
R2 Exam Ref 70-345 Designing and Deploying Microsoft Exchange Server
2016 MCSA/MCSE 70-290 Exam Cram Exam Ref AZ-203 Developing Solutions for
Microsoft Azure Exam 70-413 Designing and Implementing a Server
Infrastructure MCSA Windows Server 2016 Study Guide: Exam 70-740

70-410 Installing & Configuring Windows Server 2012 R2

Which Microsoft Certification should you choose? This book give you the answers you need, so you can advance your career."I find this book quite useful based on what I have seen so far. And I believe, it's gonna be a good resource to learn more about the updated Microsoft certifications" - Shashi Kumar Microsoft Certification offers learning and career growth paths for self-paced learners looking to grow their skills and stay up-to-date in the rapidly changing landscape of the Microsoft Azure cloud. What certifications are available for beginners, or experienced engineers? What about for those new to IT? What about for the experts looking to go the extra mile? Find out how to earn the certification that is best for you, your experience, and your individual career goal!

Exam Ref Az-204 Developing Solutions for Microsoft Azure

Over 1,000 pages of comprehensive exam prep for the entire MCSA Windows Server 2016 certification process MCSA Windows Server 2016 Complete Study

Guide is your ultimate companion on the journey to earning the MCSA Windows Server 2016 certification. Covering required Exams 70-740, 70-741, and 70-742, plus preparing you to take the composite upgrade Exam 70-743 (not covered separately in this book), this Study Guide walks you through 100 percent of all exam objectives to help you achieve complete readiness. Hands-on exercises strengthen your practical skills, and real-world scenarios help you understand how these skills are used on the job. Over 500 practice questions allow you to test your understanding along the way, and the online test bank gives you access to electronic flashcards, practice exams, and over an hour of expert video demonstrations. From basic networking concepts and services to Active Directory and Hyper-V, this guide provides full coverage of critical MCSA concepts and skills. This new edition has been updated for the latest MCSA Windows Server 2016 exam releases, featuring coverage of all the objective domains. This value-priced guide is three books in one, giving you the most comprehensive exam prep experience for all required MCSA exams. Whether you're starting from the beginning, or upgrading from the MCSA Windows Server 2012 R2 certification, arm yourself with the ultimate tool for complete and comprehensive preparation. Study 100 percent of the objectives for all three MCSA exams, plus the upgrade exam Practice your skills using hands-on exercises and real-world scenarios Test your knowledge with over 500 challenging practice questions Access online study aids including flashcards, video demos, and more! The MCSA exams test your knowledge and skill in installation, configuration, deployment, and administration using a variety of networking tools. The scope is broad, but your complete understanding of the most up-to-date concepts and practices is critical to your success on the exam—and on the job. MCSA Windows Server 2016 Complete Study Guide covers everything you need to know, and gives you the tools to help you learn it.

Training Kit (Exam 70-461): Querying Microsoft SQL Server 2012

This is the eBook of the printed book and may not include any media, website access codes, or print supplements that may come packaged with the bound book. The Exam Ref is the official study guide for Microsoft certification exams. Featuring concise coverage of the skills measured by the exam, challenging Thought Experiments, and pointers to more in-depth material for the candidate needing additional study, exam candidates get professional-level preparation for the exam. The Exam Ref helps candidates determine their readiness for the exam, and provides Exam Tips to help maximize their performance on the exam. The organization of the material mirrors the skills measured by the exam as presented on the certification exam webpage.

Exam 70-413 Designing and Implementing a Server Infrastructure

Learn how to install, configure, and maintain the latest release of Microsoft's popular SharePoint Server, SharePoint 2016. This latest version brings with it many changes for IT professionals. With this book you will learn how to create an efficient and stable SharePoint environment for your organization. What You'll Learn Install SharePoint Server 2016, both using the user interface provided by Microsoft, and

by using PowerShell Understand your authentication options and associated security considerations Deploy add-ins, either from the store, or from your own custom app catalog Configure Search Service Application using either the provided UI or PowerShell Configure business intelligence components such as Excel Services, SQL Server Reporting Services, and PowerPivot Migrate to SharePoint Server 2016 from either SharePoint Server 2010 or 2013 Understand approaches to high availability, disaster recovery, patching, and ways to monitor and maintain your SharePoint 2016 deployment once it's up and running Who This Book Is For Anyone tasked with installing, configuring, and maintaining SharePoint Server 2016 in their organization. This book assumes some working knowledge of a previous release of SharePoint Server, such as SharePoint 2010 or SharePoint 2013

Exam Ref 70-483 Programming in C# (MCSD)

Develop skills and knowledge for provisioning and managing services in Microsoft Azure and implement infrastructure components Key Features Build and manage robust infrastructure solutions on Microsoft Azure Plan and implement Azure storage, backup, and recovery services Prepare and boost your confidence with certification-based mock tests and solutions Book Description Microsoft Azure is a prominent public cloud provider, recording the highest user base growth in the year 2017. Microsoft has prominent certifications that help architects, developers, and administrators gain hands-on knowledge while working on Azure. 70-533 is one such advanced-level certification, which deals with infrastructure solutions on Microsoft Azure. Implementing Microsoft Azure Infrastructure Solutions starts with an overview of the certification and an introduction to Microsoft Azure. Next, you will learn how to plan and implement virtual machines and containers, followed by designing and implementing service apps. As you make your way through the chapters, you will learn how to implement and manage virtual networks and Azure identities, as well as the Active Directory infrastructure in a hybrid environment. In the concluding chapters, you will learn how to plan and implement storage and security, and business continuity and disaster recovery (BCDR) strategies. You will also automate and monitor cloud management operations in Azure. By the end of the book, you will have covered all of the modules, along with the practice questions at the end of each chapter, which will be extremely helpful in passing the 70-533 certification exam. What you will learn Explore cloud basics and gain an overview of Microsoft Azure Plan and implement virtual machines and containers for scalability and resilience Understand virtual networks' cross-premises connectivity Learn how to manage your Azure identities Plan and implement storage, security, and the BCDR strategy Automate and monitor cloud management operations in Azure Manage app services for resilience and availability Interacting with Azure Services by using ARM, the Azure CLI, and PowerShell Who this book is for Implementing Microsoft Azure Infrastructure Solutions is for senior cloud professionals who already have experience working with the Azure ecosystem and want to take their knowledge to the next level. Prior knowledge of the Azure ecosystem is necessary.

Architecting Microsoft Azure Solutions - Exam Guide 70-535

Prepare for Microsoft Exam 70-483—and help demonstrate your real-world mastery of programming in C#. Designed for experienced software developers ready to

advance their status, Exam Ref focuses on the critical-thinking and decision-making acumen needed for success at the Microsoft Specialist level. Focus on the expertise measured by these objectives: Manage Program Flow Create and Use Types Debug Applications and Implement Security Implement Data Access This Microsoft Exam Ref: Organizes its coverage by exam objectives. Features strategic, what-if scenarios to challenge you.

MCSA Microsoft Windows 10 Study Guide

Learn, prepare, and practice for exam success Master every topic on Microsoft's new MCTS 70-640 exam. Assess your knowledge and focus your learning. Get the practical workplace knowledge you need! CD Includes Complete Sample Exam Start-to-finish MCTS 70-640 preparation from top Microsoft technology consultant, trainer, and author Don Poulton! Master every MCTS 70-640 topic! DNS and domain installation, including zones AD Domain Services installation Upgrading older domains Server settings and replication Global catalogs and operations masters Site management and data replication AD LDS, AD FS, and AD RMS roles Read-Only Domain Controller deployment User/group account management Trust relationships, including troubleshooting Group Policy Object configuration, usage, and hierarchies Software deployment via group policies Account and audit policy management Monitoring and maintenance Certificate Services installation, configuration, and management Test your knowledge, build your confidence, and succeed! Packed with visuals to help you learn fast Dozens of troubleshooting scenarios Real-world MCTS 70-640 prep advice from experts Easy-to-use exam preparation task lists From Don Poulton, professional Microsoft technology consultant, IT training expert, and best-selling exam guide author Don Poulton (A+, Network+, Security+, MCSA, MCSE) is an independent consultant who has been involved with computers since the days of 80-column punch cards. He has consulted extensively with training providers, preparing training and exam prep materials for Windows technologies. He has written or contributed to several Que titles, including MCTS 70-680 Cert Guide: Microsoft® Windows 7, Configuring; Security+ Lab Manual; and MCSA/MCSE 70-299 Exam Cram 2. CD Includes Complete Sample Exam Detailed explanations of correct and incorrect answers Multiple test modes Random questions and order of answers Shelving Category: Certification/Microsoft

MCSA Windows Server 2016 Study Guide: Exam 70-742

A perfectly crafted prep guide that prepares you for the MCSA 70-742 The MCSA 70-742 exam is the entry-level Microsoft certification exam for C# developers and this must-have resource offers essential coverage of the exam that will test your competency in C# programming. Each chapter covers one of the core subject domains that comprise the exam. Among the authors are experienced trainers who advised Microsoft on the development of its certification programs, affording them a unique understanding of both the objectives and what it takes to master them. This invaluable knowledge is passed to you so that you will not only be prepared to take the exam, but also become a better C# developer Features a step-by-step lab tutorial for each lesson covered in the book, encouraging you to practice what you've just learned in order to reinforce your learning Includes an accompanying website that includes more than 100 simulated test questions and answers Shares

solutions to the hands-on labs presented in the book. Contains complete sample code. Offers a unique author approach that not only teaches you how to answer a set of exam questions but also provides you with an understanding of the underlying concepts and skills needed to succeed as a professional C# programmer. MCSA Certification Toolkit is all you need to fully prepare for exam 70-483!

MCSA Windows Server 2016 Complete Study Guide

This is the Lab Manual to accompany Exam 70-412 Configuring Advanced Windows Server 2012 Services. This 70-412 Configuring Advanced Windows Server 2012 Services textbook covers the third of three exams required for Microsoft Certified Solutions Associate (MCSA): Windows Server 2012 certification. This course will help validate the skills and knowledge necessary to administer a Windows Server 2012 Infrastructure in an enterprise environment. The three MCSA exams collectively validate the skills and knowledge necessary for implementing, managing, maintaining and provisioning services and infrastructure in a Windows Server 2012 environment. This Microsoft Official Academic Course is mapped to the 70-412 Configuring Advanced Windows Server 2012 Services exam objectives. This textbook focuses on real skills for real jobs and prepares students to prove mastery of Advanced Windows Server 2012 Services such as advanced configuring tasks necessary to deploy, manage, and maintain a Windows Server 2012 infrastructure. It covers such skills as fault tolerance, certificate services, and identity federation. In addition, this book also covers such valuable skills as: Implementing Advanced Network Services Implementing Advanced File Services Implementing Dynamic Access Control Implementing Network Load Balancing Implementing Failover Clustering Implementing Disaster Recovery Implementing Active Directory Certificate Services (ADCS) Implementing Active Directory Federation Services (ADFS) The MOAC IT Professional series is the Official from Microsoft, turn-key Workforce training program that leads to professional certification and was authored for college instructors and college students. MOAC gets instructors ready to teach and students ready for work by delivering essential resources in 5 key areas: Instructor readiness, student software, student assessment, instruction resources, and learning validation. With the Microsoft Official Academic course program, you are getting instructional support from Microsoft; materials that are accurate and make course delivery easy. Request your sample materials today.

Exam Ref 70-342 Advanced Solutions of Microsoft Exchange Server 2013 (MCSE)

Prepare for Microsoft Exam 70-342--and help demonstrate your real-world mastery of the skills needed to deliver effective Microsoft Exchange Server 2013 solutions. Designed for experienced IT pros ready to advance their status, Exam Ref focuses on the critical-thinking and decision-making acumen needed for success at the MCSE level. Focus on the expertise measured by these objectives: Plan, install, configure, and manage the transport role Install, configure, and manage the mailbox role Plan, install, configure, and manage client access Design and manage an Exchange infrastructure This Microsoft Exam Ref: Organizes its coverage by exam objectives Features strategic, what-if scenarios to challenge you Provides

exam preparation tips written by Exchange Server MVPs Assumes you have significant experience managing Exchange Server in an enterprise messaging environment

Installing and Configuring Windows 10: 70-698 Exam Guide

This is the eBook version of the print title. Note that the eBook does not provide access to the practice test software that accompanies the print book. Learn, prepare, and practice for MCSA 70-410 exam success with this Cert Guide from Pearson IT Certification, a leader in IT certification. Master MCSA 70-410 exam topics for Windows Server 2012 R2 installation and configuration Assess your knowledge with chapter-ending quizzes Review key concepts with exam preparation tasks MCSA 70-410 Cert Guide: Installing and Configuring Microsoft® Windows Server 2012R2 is a best-of-breed exam study guide. Best-selling authors and expert instructors Don Poulton and David Camardella share preparation hints and test-taking tips, helping you identify areas of weakness and improve both your conceptual knowledge and hands-on skills. Material is presented in a concise manner, focusing on increasing your understanding and retention of exam topics. The book presents you with an organized test preparation routine through the use of proven series elements and techniques. Exam topic lists make referencing easy. Chapter-ending Exam Preparation Tasks help you drill on key concepts you must know thoroughly. Review questions help you assess your knowledge, and a final preparation chapter guides you through tools and resources to help you craft your final study plan. Well-regarded for its level of detail, assessment features, and challenging review questions and exercises, this study guide helps you master the concepts and techniques that will enable you to succeed on the exam the first time. The study guide helps you master all the topics on the MCSA 70-410 exam, including the following: Installing and configuring Windows Server 2012 Configuring Windows Server 2012 R2 local storage Configuring access to files and shares Configuring and monitoring print and document services Configuring remote management of servers Configuring Hyper-V server virtualization Creating and configuring virtual machine storage and virtual networks Configuring IPv4 and IPv6 addressing Configuring Dynamic Host Configuration Protocol (DHCP) Deploying and configuring Dynamic Host Configuration Protocol (DHCP) Deploying and configuring Domain Name System (DNS) Installing Active Directory domain controllers Creating and managing Active Directory user and computer accounts Creating and managing Active Directory Groups and Organizational Units (OUs) Creating and applying Group Policy Objects Configuring security policies, application restrictions, and Windows Firewall Don Poulton (A+, Network+, Security+, MCSA, MCSE) is an independent consultant who has worked with computers since the days of 80-column punch cards. He has consulted extensively with training providers, preparing study materials for Windows technologies. He has written or contributed to several Que titles, including Security+ Lab Manual; MCSA/MCSE 70-299 Exam Cram 2; MCTS 70-620 Exam Prep; and MCSA 70-687 Cert Guide: Configuring Microsoft Windows 8.1. David Camardella, an expert on deploying and administering Microsoft technologies, has served as technical reviewer on several previous Pearson Microsoft certification titles.

The Ultimate Guide to Microsoft Certification

Get certified as an Azure architect by acing the 70-535 Architecting Microsoft Solutions (70-535) exam using this comprehensive guide with full coverage of the exam objectives Key Features Learn to successfully design and architect powerful solutions on the Azure Cloud platform Enhance your skills with mock tests and practice questions A detailed certification guide that will help you ace the 70-535 exam with confidence Book Description Architecting Microsoft Azure Solutions: Exam Guide 70-535 will get Azure architects and developers up-to-date with the latest updates on Azure from an architecture and design perspective. The book includes all the topics that are still relevant from the previous 70-534 exam, and is updated with latest topics covered, including Artificial Intelligence, IoT, and architecture styles. This exam guide is divided into six parts, where the first part will give you a good understanding of how to design a compute infrastructure. It also dives into designing networking and data implementations. You will learn about designing solutions for Platform Service and operations. Next, you will be able to secure your resources and data, as well as design a mechanism for governance and policies. You will also understand the objective of designing solutions for Platform Services, by covering Artificial Intelligence, IoT, media services, and messaging solution concepts. Finally, you will cover the designing for operations objective. This objective covers application and platform monitoring, as well as designing alerting strategies and operations automation strategies. By the end of the book, you'll have met all of the exam objectives, and will have all the information you need to ace the 70-535 exam. You will also have become an expert in designing solutions on Microsoft Azure. What you will learn Use Azure Virtual Machines to design effective VM deployments Implement architecture styles, like serverless computing and microservices Secure your data using different security features and design effective security strategies Design Azure storage solutions using various storage features Create identity management solutions for your applications and resources Architect state-of-the-art solutions using Artificial Intelligence, IoT, and Azure Media Services Use different automation solutions that are incorporated in the Azure platform Who this book is for This book is for architects and experienced developers, who are gearing up for the 70-535 exam. Technical architects interested in learning more about designing Cloud solutions will also find this book useful.

MCSA Certification Toolkit (Exam 70-483)

Prepare for Microsoft Exam 70-398—and help demonstrate your real-world mastery of planning and designing cloud and hybrid identities and supporting identity infrastructure for managing devices. Designed for experienced IT pros ready to advance their status, this Exam Ref focuses on the critical-thinking and decision-making acumen needed for success at the Microsoft Specialist level. Focus on the skills measured on the exam: Design for cloud/hybrid identity Design for device access and protection Design for data access and protection Design for remote access Plan for apps Plan updates and recovery This Microsoft Exam Ref: Organizes its coverage by skill measured on the exam Features Thought Experiments to help you assess your readiness for the exam Assumes you have experience with desktop and device administration, Windows networking technologies, Active Directory, and Microsoft Intune

Exam Ref 70-744 Securing Windows Server 2016

The bestselling MCSA 70-470 study guide, updated for the latest exam MCSA Windows Server 2016 Study Guide is your ultimate resource for Exam 70-740. Covering 100% of all exam objectives, this study guide goes far beyond concept review with real-world scenarios containing expert insights, chapter review questions, hands-on practice exercises while the Sybex interactive learning environment provides additional last minute review through practice exams, electronic flashcards, and searchable glossary. This new edition has been fully updated to align with the Windows Server 2016 exam, featuring authoritative coverage of installation, configuration, server roles, Hyper-V, core network services, Active Directory, Group Policy, security, remote access, disaster recovery, and more. The vast majority of servers around the world use Windows Server, and the 2016 release includes a host of new features and updates. This study guide has been updated to prepare you for these changes so you can be confident on exam day and beyond. Study 100% of Exam 70-740 objectives Gain hands-on practice performing critical tasks Link concept to practice through real-world scenarios Access to the Sybex interactive learning environment Whether you want to sit for the exam, or simply improve your job performance, this Sybex study guide will give you the expert insight to learn the key concepts and latest updates to Windows Server 2016.

Exam Ref 70-740 Installation, Storage and Compute with Windows Server 2016

Prepare for Microsoft Exam AZ-204-and help demonstrate your real-world mastery of Microsoft Azure solutions development. Designed for working Azure developers, this Exam Ref focuses on the critical thinking and decision-making acumen needed for success at the Microsoft Certified Azure Developer Associate level. Focus on the expertise measured by these objectives: Develop for cloud storage Create Platform as a Service (PaaS) Solutions Secure cloud solutions Develop for an Azure cloud model Implement cloud integration solutions Develop Azure Cognitive Services, Bot, and IoT solutions Develop Azure Infrastructure as a Service compute solutions Develop Azure Platform as a Service compute solutions Develop for Azure storage Implement Azure security Monitor, troubleshoot, and optimize solutions Connect to and consume Azure services and third-party services This Microsoft Exam Ref: Organizes its coverage by exam objectives Features strategic, what-if scenarios to challenge you Assumes you want to show your ability to design and build diverse Microsoft Azure cloud solutions, and successfully participate in all phases of their development About the Exam Exam AZ-204 focuses on knowledge needed to develop Azure compute solutions; develop for Azure storage; implement Azure security; monitor, troubleshoot, and optimize Azure solutions; connect to and consume Azure services and third-party services. About Microsoft Certification Passing this exam fulfills your requirements for the Microsoft Certified: Azure Developer Associate credential, demonstrating your readiness to design, build, test, and maintain Microsoft Azure cloud solutions, and partner with other cloud professionals and clients to implement them. This exam is also a prerequisite for the Microsoft Certified: Azure DevOps Engineer Expert credential. See full details at: microsoft.com/learn

Exam Ref AZ-300 Microsoft Azure Architect Technologies

NOTE: The correct URL to access the Sybex interactive online test bank and study tools is www.wiley.com/go/sybextestprep. The book's back cover, Introduction, and last page in the book provided the wrong URL. We apologize for any confusion and inconvenience this may have caused you. Master 100 percent of Microsoft Windows 10 exam with real-world hands-on practice MCSA: Microsoft Windows 10 Complete Study Guide is your ultimate preparation resource for the new Windows 10 certification. Fully updated to align with the latest version of the exam, this new edition digs deeper into the intricacies of the Windows OS and provides the most up-to-date information on new Windows 10 technologies. With complete coverage of all exam topics, this invaluable guide walks you through device planning, deployment, and management; network and storage configuration; access, data, app, and recovery management, and much more to help you master the exam material. You also get access to the Sybex interactive online learning environment, featuring electronic flashcards, a searchable glossary, an assessment test, and bonus practice exams designed to give you a preview of exam day. MCSA: Microsoft Windows 10 is the Microsoft Certified Solutions Associate certification for Windows 10, testing your abilities in a broad variety of associate-level tasks. This book rounds them up into a comprehensive knowledge base to help you clarify, memorize, and deepen your understanding so you can approach exam day with confidence. Master 100 percent of exam 70-697, Configuring Windows Devices, objectives Get more hands-on practice in real-world scenarios Test your knowledge with challenging review questions Access digital study aids and practice tests for comprehensive prep Windows is the world's leading operating system, with an estimated 90 percent share of the desktop OS market. There are currently over 110 million Windows 10 users, and that number is expected to rise—putting Windows 10 Specialists in high demand in the job market. If you're ready to fill the growing need for trained Windows 10 associates, Microsoft Configuring Windows Devices Study Guide Exam 70-697 has you covered for complete and detailed exam preparation.

Introducing Windows Server 2012 Rtm Edition

The bestselling MCSA study guide, with expert instruction and hands-on practice MCSA Windows Server 2012 R2 Configuring Advanced Services Study Guide provides focused preparation for exam 70-412 and is fully updated to align with the latest Windows Server 2012 R2 objectives. This comprehensive guide covers 100 percent of all exam objective domains, and includes hundreds of practice questions and answers. You get access to video demonstrations, electronic flashcards, and practice exams, and hands-on exercises based on real-world scenarios allow you to apply your skills to everyday tasks. Organized by objective, each chapter includes review questions and a list of Exam Essentials that help you judge your level of preparedness every step of the way. Exam 70-412: Configuring Advanced Windows Server 2012 Services is the third and final exam in the MCSA certification series, and was recently updated to cover Server R2. Additions include enhancements to Hyper-V, Storage Spaces, and Active Directory, so it's crucial that your study guide be up to date as well. This book covers the entire exam, including the new information, with expert instruction and easy-to-follow explanation that helps you to: Configure network services, high availability, information protection, and more Implement business continuity and disaster recovery solutions Get hands-on

practice in real-world scenarios Pass this one last exam and you become a Microsoft Certified Solutions Associate - someone with trusted, demonstrated expertise in the server software with over 83 percent market share. Businesses rely on Windows Server, and the people who understand them are in demand. Thorough preparation is the key to exam success, and MCSA Windows Server 2012 R2 Configuring Advanced Services Study Guide provides all the information you need to know.

MCSA 70-687 Cert Guide

Validate your AWS skills. This is your opportunity to take the next step in your career by expanding and validating your skills on the AWS cloud. AWS has been the frontrunner in cloud computing products and services, and the AWS Certified Solutions Architect Official Study Guide for the Associate exam will get you fully prepared through expert content, and real-world knowledge, key exam essentials, chapter review questions, access to Sybex's interactive online learning environment, and much more. This official study guide, written by AWS experts, covers exam concepts, and provides key review on exam topics, including: Mapping Multi-Tier Architectures to AWS Services, such as web/app servers, firewalls, caches and load balancers Understanding managed RDBMS through AWS RDS (MySQL, Oracle, SQL Server, Postgres, Aurora) Understanding Loose Coupling and Stateless Systems Comparing Different Consistency Models in AWS Services Understanding how AWS CloudFront can make your application more cost efficient, faster and secure Implementing Route tables, Access Control Lists, Firewalls, NAT, and DNS Applying AWS Security Features along with traditional Information and Application Security Using Compute, Networking, Storage, and Database AWS services Architecting Large Scale Distributed Systems Understanding of Elasticity and Scalability Concepts Understanding of Network Technologies Relating to AWS Deploying and Managing Services with tools such as CloudFormation, OpsWorks and Elastic Beanstalk. Learn from the AWS subject-matter experts, review with proven study tools, and apply real-world scenarios. If you are looking to take the AWS Certified Solutions Architect Associate exam, this guide is what you need for comprehensive content and robust study tools that will help you gain the edge on exam day and throughout your career.

Exam Ref 70-745 Implementing a Software-Defined DataCenter

MCTS 70-640 Cert Guide

All of today's help desk support skills, in one easy-to-understand book The perfect beginner's guide: No help desk or support experience necessary Covers both "soft" personal skills and "hard" technical skills Explains the changing role of help desk professionals in the modern support center Today, everyone depends on technology-and practically everyone needs help to use it well. Organizations deliver that assistance through help desks. This guide brings together all the knowledge you need to succeed in any help desk or technical support role, prepare for promotion, and succeed with the support-related parts of other IT jobs. Leading technology instructor Darril Gibson tours the modern help desk, explains what

modern support professionals really do, and fully covers both of the skill sets you'll need: technical and personal. In clear and simple language, he discusses everything from troubleshooting specific problems to working with difficult users. You'll even learn how to manage a help desk, so it works better and delivers more value. Coverage includes:

- How the modern help desk has evolved
- Understanding your users' needs, goals, and attitudes
- Walking through the typical help desk call
- Communicating well: listening actively and asking better questions
- Improving interactions and handling difficult situations
- Developing positive attitudes, and "owning" the problem
- Managing your time and stress
- Supporting computers, networks, smartphones, and tablets
- Finding the technical product knowledge you need
- Protecting the security of your users, information, and devices
- Defining, diagnosing, and solving problems, step by step
- Writing it up: from incident reports to documentation
- Working in teams to meet the goals of the business
- Using ITIL to improve the services you provide
- Calculating help desk costs, benefits, value, and performance
- Taking control of your support career

Powerful features make it easier to learn about help desk careers!

- Clear introductions describe the big ideas and show how they fit with what you've already learned
- Specific chapter objectives tell you exactly what you need to learn
- Key Terms lists help you identify important terms and a complete Glossary helps you understand them
- Author's Notes and On The Side features help you go deeper into the topic if you want to
- Chapter Review tools and activities help you make sure you've learned the material

Exclusive Mind Mapping activities!

- Organize important ideas visually—in your mind, in your words
- Learn more, remember more
- Understand how different ideas fit together

Microsoft Server 2012 Certification - Exam 70-412

This Microsoft Official Academic Course (MOAC) IT Professional curriculum prepares certification students for success every step of the way. This 70-414 Implementing an Advanced Server Infrastructure exam course is the second of a series of two exams Microsoft Certified Solutions Associates (MCSE) candidates are required to pass to gain the MCSE: Windows Server 2012 and Windows Server 2012 R2 certification. These MCSE exams test the skills and knowledge necessary to design, implement, and maintain a Windows Server 2012 infrastructure in an enterprise scaled, highly virtualized environment. Passing these exams confirms students' ability to plan, configure, and implement the Windows Server 2012 services, such as server deployment, server virtualization, and network access and infrastructure. This complete ready-to-teach MOAC program is mapped to all of the exam objectives.

MCSA Windows Server 2012 R2 Configuring Advanced Services Study Guide

Covers the critical information you'll need to know to score higher on your 70-290 exam! Set up and maintain Windows Server Update Services (WSUS) Use the Group Policy Management Console (GPMC) Intelligently select the appropriate disk storage technology when deciding between basic versus dynamic disks and between MBR versus GPT disks Take advantage of command-line tools such as DSADD, DSGET, DSMOD, DSMOVE, DSQUERY, and DSRM Discover the enhanced

functionality of Microsoft Management Console (MMC) 3.0 under the R2 edition of Windows Server 2003 Harness the power of the increased security that Service Pack 1 (SP1) offers, such as the Security Configuration Wizard (SCW) and Access-based Enumeration filtering of network files and folders Perform bulk imports and exports of Active Directory user accounts using the CSVDE and LDIFDE command-line utilities Manage Windows Firewall settings under SP1 and R2 Configure shadow copies of shared folders so that users can easily retrieve previous versions of data files on their own

Exam Ref 70-695 Deploying Windows Devices and Enterprise Apps (MCSE)

Get ready for the Windows 10: 70-698 exam and configure Windows to manage data recovery Key Features Implement Windows 10 operational and administrative tasks Configure devices, remote management settings, advanced management tools, and device drivers Comprehensive guide to help you work efficiently in Windows 10 Book Description The Installing and Configuring Windows 10: 70-698 Exam Guide is designed to confirm what you already know, while also updating your knowledge of Windows 10. With its easy-to-follow guidance, you will quickly learn the user interface and discover steps to work efficiently in Windows 10 to rule out delays and obstacles. This book begins by covering various ways of installing Windows 10, followed by instructions on post-installation tasks. You will learn about the deployment of Windows 10 in Enterprise and also see how to configure networking in Windows 10. You'll understand how to leverage Disk Management and Windows PowerShell to configure disks, volumes, and file system options. As you progress through the chapters, you will be able to set up remote management in Windows 10 and learn more about Windows update usage, behavior, and settings. You will also gain insights that will help you monitor and manage data recovery and explore how to configure authentication, authorization, and advanced management tools in Windows 10. By the end of this book, you will be equipped with enough knowledge to take the 70-698 exam and explore different study methods to improve your chances of passing the exam with ease. What you will learn Discover various ways of installing Windows 10 Understand how to configure devices and device drivers Configure and support IPv4 and IPv6 network settings Troubleshoot storage and removable device issues Get to grips with data access and usage Explore the advanced management tools available in Windows 10 Who this book is for This book is for IT professionals who perform installation, configuration, general local management and maintenance of Windows 10 core services and are preparing to clear the Windows 10: 70-698 exam

Exam Ref 70-398 Planning for and Managing Devices in the Enterprise

Prepare for Microsoft Exam AZ-300—and help demonstrate your real-world mastery of architecting high-value Microsoft Azure solutions for your organization or customers. Designed for modern IT professionals, this Exam Ref focuses on the critical thinking and decision-making acumen needed for success at the Microsoft Certified Expert level. Focus on the expertise measured by these objectives: Deploy and configure infrastructure Implement workloads and security Create and

deploy apps Implement authentication and secure data Develop for the cloud and for Azure storage This Microsoft Exam Ref: Organizes its coverage by exam objectives Features strategic, what-if scenarios to challenge you Assumes you are an IT professional who wants to demonstrate your ability to design modern Microsoft Azure solutions involving compute, network, storage, and security About the Exam Exam AZ-300 focuses on knowledge needed to analyze resource usage; create and configure storage accounts and VMs; automate VM deployments and implement VM solutions; create and manage virtual networks; manage Azure AD and hybrid identities; migrate servers to Azure; configure serverless computing; implement app load balancing; integrate on-premises and virtual networks; manage RBAC; implement MFA; create web apps with PaaS; design and develop containerized apps; implement authentication and secure data solutions; build solutions with Cosmos DB or RDBMSes; configure message-based integration architecture; and develop for autoscaling. About Microsoft Certification Passing this exam and Exam AZ-301: Microsoft Azure Architect Design fulfills your requirements for the Microsoft Certified: Azure Solutions Architect Expert credential, demonstrating your expertise in compute, network, storage, and security for designing modern cloud-based solutions that run on Microsoft Azure. See full details at: microsoft.com/learn

MCSA Windows Server 2012 Complete Study Guide

This Microsoft Official Academic Course (MOAC) IT Professional curriculum prepares certification students for success every step of the way. This 70-413 Designing and Implementing a Server Infrastructure exam course is the first of a series of two exams Microsoft Certified Solutions Associates (MCSE) candidates are required to pass to gain the MCSE: Windows Server 2012 and Windows Server 2012 R2 certification. These MCSE exams test the skills and knowledge necessary to design, implement, and maintain a Windows Server 2012 infrastructure in an enterprise scaled, highly virtualized environment. Passing these exams confirms students' ability to plan, configure, and implement the Windows Server 2012 services, such as server deployment, server virtualization, and network access and infrastructure. This complete ready-to-teach MOAC program is mapped to all of the exam objectives.

Exam Ref 70-341 Core Solutions of Microsoft Exchange Server 2013 (MCSE)

Comprehensive preparation for the final MCSA exam, updated for Windows Server 2016 MCSA Windows Server 2016 Study Guide: Exam 70-742 is the ultimate preparation resource for the third and final MCSA exam. Tightly focused and highly relevant, this guide provides everything you need to go into the exam fully prepared; expert coverage of all exam objectives helps ensure comprehensive understanding, and hundreds of practice questions help you track your progress and prioritize areas most in need of review. Access to online study aids allows you to study on the go, with electronic flashcards, practice tests, and a glossary to help you get the most out of your preparation plan. Hands-on exercises test your practical skills, while real-world scenarios give you a preview of how MCSA skills and concepts are applied in the workplace. Bestselling author and four-time

Microsoft MVP, William Panek, covers server deployment, maintenance, and management; file and print server configuration; network services and access; Active Directory; Group Policy; server infrastructure and more, this book is your comprehensive companion for the latest exam. Study 100 percent of Exam 70-742 objectives, updated for Windows Server 2016 Practice your skills with real-world hands-on exercises Review from anywhere with access to online study aids Assess your readiness with challenging practice exams Windows Server 2016 includes enhancements to Hyper-V, Storage Spaces, and Active Directory, along with many brand new and updated features—all of which are reflected in the latest exam. To ensure complete readiness and avoid exam-day surprises, it is critical that your study resources be up-to-date and comprehensive in scope; MCSA Windows Server 2016 Study Guide: Exam 70-742 covers everything you need to know, with a practical approach that promotes true understanding.

Effective Help Desk Specialist Skills

Prepare for Microsoft Exam 70-342—and demonstrate your real-world mastery of advanced Microsoft Exchange Server 2013 solution design, configuration, implementation, management, and support. Designed for experienced IT professionals ready to advance, Exam Ref focuses on critical-thinking and decision-making acumen needed for success at the MCSE level. Focus on the expertise measured by these objectives: Configure, manage, and migrate Unified Messaging Design, configure, and manage site resiliency Design, configure, and manage advanced security Configure and manage compliance, archiving, and discovery solutions Implement and manage coexistence, hybrid scenarios, migration, and federation This Microsoft Exam Ref: Organizes its coverage by exam objectives Features strategic, what-if scenarios to challenge you Provides exam preparation tips written by two Exchange Server MVPs Assumes you have at least three years of experience managing Exchange Servers and have responsibilities for an enterprise Exchange messaging environment About the Exam Exam 70-342 is one of two exams focused on Microsoft Exchange Server 2013 skills and knowledge for moving to the cloud, increasing user productivity and flexibility, reducing data loss, and improving data security. About Microsoft Certification Passing this exam earns you credit toward a Microsoft Certified Solutions Expert (MCSE) certification that proves your ability to build innovative solutions across multiple technologies, both on-premises and in the cloud. Exam 70-341 and Exam 70-342 are required for MCSE: Messaging Solutions Expert certification. See full details at: microsoft.com/learning

Deploying SharePoint 2016

Prepare for Microsoft Exam 70-745—and help demonstrate your real-world mastery of skills needed to build and manage software-defined infrastructure with Windows Server 2016 and System Center 2016 Virtual Machine Manager (SC VMM). Designed for experienced IT professionals ready to advance their status, Exam Ref focuses on the critical thinking and decision-making acumen needed for success at the MCSE level. Focus on the expertise measured by these objectives:

- Plan and implement System Center Virtual Machine Manager (VMM) core infrastructure
- Implement Software-Defined Networking (SDN)
- Implement software-defined storage
- Implement datacenter compute solutions with Virtual Machine Manager

(VMM) • Secure your software-defined datacenter • Monitor and maintain the software-defined datacenter This Microsoft Exam Ref: • Organizes its coverage by exam objectives • Features strategic, what-if scenarios to challenge you • Assumes you have experience with System Center 2012 R2 Virtual Machine Manager and Windows Server 2016 networking, storage, Hyper-V, and Hyper-V Clusters About the Exam Exam 70-745 focuses on skills and knowledge for implementing a software-defined datacenter with Windows Server 2016 and Microsoft System Center 2016 Virtual Machine Manager (SCVMM). About Microsoft Certification Passing this exam earns you credit towards the Microsoft Certified Solutions Expert (MCSE): Cloud Platform and Infrastructure certification, validating that you have skills needed to run a highly efficient and modern data center, with expertise in cloud technologies, identity and systems management, virtualization, storage, and networking. See full details at: microsoft.com/learning

Exam Ref 70-345 Designing and Deploying Microsoft Exchange Server 2016

This is the Lab Manual to accompany Exam 70-414 Implementing an Advanced Server Infrastructure. This Microsoft Official Academic Course (MOAC) IT Professional curriculum prepares certification students for success every step of the way. This 70-414 Implementing an Advanced Server Infrastructure exam course is the second of a series of two exams Microsoft Certified Solutions Associates (MCSE) candidates are required to pass to gain the MCSE: Windows Server 2012 and Windows Server 2012 R2 certification. These MCSE exams test the skills and knowledge necessary to design, implement, and maintain a Windows Server 2012 infrastructure in an enterprise scaled, highly virtualized environment. Passing these exams confirms students' ability to plan, configure, and implement the Windows Server 2012 services, such as server deployment, server virtualization, and network access and infrastructure. This complete ready-to-teach MOAC program is mapped to all of the exam objectives.

Exam 70-414 Implementing an Advanced Server Infrastructure Lab Manual

Get a head start evaluating Window Server 2012—with technical insights from a Microsoft MVP who's worked extensively with the beta release. This practical introduction illuminates new features and capabilities, with scenarios demonstrating how the platform can meet the needs of your business. Based on final, release-to-manufacturing (RTM) software, this book provides the high-level information you need to begin preparing now for deployment and management. Topics include: Virtualization and cloud solutions Availability Provisioning and storage management Security and scalability Infrastructure options Server configuration and administration

AWS Certified Solutions Architect Official Study Guide

Prepare for Microsoft Exam 70-345--and help demonstrate your real-world mastery of Exchange Server 2016 planning, deployment, migration, management, and troubleshooting. Designed for experienced IT pros ready to advance their status,

this Exam Ref focuses on the critical-thinking and decision-making acumen needed for success at the MCSE level. Focus on the skills measured on the exam: Plan, deploy, manage, and troubleshoot mailbox databases Plan, deploy, manage, and troubleshoot client access services Plan, deploy, manage, and troubleshoot transport services Plan, deploy, and manage an Exchange infrastructure, recipients, and security Plan, deploy, and manage compliance, archiving, eDiscovery, and auditing Implement and manage coexistence, hybrid scenarios, migration, and federation This Microsoft Exam Ref: Organizes its coverage by the "Skills measured" posted on the exam webpage Features strategic, what-if scenarios to challenge you Provides exam preparation tips by top trainers Points to in-depth material by topic for exam candidates needing additional review Assumes you have experience designing and managing Exchange Server, and have responsibilities for Exchange Server 2016 messaging in an enterprise environment

Implementing Microsoft Azure Infrastructure Solutions: Exam Guide 70-533

This is the eBook version of the print title. Note that the eBook does not provide access to the practice test software that accompanies the print book. *¿* Learn, prepare, and practice for MCSA 70-687 exam success with this Cert Guide from Pearson IT Certification, a leader in IT certification. Master MCSA 70-687 exam topics for Windows 8.1 configuration Assess your knowledge with chapter-ending quizzes Review key concepts with exam preparation tasks MCSA 70-687 Cert Guide: Configuring Microsoft® Windows 8.1 is a best-of-breed exam study guide. Best-selling authors and expert instructors Don Poulton, Randy Bellet, and Harry Holt share preparation hints and test-taking tips, helping you identify areas of weakness and improve both your conceptual knowledge and hands-on skills. Material is presented in a concise manner, focusing on increasing your understanding and retention of exam topics. *¿* The book presents you with an organized test preparation routine through the use of proven series elements and techniques. Exam topic lists make referencing easy. Chapter-ending Exam Preparation Tasks help you drill on key concepts you must know thoroughly. Review questions help you assess your knowledge, and a final preparation chapter guides you through tools and resources to help you craft your final study plan. *¿* Well-regarded for its level of detail, assessment features, and challenging review questions and exercises, this study guide helps you master the concepts and techniques that will enable you to succeed on the exam the first time. *¿* The study guide helps you master all the topics on the MCSA 70-687 exam, including the following: Windows 8.1 introduction Hardware readiness and compatibility Installation and upgrades, including VHDs Migrating users, profiles, and applications Configuring devices and device drivers Installing, configuring, and securing applications Configuring Internet Explorer Configuring Hyper-V virtualization Configuring TCP/IP, network settings, and network security Configuring and securing access to files and folders, including OneDrive and NFC Configuring local security, authentication, and authorization Configuring remote connections and management Configuring and securing mobile devices Configuring Windows Updates Managing disks, backups, and system/file recovery Managing/monitoring system performance *¿*

Exam 70-414 Implementing an Advanced Server Infrastructure

In this Microsoft Windows Server 2012 training course for Configuring Advanced Windows Server 2012 Services (70-412), expert author John Savill covers the advanced Windows Server topics you will need in order to pass your exam. This tutorial builds on the 70-410 and 70-411 exam training, and is the third in the series you will need for your MCSA (Microsoft Certified Solutions Associate) certification. This video training is designed for IT professionals who have already passed their 70-410 and 70-411 exams, or have a solid foundation in installing and administering core Windows Server 2012 services. John covers advanced configuration of services such as; DHCP, DNS, IPAM, Active Directory Services, ADFS, ADCS and ADRMS. You will learn how to setup and configure Dynamic Access Control, install advanced file services and learn how to provide high availability through services such as load balancing and virtualization. Finally, this computer based training course for Windows Server 2012 Exam 70-412 covers disaster recover planning and backup configuration. Once you have completed this training video for Configuring Advanced Windows Server 2012 Services (70-412), you will have all the information you need to install and administer advanced services for Windows Server 2012. You will also be familiar with the topics that are covered in the 70-412 exam, which is a required exam for the MCSA certification.

Exam 70-412 Configuring Advanced Windows Server 2012 Services

Prepare for the MCSA Windows Server 2012 exams with this Sybex study guide Microsoft's new version of the MCSA certification for Windows Server 2012 requires passing three exams. This value-priced study guide includes more than 1,000 pages of quality exam-prep content, covering 100 percent of the objective domains of all three exams (as well as the Upgrade exam, 70-417). Also includes more than 500 practice questions. You also have access to three bonus exams, electronic flashcards, and videos showing how to perform the more difficult tasks. Both first-time MCSA candidates and those wishing to upgrade from Server 2008 certification will benefit from this complete test-prep guide. Provides a comprehensive study guide for all three MCSA Windows Server 2012 exams: 70-410, 70-411, and 70-412, as well as the Upgrade exam: 70-417 Covers installing and configuring Windows Server 2012; deploying and configuring DNS service; administering Active Directory; creating and managing Group Policy Objects; and configuring server roles and features, Hyper-V, and core networking services Explains basic networking concepts, DHCP, deploying and maintaining servers, configuring a network policy server infrastructure and high availability in Windows Server 2012, and much more Features real-world scenarios, hands-on exercises, practice exams, electronic flashcards, and over an hour of video demonstrations Covers all exam objectives MCSA Windows Server 2012 Complete Study Guide arms you with all the information you must master to achieve MCSA certification on Windows Server 2012.

MCSA 70-410 Cert Guide R2

This Microsoft Official Academic Course (MOAC) IT Professional curriculum prepares

certification students for success every step of the way. This 70-413 Designing and Implementing a Server Infrastructure exam course is the first of a series of two exams Microsoft Certified Solutions Associates (MCSE) candidates are required to pass to gain the MCSE: Windows Server 2012 and Windows Server 2012 R2 certification. These MCSE exams test the skills and knowledge necessary to design, implement, and maintain a Windows Server 2012 infrastructure in an enterprise scaled, highly virtualized environment. Passing these exams confirms students' ability to plan, configure, and implement the Windows Server 2012 services, such as server deployment, server virtualization, and network access and infrastructure. This complete ready-to-teach MOAC program is mapped to all of the exam objectives.

Exam Ref 70-345 Designing and Deploying Microsoft Exchange Server 2016

Prepare for Microsoft Exam 70-740—and help demonstrate your real-world mastery of Windows Server 2016 installation, storage, and compute features and capabilities. Designed for experienced IT professionals ready to advance their status, Exam Ref focuses on the critical-thinking and decision-making acumen needed for success at the MCSA level. Focus on the expertise measured by these objectives:

- Install Windows Servers in host and compute environments
- Implement storage solutions
- Implement Hyper-V
- Implement Windows containers
- Implement high availability
- Maintain and monitor server environments

This Microsoft Exam Ref:

- Organizes its coverage by exam objectives
- Features strategic, what-if scenarios to challenge you
- Assumes you have experience working with Windows Server in an enterprise environment; are familiar with core networking infrastructure, topologies, architectures, and protocols; and have experience with Windows clients and virtualization

About the Exam Exam 70-740 focuses on the skills and knowledge necessary to implement and configure storage and compute features and functionality in Windows Server 2016. About Microsoft Certification Passing this exam earns you credit toward a Microsoft Certified Solutions Associate (MCSA) certification that demonstrates your mastery of core Windows Server 2016 skills for reducing IT costs and delivering more business value. Exam 70-741 (Networking with Windows Server 2016) and Exam 70-742 (Identity with Windows Server 2016) are also required for MCSA: Windows Server 2016 certification. See full details at: microsoft.com/learning

MCSA/MCSE 70-290 Exam Cram

Ace your preparation for Microsoft® Certification Exam 70-461 with this 2-in-1 Training Kit from Microsoft Press®. Work at your own pace through a series of lessons and practical exercises, and then assess your skills with practice tests on CD—featuring multiple, customizable testing options. Maximize your performance on the exam by learning how to: Create database objects Work with data Modify data Troubleshoot and optimize queries You also get an exam discount voucher—making this book an exceptional value and a great career investment.

Exam Ref AZ-203 Developing Solutions for Microsoft Azure

Prepare for Microsoft Exam 70-695—and help demonstrate your real-world mastery of deploying enterprise apps and devices. Designed for experienced IT pros ready to advance their status, Exam Ref focuses on the critical-thinking and decision-making acumen needed for success at the MCSE level. Focus on the expertise measured by these objectives: Implement the operating system deployment infrastructure Implement a Lite-Touch deployment Implement a Zero-Touch deployment Create and maintain desktop images Prepare and deploy the application environment This Microsoft Exam Ref: Organizes its coverage by exam objectives Features strategic, what-if scenarios to challenge you Assumes you have experience with Windows client operating systems, Windows Server, System Center 2012 R2 Configuration Manager, and enterprise client management—plus familiarity with connecting to Microsoft SQL Server, using Windows PowerShell, and configuring applications.

Exam 70-413 Designing and Implementing a Server Infrastructure

Prepare for Microsoft Exam AZ-203—and help demonstrate your real-world mastery of Microsoft Azure solutions development. Designed for working Azure developers, this Exam Ref focuses on the critical thinking and decision-making acumen needed for success at the Microsoft Certified Solutions Associate level. Focus on the expertise measured by these objectives:

- Develop Azure Infrastructure as a Service compute solutions
- Develop Azure Platform as a Service compute solutions
- Develop for Azure storage
- Implement Azure security
- Monitor, troubleshoot, and optimize solutions
- Connect to and consume Azure and third-party services

This Microsoft Exam Ref:

- Organizes its coverage by exam objectives
- Features strategic, what-if scenarios to challenge you
- Assumes you want to show your ability to design and build diverse Microsoft Azure cloud solutions, and successfully participate in all phases of their development.

About the Exam Exam AZ-203 focuses on knowledge needed to implement solutions using VMs and containers; implement batch jobs; create Azure App Service apps; implement Azure functions; develop solutions with storage tables, Cosmos DB, relational databases, or blobs; implement authentication, access control, and secure data solutions; support app and service scalability; integrate caching and content delivery; instrument solutions; develop App Service Logic Apps; integrate Azure Search; establish API gateways; and develop event- and message-based solutions. About Microsoft Certification Passing this exam fulfills your requirements for the Microsoft Certified: Azure Developer Associate credential, demonstrating your readiness to design, build, test, and maintain Microsoft Azure cloud solutions, and partner with other cloud professionals and clients to implement them. This exam is also a prerequisite for the Microsoft Certified: Azure DevOps Engineer Expert credential. See full details at: microsoft.com/learn

MCSA Windows Server 2016 Study Guide: Exam 70-740

This is the eBook of the printed book and may not include any media, website access codes, or print supplements that may come packaged with the bound book. The Exam Ref 70-345 Designing and Deploying Microsoft Exchange Server 2016, 1/e, is the official study guide for Microsoft certification exams. Featuring concise

coverage of the skills measured by the exam, challenging Thought Experiments, and pointers to more in-depth material for the candidate needing additional study, exam candidates get professional-level preparation for the exam. The Exam Ref helps candidates determine their readiness for the exam, and provides Exam Tips to help maximize their performance on the exam. The organization of the material mirrors the skills measured by the exam as presented on the certification exam webpage. Microsoft exams validate on-the-job experience and product knowledge. IT Pros interested in taking Exam 70-345 are likely interested in enhancing their skills for the latest version of Exchange Server. Passing this exam counts toward the MCSE certification. The exam will validate knowledge and skills for designing, deploying, and troubleshooting for Exchange Server 2016. Topics include mailbox databases, Client Access Services, and transport services. Also covered are how to manage an Exchange infrastructure, security, compliance, archiving, eDiscovery, and auditing.

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