

# **A p p e n d i x   B**

## Microsoft Office Specialist exam objectives map

This appendix covers these additional topics:

- A** Outlook 2003 Specialist exam objectives with references to corresponding material in Course ILT courseware.

## Topic A: Comprehensive exam objectives

*Explanation* The following table lists the Outlook 2003 Specialist exam objectives and provides references to the conceptual material and activities that teach each objective.

<i>Objective number</i>	<b>Objective</b>	<b>Course level</b>	<b>Conceptual information</b>	<b>Supporting activities</b>
OL03S-1-1	Addressing e-mail messages and instant messages to recipients	Basic	Unit 2, Topic B, pp 13-16 Unit 3, Topic C, pp 22-24 Appendix A, Topic A, pp 5-6	B-3, B-4 C-2, C-3
OL03S-1-1	Forwarding and replying to e-mail messages and instant messages	Basic	Unit 2, Topic B, p 18 Unit 2, Topic C, p 30 Appendix A, Topic A, p 7	B-5 C-4
OL03S-1-2	Inserting attachments to e-mail and instant messages	Basic	Unit 2, Topic C, p 25 Appendix A, Topic A, p7	C-1
OL03S-1-3	Creating and modifying e-mail signatures	Basic	Unit 8, Topic C, pp 16-20	C-1, C-2
OL03S-1-3	Creating unique e-mail signatures for multiple accounts	Advanced	Unit 3, Topic D, p 26	D-1
OL03S-1-4	Flagging e-mail messages	Basic	Unit 3, Topic A, pp 9-11	A-4
OL03S-1-4	Formatting e-mail messages (e.g., HTML, Rich Text and Plain Text)	Advanced	Unit 2, Topic B, p 9	B-1
OL03S-1-4	Setting e-mail message importance and sensitivity	Basic	Unit 3, Topic A, pp 2-3	A-1
		Advanced	Unit 2, Topic B, p 16	B-4
OL03S-1-4	Setting e-mail message delivery options	Basic	Unit 3, Topic A, pp 2-3, 14	A-1, A-5
		Advanced	Unit 2, Topic B, p 16	B-4
OL03S-1-5	Adding contacts and contact information to e-mail and Instant Messenger	Basic	Unit 4, Topic A, p 4, 7 Appendix A, Topic A, p 5	A-2, A-4
		Advanced	Unit 4, Topic D, pp 33, 37	D-1, D-3
OL03S-1-5	Updating and modifying contact information	Basic	Unit 4, Topic A, p 6	A-3
		Advanced	Unit 4, Topic D, p 39	D-4
OL03S-1-5	Accepting, declining, and delegating tasks	Basic	Unit 5, Topic B, p 16	B-2
OL03S-2-1	Adding appointments to the calendar	Basic	Unit 6, Topic A, pp 4-6	A-2, A-3
OL03S-2-1	Scheduling meetings and inviting attendees	Basic	Unit 7, Topic A, pp 2-6 Unit 7, Topic D, pp 18-19	A-1, A-2 D-2
		Advanced	Unit 4, Topic C, p 30	C-6
OL03S-2-1	Scheduling resources for meetings	Advanced	Unit 4, Topic C, p 20	C-1

<i>Objective number</i>	<b>Objective</b>	<b>Course level</b>	<b>Conceptual information</b>	<b>Supporting activities</b>
OL03S-2-1	Scheduling events	Basic	Unit 6, Topic D, p 19	D-1, D-2
OL03S-2-2	Accepting and declining meeting requests	Basic	Unit 7, Topic B, pp 9, 14	B-1, B-3
OL03S-2-2	Proposing new meeting times	Basic	Unit 7, Topic B, p 11	B-2
OL03S-2-2	Updating and canceling meeting requests	Basic	Unit 7, Topic C, pp 16-17	C-1, C-2
OL03S-2-3	Setting calendar options	Basic	Unit 6, Topic A, p 10	A-6
		Advanced	Unit 4, Topic C, p 22	C-2
OL03S-2-3	Setting work days and times	Basic	Unit 6, Topic A, p 8	A-4
OL03S-2-4	Creating, modifying, and assigning tasks	Basic	Unit 5, Topic A, pp 4-9 Unit 5, Topic B, p 14	A-2 through A-5 B-1
OL03S-3-1	Creating and modifying distribution lists	Basic	Unit 4, Topic A, p 10	A-6
		Advanced	Unit 3, Topic D, p 29	D-2
OL03S-3-2	Tracking activities for contacts	Advanced	Unit 4, Topic B, p 18 Unit 6, Topic A, p 2	B-5 A-1
OL03S-3-3	Creating and editing notes	Advanced	Unit 4, Topic A, p 2, 5-7	A-1, A-3, A-4
OL03S-3-4	Adding and deleting fields	Advanced	Unit 5, Topic B, pp 5-8	B-1, B-2
OL03S-3-4	Sorting items	Advanced	Unit 3, Topic A, pp 2-3 Unit 4, Topic D, p 36	A-1 D-2
OL03S-3-4	Filtering messages	Advanced	Unit 2, Topic A, pp 6-8	A-3, A-4
OL03S-3-4	Organizing items using colors, rules and views	Basic	Unit 6, Topic B, p 15 Unit 8, Topic B, pp 10-13	B-2 B-1, B-2, B-3
OL03S-3-5	Creating and deleting folders for items	Basic	Unit 8, Topic A, pp 2-5, 7 Unit 8, Topic B, p 10	A-1, A-2, A-4 B-1
OL03S-3-5	Moving items between folders	Basic	Unit 8, Topic A, p 9	A-6
OL03S-3-5	Archiving items	Advanced	Unit 3, Topic C, pp 20-24	C-2, C-3, C-4
OL03S-3-6	Finding items	Advanced	Unit 2, Topic A, pp 2-4	A-1, A-2
OL03S-3-6	Using Search folders	Basic	Unit 3, Topic A, pp 6-8	A-2, A-3
OL03S-3-7	Saving items in different file formats (e.g., .htm or .txt)	Basic	Unit 2, Topic C, p 29	C-3
		Advanced	Unit 4, Topic C, p 26	C-4
OL03S-3-8	Assigning items to categories	Basic	Unit 4, Topic B, pp 12-15 Unit 5, Topic A, p 12 Unit 6, Topic B, p 13	B-1, B-2, B-3 A-7 B-1
		Advanced	Unit 3, Topic A, p 8	A-4

<i>Objective number</i>	<b>Objective</b>	<b>Course level</b>	<b>Conceptual information</b>	<b>Supporting activities</b>
OL03S-3-9	Previewing and printing items	Basic	Unit 3, Topic B, pp 16-18	B-1, B-2
		Advanced	Unit 4, Topic C, p 24	C-3