

Appendix A

Microsoft Office Specialist exam objectives

This appendix provides the following information:

- A** Microsoft Office Specialist exam objectives for Outlook 2010, with references to corresponding coverage in Outlook 2010 ILT series courseware.

Topic A: Exam objectives map

Explanation

This section lists all Microsoft Office Specialist exam objectives for Outlook 2010 (Exam 77-884) and indicates where each objective is covered in conceptual explanations, activities, or both.

1 Managing the Outlook Environment

Objective	Course level	Conceptual information	Supporting activities
1.1 Apply and manipulate Outlook program options	Intermediate	Unit 1, Topic A	A-2, A-5
1.1.1 Set General options	Intermediate	Unit 1, Topic B	B-1, B-2, B-3
1.1.2 Set Mail options	Intermediate	Unit 3, Topic A Unit 3, Topic B	A-4, A-6 B-1, B-2, B-3
1.1.3 Set Calendar options	Basic	Unit 6, Topic D	D-3
1.1.4 Set Task options	Basic	Unit 5, Topic B	B-5
1.1.5 Set Notes and Journal options	Advanced	Unit 3, Topic A Unit 3, Topic B	A-3 B-1
1.1.6 Set Advanced options	Intermediate	Unit 1, Topic E	E-1
1.1.7 Set Language options	Intermediate	Unit 1, Topic C	C-1 through C-5
1.2 Manipulate item tags			
1.2.1 Categorize items	Basic Intermediate	Unit 2, Topic A Unit 4, Topic D	D-1 through D-7
1.2.2 Set flags	Basic	Unit 3, Topic A	A-5
1.2.3 Set sensitivity level	Basic	Unit 3, Topic A	A-1
1.2.4 Mark items as read or unread	Basic	Unit 2, Topic A	
1.2.5 View message properties	Advanced	Unit 2, Topic A	A-2
1.3 Arrange the Content pane			
1.3.1 Show or hide fields in a list view	Intermediate	Unit 5, Topic A	A-5
1.3.2 Change the reading view	Intermediate	Unit 5, Topic A	A-1
1.3.3 Use the Reminders window	Basic	Unit 3, Topic A	A-6
1.3.4 Use the People Pane	Basic Advanced	Unit 4, Topic C Unit 1, Topic A	C-1 through C-3 A-3 through A-5
1.4 Apply search and filter tools	Intermediate	Unit 4, Topic C	C-1, C-2
1.4.1 Use built-in Search folders	Basic Intermediate	Unit 3, Topic C Unit 4, Topic B	C-1, C-2 B-1 through B-4

Unit 4, Topic D D-7

1.5 Print an Outlook item

1.5.1	Print attachments	Basic	Unit 3, Topic D	D-1
1.5.2	Print Calendars	Basic	Unit 6, Topic D	D-6
1.5.3	Print multiple messages	Basic	Unit 3, Topic D	D-1
1.5.4	Print multiple contact records	Basic	Unit 4, Topic A	A-9
1.5.5	Print tasks	Basic	Unit 5, Topic B	B-6
1.5.6	Print multiple notes	Advanced	Unit 3, Topic A	A-4

2 Creating and Formatting Item Content

Objective	Course level	Conceptual information	Supporting activities
2.1 Create and send e-mail messages			
2.1.1 Specify a message theme	Intermediate	Unit 3, Topic A	A-1
2.1.2 Specify message content format			
2.1.2.1 Plain text	Basic Intermediate	Unit 2, Topic B Unit 3, Topic A	B-1 A-7
2.1.2.2 Rich Text	Basic Intermediate	Unit 2, Topic B Unit 3, Topic A	B-1 A-7
2.1.2.3 HTML format	Basic Intermediate	Unit 2, Topic B Unit 3, Topic A	B-1 A-7
2.1.3 Show or hide the From and Bcc fields	Basic Intermediate	Unit 2, Topic B Unit 3, Topic B	B-1 B-4
2.1.4 Set a reminder for message recipients	Basic	Unit 3, Topic A	A-5
2.1.5 Specify the sending account	Intermediate	Unit 3, Topic B	B-4
2.1.6 Specify the Sent Items folder	Advanced	Unit 2, Topic A	A-3
2.1.7 Configure message delivery options	Basic	Unit 3, Topic A	A-2
2.1.8 Configure voting options	Intermediate	Unit 3, Topic C	C-1, C-2, C-3
2.1.9 Configure tracking options	Basic Intermediate	Unit 3, Topic A Unit 3, Topic C	A-4
2.1.10 Send a message to a contact group	Basic	Unit 4, Topic B	B-1
2.2 Create and manage Quick Steps			
2.2.1 Perform Quick Steps	Intermediate	Unit 1, Topic D	D-1, D-2

2.2.2	Create Quick Steps	Intermediate	Unit 1, Topic D	D-3
2.2.3	Edit Quick Steps	Intermediate	Unit 1, Topic D	D-4
2.2.4	Delete Quick Steps	Intermediate	Unit 1, Topic D	IPA
2.2.5	Duplicate Quick Steps	Intermediate	Unit 1, Topic D	D-4
2.2.6	Reset Quick Steps to default settings	Intermediate	Unit 1, Topic D	D-5
2.3	Create item content			
2.3.1	Insert graphical elements	Basic	Unit 2, Topic D	D-2
2.3.2	Insert a hyperlink	Basic	Unit 2, Topic C	C-3
2.4	Format item content			
2.4.1	Use formatting tools	Basic	Unit 2, Topic B	B-3
2.4.2	Apply styles	Intermediate	Unit 3, Topic A	A-2
2.4.3	Create styles	Intermediate	Unit 3, Topic A	A-3
2.4.4	Create themes	Intermediate	Unit 3, Topic A	A-3
2.4.5	Use Paste Special	Basic	Unit 2, Topic B	B-5
2.4.6	Format graphical elements	Basic	Unit 2, Topic D	D-2
2.5	Attach content to e-mail messages			
2.5.1	Attach an Outlook item	Basic	Unit 4, Topic A	A-6
2.5.2	Attach external files	Basic	Unit 2, Topic D	D-1, D-2

3 Managing E-mail Messages

Objective	Course level	Conceptual information	Supporting activities
3.1 Clean up the mailbox	Basic Advanced	Unit 2, Topic C Unit 2, Topic A Unit 2, Topic B	C-4 B-2
3.1.1 View mailbox size	Advanced	Unit 2, Topic A	A-2
3.1.2 Save message attachments	Basic Advanced	Unit 2, Topic D Unit 2, Topic A	D-3 A-2
3.1.3 Save a message in an external format	Basic Advanced	Unit 2, Topic D Unit 2, Topic B	D-3 B-1, B-3
3.1.4 Ignore a conversation	Advanced	Unit 2, Topic A	A-4
3.1.5 Use cleanup tools	Advanced	Unit 2, Topic A Unit 2, Topic B	A-2, A-4, A-5 B-1, B-3, B-4

3.2 Create and manage rules

3.2.1	Create rules	Intermediate	Unit 3, Topic D Unit 5, Topic B	D-2 B-1, B-4
3.2.2	Modify rules	Intermediate	Unit 5, Topic B	
3.2.3	Delete rules	Intermediate	Unit 5, Topic B	B-3

3.3 Manage junk mail

3.3.1	Allow a specific message (Not junk)	Basic	Unit 3, Topic B	B-1
3.3.2	Filter junk mail			
3.3.2.1	Never Block Sender	Basic	Unit 3, Topic B	B-1
3.3.2.2	Never Block Sender's Domain	Basic	Unit 3, Topic B	B-1
3.3.2.3	Never Block this Group or Mailing List	Basic	Unit 3, Topic B	B-1
3.3.2.4	Block Sender	Basic	Unit 3, Topic B	B-1

3.4 Manage automatic message content

3.4.1	Manage signatures	Intermediate	Unit 3, Topic B	B-1, B-2, B-3
3.4.2	Specify the font			
3.4.2.1	New HTML messages	Intermediate	Unit 3, Topic A	A-5
3.4.2.2	Plain-text messages	Intermediate	Unit 3, Topic A	A-5
3.4.3	Specify options for replies	Basic Intermediate	Unit 3, Topic A Unit 3, Topic D	A-3 D-1, D-2, D-3
3.4.4	Specify options for forwards	Basic	Unit 2, Topic C	C-3
3.4.5	Set a default theme for all HTML			
3.4.5.1	Messages	Intermediate	Unit 3, Topic A	A-1, A-4
3.4.5.2	Stationary	Intermediate	Unit 3, Topic A	A-4, A-4, A-5
3.4.5.3	Fonts	Intermediate	Unit 3, Topic A	A-1, A-5

4 Managing Contacts

Objective	Course level	Conceptual information	Supporting activities
4.1 Create and manipulate contacts	Basic	Unit 4, Topic A	A-2
4.1.1 Modify a default business card	Basic	Unit 4, Topic A	A-3, A-8

4.1.2	Forward a contact	Basic	Unit 4, Topic A	A-6
4.1.3	Update a contact in the address book	Basic Intermediate	Unit 4, Topic A Unit 2, Topic A	A-3 A-3
4.2	Create and manipulate contact groups			
4.2.1	Create a contact group	Basic	Unit 4, Topic B	B-1
4.2.2	Manage contact group membership	Basic	Unit 4, Topic B	B-2
4.2.3	Show notes about a contact group	Intermediate	Unit 2, Topic B	B-2
4.2.4	Forward a contact group	Intermediate	Unit 2, Topic B	B-1
4.2.5	Delete a contact group	Intermediate	Unit 2, Topic B	B-4
4.2.6	Send a meeting to a contact group	Intermediate	Unit 2, Topic B	B-3

5 Managing Calendar Objects

Objective	Course level	Conceptual information	Supporting activities
5.1 Create and manipulate appointments and events	Basic	Unit 6, Topic A	A-2
5.1.1 Set appointment options	Basic	Unit 6, Topic A Unit 6, Topic B Unit 6, Topic C	A-3 B-1, B-2 C-1, C-2
5.1.2 Print appointment details	Basic	Unit 6, Topic D	D-6
5.1.3 Forward an appointment	Basic	Unit 6, Topic A	A-2
5.1.4 Schedule a meeting with a message sender	Basic	Unit 6, Topic A	A-4
5.2 Create and manipulate meeting requests	Basic	Unit 7, Topic A	A-1, A-4 , A-6
5.2.1 Set response options	Basic	Unit 7, Topic A	A-1
5.2.2 Update a meeting request	Basic	Unit 7, Topic A Unit 7, Topic B	A-8 B-3
5.2.3 Cancel a meeting or invitation	Basic	Unit 7, Topic A Unit 7, Topic B	A-5 B-5
5.2.4 Propose a new time for a meeting	Basic	Unit 7, Topic A	A-7
5.3 Manipulate the Calendar pane			
5.3.1 Arrange the Calendar view	Basic	Unit 6, Topic D	D-1
5.3.2 Change the Calendar color	Advanced	Unit 4, Topic A	A-2

5.3.3	Display or hide Calendars	Basic Advanced	Unit 7, Topic A Unit 4, Topic A	A-3 A-2, A-3
5.3.4	Create a calendar group	Advanced	Unit 4, Topic A	A-2, A-3

6 Working with Tasks, Notes, and Journal Entries

Objective	Course level	Conceptual information	Supporting activities	
6.1 Create and manipulate tasks				
6.1.1	Create a task	Basic	Unit 1, Topic A Unit 5, Topic A	A-6 A-2, A-4
6.1.2	Manage task details	Basic	Unit 5, Topic A	A-3
6.1.3	Send a status report	Basic	Unit 5, Topic B	B-3
6.1.4	Mark a task as complete	Basic	Unit 5, Topic A	A-5
6.1.5	Move or copy a task to another folder	Basic	Unit 5, Topic B	B-2
6.1.6	Assign a task to another Outlook user	Basic	Unit 5, Topic B	B-1
6.1.7	Accept or decline a task assignment	Basic	Unit 5, Topic B	B-2
6.1.8	Update an assigned task	Basic	Unit 5, Topic B	B-3
6.1.9	Use Current View	Basic	Unit 5, Topic A	A-1, A-6
6.2 Create and manipulate notes				
6.2.1	Create a note	Advanced	Unit 3, Topic A	A-1
6.2.2	Change the current view	Advanced	Unit 3, Topic A	A-1
6.2.3	Categorize notes	Advanced	Unit 3, Topic A	A-1, A-3
6.3 Create and manipulate Journal entries				
6.3.1	Automatically record Outlook items	Advanced	Unit 3, Topic B	B-1, B-2
6.3.2	Automatically record files	Advanced	Unit 3, Topic B	B-1
6.3.3	Edit a Journal entry	Advanced	Unit 3, Topic B	B-6