

# Appendix A

## Microsoft Office Specialist exam objectives

This appendix provides the following information:

- A** Microsoft Office Specialist exam objectives for Outlook 2013, with references to corresponding coverage in Outlook 2013 ILT Series courseware.

## Topic A: Exam objectives map

### Explanation

The following table lists all Microsoft Office Specialist exam objectives for Outlook 2013 and indicates where each objective is covered in conceptual explanations, hands-on activities, or both.

#	Objective	Course level	Conceptual information	Supporting activities
<b>1.0</b>	<b>Manage the Outlook Environment</b>			
<b>1.1</b>	<b>Customize Outlook Settings</b>			
1.1.1	Include original messages with all reply messages	Basic	Unit 2, Topic C	C-2
1.1.2	Change text formats for all outgoing messages	Advanced	Unit 2, Topic A	A-4
1.1.3	Customize the Navigation Pane	Advanced	Unit 1, Topic D	D-4
1.1.4	Block specific addresses	Basic	Unit 3, Topic C	C-1
1.1.5	Configure views	Basic	Unit 3, Topic B	B-1
1.1.6	Manage multiple accounts	Advanced	Unit 1, Topic B	B-3
1.1.7	Set Outlook options	Advanced	Unit 1, Topic B	B-1, B-2
<b>1.2</b>	<b>Automate Outlook</b>			
1.2.1	Change quoted text colors	Advanced	Unit 2, Topic A	A-5
1.2.2	Create and assign signatures	Advanced	Unit 2, Topic B	B-1
1.2.3	Apply Quick Steps	Advanced	Unit 1, Topic C	C-1
1.2.4	Create and manage rules	Advanced	Unit 3, Topic A	A-1, A-2, A-3
1.2.5	Create auto-replies	Advanced	Unit 2, Topic D	D-1
<b>1.3</b>	<b>Print and Save Information in Outlook</b>			
1.3.1	Print messages	Basic	Unit 2, Topic E	E-1
1.3.2	Print calendars	Basic	Unit 6, Topic D	D-5
1.3.3	Save message attachments	Basic	Unit 2, Topic D	D-3
1.3.4	Preview attachments	Basic	Unit 2, Topic D	D-3
1.3.5	Print contacts	Basic	Unit 4, Topic A	A-8
1.3.6	Print tasks	Basic	Unit 5, Topic B	B-6
1.3.7	Save messages in alternate formats	Advanced	Unit 3, Topic C	C-5
1.3.8	Create data files	Advanced	Unit 3, Topic B	

#	Objective	Course level	Conceptual information	Supporting activities
<b>1.4</b>	<b>Search in Outlook</b>			
1.4.1	Create new search folders	Advanced	Unit 4, Topic B	B-5, B-6
1.4.2	Search for messages	Basic	Unit 3, Topic B	B-3
		Advanced	Unit 4, Topic B	B-1
1.4.3	Search for tasks	Advanced	Unit 4, Topic B	B-3
1.4.4	Search for contacts	Advanced	Unit 4, Topic B	B-3
1.4.5	Search calendars	Advanced	Unit 4, Topic B	B-3
1.4.6	Use advanced find	Advanced	Unit 4, Topic B	B-2
1.4.7	Use Search by Location	Advanced	Unit 4, Topic B	B-1
<b>2.0</b>	<b>Manage Messages</b>			
<b>2.1</b>	<b>Create a Message</b>			
2.1.1	Create messages	Basic	Unit 2, Topic B	B-1
2.1.2	Forward messages	Basic	Unit 2, Topic C	C-2
2.1.3	Delete messages	Basic	Unit 2, Topic C	C-4
2.1.4	Adding/remove message attachments	Basic	Unit 2, Topic D	D-1
2.1.5	Add cc and bcc to messages	Basic	Unit 2, Topic B	B-1
2.1.6	Add voting options to messages	Advanced	Unit 2, Topic C	C-1
2.1.7	Reply to all	Basic	Unit 2, Topic C	C-1
2.1.8	Reply to sender only	Basic	Unit 2, Topic C	C-1
2.1.9	Prioritize messages	Basic	Unit 3, Topic A	A-1
2.1.10	Mark as private	Basic	Unit 3, Topic A	A-1
2.1.11	Request delivery/read receipt	Basic	Unit 3, Topic A	A-4
2.1.12	Redirect replies	Basic	Unit 3, Topic A	A-3
2.1.13	Delegate access	Advanced	Unit 6, Topic A	A-3
<b>2.2</b>	<b>Format a Message</b>			
2.2.1	Format text	Basic	Unit 2, Topic B	B-1, B-3
2.2.2	Insert hyperlinks	Basic	Unit 2, Topic C	C-3
2.2.3	Apply themes and styles	Advanced	Unit 2, Topic A	A-1

<b>#</b>	<b>Objective</b>	<b>Course level</b>	<b>Conceptual information</b>	<b>Supporting activities</b>
<b>2.2</b>	<b>Format a Message (continued)</b>			
2.2.4	Insert images	Basic	Unit 2, Topic D	D-2
2.2.5	Add a signature to specific messages	Advanced	Unit 2, Topic B	B-1
2.2.6	Format signatures	Advanced	Unit 2, Topic B	B-1
2.2.7	Create and use Quick Parts	Advanced	Unit 2, Topic A	A-6
<b>2.3</b>	<b>Organize and Manage Messages</b>			
2.3.1	Sort messages	Basic	Unit 3, Topic B	B-2
2.3.2	Move messages between folders	Advanced	Unit 4, Topic A	A-1
2.3.3.	Add new local folders	Advanced	Unit 4, Topic A	A-1
2.3.4	Apply categories	Advanced	Unit 4, Topic D	D-1, D-3
2.3.5	Configure junk e-mail settings	Basic	Unit 3, Topic C	C-1
2.3.6	Cleanup messages	Advanced	Unit 3, Topic B	B-2
2.3.7	Mark as read/unread	Basic	Unit 3, Topic A	A-5
2.3.8	Flag messages	Basic	Unit 3, Topic A	A-5
2.3.9	Ignore messages	Advanced	Unit 3, Topic B	B-2
2.3.10	Sort by conversation	Advanced	Unit 3, Topic B	B-1
2.3.11	Set attachment reminder options	Advanced	Unit 2, Topic A	
<b>3.0</b>	<b>Manage Schedules</b>			
<b>3.1</b>	<b>Create and Manage Calendars</b>			
3.1.1	Adjust viewing details for calendars	Basic	Unit 6, Topic D	D-1
3.1.2	Modify calendar time zones	Basic	Unit 6, Topic D	D-3
3.1.3	Delete calendars	Basic	Unit 7, Topic A	A-3
3.1.4	Demonstrate how to set calendar work times	Basic	Unit 6, Topic D	D-2
3.1.5	Create multiple calendars	Basic	Unit 7, Topic A	A-3
3.1.6	Manage calendar groups	Advanced	Unit 6, Topic A	A-2
3.1.7	Overlay calendars	Basic	Unit 7, Topic A	A-3
3.1.8	Share calendars	Advanced	Unit 6, Topic A	A-1

#	Objective	Course level	Conceptual information	Supporting activities
<b>3.2</b>	<b>Create Appointments, Meetings and Events</b>			
3.2.1	Create calendar items	Basic	Unit 6, Topic A	A-1
		Basic	Unit 6, Topic C	C-1
3.2.2	Create recurring calendar items	Basic	Unit 6, Topic A	A-2
		Basic	Unit 6, Topic C	C-2
3.2.3	Cancel calendar items	Basic	Unit 6, Topic B	B-3
3.2.4	Create calendar items from messages	Basic	Unit 6, Topic A	A-3
3.2.5	Set calendar item times	Basic	Unit 6, Topic A	A-1
3.2.6	Categorize calendar items	Advanced	Unit 4, Topic D	D-4
3.2.7	Use the scheduling assistant	Basic	Unit 7, Topic A	A-4
3.2.8	Change availability status	Basic	Unit 6, Topic A	A-1
3.2.9	Schedule resources	Basic	Unit 7, Topic B	B-1
3.2.10	Utilize Room Finder	Basic	Unit 7, Topic B	B-1
<b>3.3</b>	<b>Organize and Manage Appointments, Meetings, and Events</b>			
3.3.1	Set calendar item importance	Basic	Unit 6, Topic A	
3.3.2	Forward calendar items	Basic	Unit 6, Topic A	A-1
3.3.3	Configure reminders	Basic	Unit 6, Topic A	A-1
3.3.4	Add participants	Basic	Unit 7, Topic B	B-3
3.3.5	Respond to invitations	Basic	Unit 7, Topic A	A-2
3.3.6	Update calendar items	Basic	Unit 6, Topic B	B-1
3.3.7	Share meeting notes	Basic	Unit 7, Topic B	B-4
<b>3.4</b>	<b>Create and Manage Notes, Tasks, and Journals</b>			
3.4.1	Create and manage tasks	Basic	Unit 5, Topic A	A-2
3.4.2	Create and manage notes	Advanced	Unit 5, Topic A	A-1
3.4.3	Attach notes to contacts	Basic	Unit 4, Topic A	A-3
3.4.4	Create journal entries	Advanced	Unit 5, Topic B	B-1
3.4.5	Update task status	Basic	Unit 5, Topic B	B-2

#	Objective	Course level	Conceptual information	Supporting activities
<b>4.0</b>	<b>Manage Contacts and Groups</b>			
<b>4.1</b>	<b>Create and Manage Contacts</b>			
4.1.1	Create new contacts	Basic	Unit 4, Topic A	A-1
4.1.2	Delete contacts	Basic	Unit 4, Topic A	A-2
4.1.3	Import contacts from external sources	Basic	Unit 4, Topic B	B-2
4.1.4	Edit contact information	Basic	Unit 4, Topic A	A-2
4.1.5	Attach an image to contacts	Basic	Unit 4, Topic A	A-2
4.1.6	Add tags to contacts	Basic	Unit 4, Topic A	
4.1.7	Share contacts	Advanced	Unit 6, Topic A	A-5
4.1.8	Manage multiple address books	Basic	Unit 4, Topic B	B-1
<b>4.2</b>	<b>Create and Manage Groups</b>			
4.2.1	Create new contact groups	Basic	Unit 4, Topic C	C-1
4.2.2	Add contacts to existing groups	Basic	Unit 4, Topic C	C-2
4.2.3	Add notes to a group	Basic	Unit 4, Topic C	C-4
4.2.4	Update contacts within groups	Basic	Unit 4, Topic C	C-2
4.2.5	Delete groups	Basic	Unit 4, Topic C	C-5
4.2.6	Delete group members	Basic	Unit 4, Topic C	C-2