



# Introduction to Installing and Managing Microsoft Exchange Server 2007

## COMPUTER TRAINING

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## EXCHANGE

Course No. 5047

3 Days

### Target Audience:

This course provides students who are new to Exchange Server with the knowledge and skills to configure and manage a messaging environment in accordance with technical requirements. It is designed for IT Professionals and help desk professionals who want to learn about Microsoft Exchange Server 2007.

### Pre-requisites:

Before attending this course, students must have the following pre-requisites:

- Experience using NTBackup command, NSLookup command, Active Directory Users and Computers tool, Active Directory Sites and Services tool, and Internet Information Services (IIS) administration tool.
- Experience using Microsoft Windows Explorer, Microsoft Management Console (MMC), and Microsoft Outlook.
- Working knowledge of Windows server operating system.
- Working knowledge of network technologies.
- Working knowledge of Active Directory.
- Conceptual understanding of e-mail technologies.

### Purpose:

After completing this course, students will be able to describe how Exchange Server 2007 and Active Directory work together; install Exchange Server 2007; configure Mailbox Server roles; manage recipient objects; manage e-mail and address lists; manage client access; manage Messaging Transport; manage availability, backup and recovery; maintain the message system.

At the end of the course the delegate will be able to complete the following:

### Overview of Exchange and Active Directory

- This module describes how Exchange Server 2007 and Active Directory work together.
- Review of Active Directory
- Introduction to the Integration of Active Directory and Exchange Server 2007
- Lab: Overview of How Active Directory and Exchange Server 2007 Work Together

#### Skills:

- Describe the core components of the Active Directory directory service.
- Describe the integration of Active Directory and Exchange Server 2007.

### Installing Exchange Server 2007

- This module describes how to install Exchange Server 2007.
- Introduction to the Exchange Server 2007 Server Roles
- Installing Exchange Server 2007
- Completing the Exchange Server 2007 Installation
- Lab: Managing Recipient Objects

#### Skills:

- Describe the Exchange Server 2007 server roles.
- Install Exchange Server 2007.
- Complete the Exchange Server 2007 installation.

### Configuring Mailbox Server Roles

- This module describes how to configure Mailbox Server roles.
- Overview of Exchange Server 2007
- Implementing Mailbox Server Roles
- Managing Public Folder Databases
- Lab: Configuring Mailbox Servers

#### Skills:

- Describe the Exchange Server 2007 Administration Tools.
- Implement Mailbox Server roles.
- Manage Public Folder databases.

### Managing Recipient Objects

- This module describes how to manage recipient objects.
- Managing Mailboxes
- Managing Other Recipients
- Overview of Managing Public Folders
- Lab: Managing Recipient Objects

#### Skills:

- Manage mailboxes.
- Manage other recipients.
- Manage Public Folders.

### Managing E-Mail Addresses and Address Lists

- This module describes how to manage e-mail and address lists.
- Configuring E-Mail Address Policies
- Configuring Address Lists
- Overview of Bulk Recipient Management Tasks
- Lab: Managing E-Mail Addresses and Address Lists

#### Skills:

- Configure e-mail address policies.
- Configure address lists.
- Describe bulk recipient management tasks.

### Managing Client Access

- This module describes how to manage client access.
- Implementing Client Access Servers
- Implementing Client Access Features
- Implementing Outlook Web Access
- Introduction to Implementing Mobile Messaging
- Lab: Managing Client Access

#### Skills:

- Implement client access servers.
- Implement client access features.
- Implement Outlook Web Access.
- Implement Mobile Messaging.

### Managing Messaging Transport

- This module describes how to manage messaging transport.
- Introduction to Message Transport
- Implementing Message Transport
- Lab: Managing Messaging Transport

#### Skills:

- Describe how Message Transport works in Exchange Server 2007.
- Implement Message Transport.

### Managing Availability, Backup and Recovery

- This module describes how to manage availability, and backup and recovery.
- Implementing High-Availability for Mailbox Servers
- Managing a Backup Solution
- Managing a Recovery Solution
- Lab: Managing Backup and Recovery

#### Skills:

- Implement high-availability for mailbox servers
- Manage a backup solution.
- Manage a recovery solution.



## Maintaining the Messaging System

- This module describes how to maintain the message system.
- Overview of Implementing Change Management
- Overview of Updating Exchange Servers
- Lab: Maintaining the Messaging System

### Skills:

- Describe implement change management.
- Describe how to update Exchange Servers.



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## PARTICULARS

**Cost:**

**£1050 plus VAT**

**Platform:**

Windows

**Numbers:**

Maximum of 6 people on each course at F1's training facilities in London and Bath



# Managing Messaging Security using Microsoft Exchange Server 2007

## COMPUTER TRAINING

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## EXCHANGE

Course No. 5049

1 Day

### Target Audience:

This course provides messaging specialists with the knowledge and skills to manage messaging security and policies. It is designed for enterprise-level messaging administrators who have at least 3 years experience working in the Information Technology field, including administering Exchange Servers.

### Pre-requisites:

Before attending this course, students must have the following pre-requisites:

- Working knowledge of malware.
- Conceptual understanding of firewalls.
- Working knowledge of how Public Key Infrastructure (PKI) is managed in the directory.
- Experience using NTBackup command, NSLookup command, Active Directory Users and Computers tool, Active Directory Sites and Services tool, and Internet Information Services (IIS) administration tool.
- Experience using Microsoft Windows Explorer, Microsoft Management Console (MMC), and Microsoft Outlook.
- Working knowledge of Windows server operating system.
- Working knowledge of network technologies.
- Working knowledge of Active Directory.
- Working knowledge of Exchange Server 2007.
- Conceptual understanding of e-mail technologies.

### Purpose:

After completing this course, students will be able to manage anti-spam and antivirus features; configure edge transport servers; implement messaging policies.

At the end of the course the delegate will be able to complete the following:

### Maintaining Antivirus and Anti-spam Systems

- This module describes how to maintain antivirus and anti-spam systems.
- Introduction to Antivirus and Anti-Spam Management
- Implementing Anti-spam Features
- Implementing Antivirus Features
- Lab: Maintaining Antivirus and Anti-Spam Systems

#### Skills:

- Describe antivirus and anti-spam management.
- Implement anti-spam features.
- Implement antivirus features.

### Configuring Edge Transport Servers

- This module describes how to configure edge transport servers.
- Deploying Edge Transport Servers
- Configuring Internet Message Delivery
- Configuring Security for Internet E-Mail
- Lab: Configuring Edge Transport Servers

#### Skills:

- Deploy edge transport servers.
- Configure Internet message delivery.
- Configure security for Internet e-mail.

### Implementing Messaging Policies

- This module describes how to implement transport rules.
- Introducing Messaging Policy and Compliance
- Implementing Messaging Records Management
- Implementing Transport Rules
- Lab: Implementing Messaging Policies

#### Skills:

- Describe messaging policy and compliance.
- Implement messaging records management.
- Implement transport rules.





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# Recovering Messaging Servers and Databases using Microsoft Exchange Server 2007

## COMPUTER TRAINING

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## EXCHANGE

Course No. 5050

1 Day

### Target Audience:

This course provides students with the knowledge and skills needed to recover Exchange mailboxes and servers in a variety of disaster scenarios. It is designed for enterprise-level messaging administrators who have at least 3 years experience, including administering Exchange Servers.

### Pre-requisites:

Before attending this course, students must have the following pre-requisites:

- Working knowledge of malware.
- Conceptual understanding of firewalls.
- Working knowledge of how Public Key Infrastructure (PKI) is managed in the directory.
- Experience using NTBackup command, NSLookup command, Active Directory Users and Computers tool, Active Directory Sites and Services tool, and Internet Information Services (IIS) administration tool.
- Experience using Microsoft Windows Explorer, Microsoft Management Console (MMC), and Microsoft Outlook.
- Working knowledge of Windows server operating system.
- Working knowledge of network technologies.
- Working knowledge of Active Directory.
- Conceptual understanding of e-mail technologies.
- Completion of Course 5047A: Introduction to Installing and Managing Microsoft Exchange Server 2007.

### Purpose:

After completing this course, students will be able to recover messaging databases; prepare for and recover from Mailbox server failures; prepare for and recover from non-Mailbox server failures.

At the end of the course the delegate will be able to complete the following:

### Recovering Messaging Databases

- This module explains how to recover messaging databases.
- Overview of Database Recovery Scenarios
- Recovering a Messaging Database Using Dial-Tone Recovery
- Lab: Recovering Messaging Databases in Exchange Server 2007

#### Skills:

- Describe messaging database recovery scenarios.
- Recover a messaging database using dial-tone recovery.

### Preparing for and Recovering from Mailbox Server Failures

- This module explains how to prepare for and recover from Mailbox server failures.
- Preparing for a Mailbox Server Recovery
- Recovering Mailbox Servers
- Lab: Preparing for and Recovering from Mailbox Server Failures

#### Skills:

- Prepare for and recover from Mailbox server failures.
- Recover Mailbox servers.

### Preparing for and Recovering from Non-Mailbox Server Failures

- This module explains how to prepare for and recover from non-Mailbox server failures.
- Preparing for a Non-Mailbox Server Recovery
- Recovering Non-Mailbox Servers
- Lab: Preparing for and Recovering from Non-Mailbox Server Failures

#### Skills:

- Prepare for a non-Mailbox server recovery.
- Recover non-Mailbox servers.





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## COMPUTER TRAINING

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## EXCHANGE

Course No. 5051

2 Days

### Target Audience:

This course provides students with the knowledge and skills to monitor and troubleshoot an Exchange Server 2007 messaging system. It is designed for experienced enterprise-level messaging professionals who have at least 3 years experience working in the Information Technology field, including administering Exchange Servers.

### Pre-requisites:

Before attending this course, students must have the following pre-requisites:

- Understanding of server hardware.
- Basic knowledge of server and Exchange performance characteristics.
- Experience using Perfmon command, MDBVUE tool, Active Directory Management tools, telnet commands, nslookup command, Internet Information Services (IIS) Admin, Windows PowerShell, Exchange QueueViewer, Exchange Management Console, Event Viewer, Outlook, ADMAP command.
- Working knowledge of Windows server operating system.
- Working knowledge of network technologies.
- Working knowledge of Active Directory.
- Working knowledge of Exchange Server 2003.
- Understanding of Exchange transport technologies.
- Completion of Courses 5047 & 5049.

### Purpose:

After completing this course, students will be able to monitor and troubleshoot client performance and connectivity; monitor and troubleshoot mail flow; monitor and troubleshoot messaging servers; troubleshoot calendars and public folders; monitor and troubleshoot external and additional services; identify trends in a messaging system.



# Monitoring and Troubleshooting Microsoft Exchange Server 2007

At the end of the course the delegate will be able to complete the following:

## Introduction to Exchange Server Monitoring and Troubleshooting

- This module explains how to monitor Exchange servers using Microsoft Operations Manager (MOM) and explains an Exchange troubleshooting model.
- Introduction to Microsoft Operations Manager
- Introduction to Troubleshooting Exchange Server 2007
- Using MOM to Monitor Exchange Servers
- Lab: Introduction to Exchange Server Monitoring and Troubleshooting

### Skills:

- Describe how this unit provides the basis for the information to be presented in the other units in the workshop.
- Describe what MOM is.
- Provide an example of efficient troubleshooting logic for Exchange Server 2007.
- Explain how to monitor Exchange Servers using MOM.

## Monitoring and Troubleshooting Client Performance and Connectivity

- This module explains how to monitor and troubleshoot mail flow.
- Tools for Monitoring Client Performance and Connectivity
- Process for Troubleshooting MAPI Clients
- Process for Troubleshooting Client Access Server Clients
- Lab: Monitoring and Troubleshooting Client Performance and Connectivity

### Skills:

- Identify tools for monitoring client performance and connectivity.
- Describe the process for troubleshooting MAPI clients.
- Describe the process for troubleshooting Client Access Server clients.
- Configure MOM to monitor client connectivity issues.
- Identify the cause for a MAPI connectivity issue and resolved the issue.
- Identify the cause for a remote client connectivity issue and resolved the issue.

## Troubleshooting Access to Resources and Messages

- This module explains how to troubleshoot access to resources and messages.
- How Public Folder Access Works
- How Calendaring Works
- Process for Troubleshooting Client Access Server Issues
- Lab: Troubleshooting Access to Messaging Contents

### Skills:

- Describe how public folder access works.
- Describe how calendaring works.
- Describe the process for troubleshooting client access server issues.
- Identify the reason why a user at one location is unable to access a public folder and resolve the issue.
- Identify the reason for a resource booking failure and resolve the issue.
- Identify the reason why a user cannot access resources through OWA and resolve the issue.
- Identify the reason why a user is unable to open a message in their mailbox and resolve the issue.

## Monitoring and Troubleshooting Mail Flow

- This module explains how to monitor and troubleshoot mail flow.
- Tools for Monitoring Mail Flow
- Process for Troubleshooting Internal Mail Flow
- Process for Troubleshooting External Mail Flow
- Lab: Monitoring and Troubleshooting Mail Flow

### Skills:

- Identify tools for monitoring mail flow.
- Describe the process for troubleshooting internal mail flow.
- Describe the process for troubleshooting external mail flow.
- Configure MOM to monitor message flow.
- Identify the cause for messages not being delivered in the organization and resolved the issue.
- Identify the cause for messages not being received from the Internet and resolved the issue.

## Monitoring and Troubleshooting Mailbox Servers

- This module explains how to monitor and troubleshoot mailbox servers.
- Tools for Monitoring Mailbox Servers
- Process for Troubleshooting Mailbox Servers
- Guidelines for Troubleshooting Mailbox Server Performance
- Lab: Monitoring and Troubleshooting Mailbox Servers

### Skills:

- Identify tools for monitoring Exchange Mailbox servers.
- Implement a process for troubleshooting Exchange Mailbox servers.
- Describe guidelines for troubleshooting Exchange Mailbox server performance.
- Describe guidelines for resolving performance issues for Exchange Server roles.
- Configure MOM to monitor Mailbox servers.
- Identify the cause for users not being able to log on to their mailbox and resolve the issue.
- Identify reasons why a mailbox store cannot be mounted and resolve the issue.

## Monitoring and Troubleshooting External and Additional Services

- This module explains how to monitor and troubleshoot external and additional services.
- External and Additional Services Required by Exchange Server 2007
- External Services Required for Unified Messaging in Exchange Server 2007
- Tools for Monitoring External Services
- Lab: Monitoring and Troubleshooting External and Additional Services

### Skills:

- Identify external and additional services required by Exchange Server 2007.
- Identify external services required for Unified Messaging in Exchange Server 2007.
- Identify tools for monitoring external services.
- Configure monitoring for external services required for Exchange Server.
- Identify the reason that Exchange Services failed to start and resolve the issue.
- Describe scenarios in which the failure of external services results in Exchange Server failures and how to address those failures.

## Identifying Trends in a Messaging System

- This module explains how to identify and address trends in a messaging system.
- Tools for Identifying Trends in a Messaging System
- Information Required to Identify and Resolve Trends
- Lab: Identifying Trends in a Messaging System

### Skills:

- Describe tools for identifying trends in a messaging system.
- Apply considerations for identifying trends.
- Apply considerations for addressing trends.
- Create monitoring reports for an Exchange organization.
- Analyze monitoring reports to identify trends.
- Create proposals for addressing identified trends.



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## PARTICULARS

**Cost:**

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**Platform:**

Windows

**Numbers:**

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## COMPUTER TRAINING

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# EXCHANGE

Course No. 5053

3 Days

### Target Audience:

This three-day instructor-led course provides students with the knowledge and skills to design a messaging infrastructure. It is intended for people with 3 or more years experience working with previous versions of Exchange Server and experience implementing Exchange Server 2007.

### Pre-requisites:

Before attending this course, students must have the following pre-requisites:

- Familiarity with and understanding of hardware concepts.
- Extensive detailed knowledge of Active Directory concepts and design principles.
- Working experience with designing and implementing Active Directory in Windows Server 2003.
- Understand Exchange architecture.
- Working experience with Exchange 2000 Server or Exchange Server 2003 and Exchange Server 2007.
- Know how to use Exchange System Manager, Exchange Best Practice Analyzer (ExBPA), and Microsoft Visio (to create infrastructure diagrams).
- Familiarity with a Windows scripting or command line scripting.

### Purpose:

After completing this course, students will be able to gather business and technical requirements for a messaging infrastructure; design an Active Directory directory service and message routing infrastructure; design the hardware and system configuration for Exchange servers; design security for the messaging environment; design strategies for co-existence and interoperability; design a strategy for upgrading to Exchange Server 2007; design messaging policies; obtain approval for a messaging infrastructure design.



# Designing a Messaging Infrastructure using Microsoft Exchange Server 2007

At the end of the course the delegate will be able to complete the following:

## Gathering Requirements for a Messaging Infrastructure

- This module explains how to gather business and technical requirements for a messaging system.
- Gathering Business Requirements
- Identifying Additional Requirements
- Analyzing the Current Messaging Environment
- Creating a Requirements Document
- Lab: Gathering Requirements for a Messaging Infrastructure

### Skills:

- Gather business requirements for a Microsoft Exchange Server 2007 deployment.
- Identify project stakeholders and non-business requirements.
- Analyze the current messaging environment.
- Create a requirements document.

## Designing Active Directory and Message Routing

- This module explains how to design an Active Directory and message routing infrastructure.
- Designing an Active Directory Infrastructure
- Designing Message Routing
- Designing the Message Routing Perimeter
- Lab: Designing Active Directory and Message Routing

### Skills:

- Design the Active Directory infrastructure.
- Design a message routing topology.
- Design the messaging routing perimeter.

## Designing Exchange Servers

- This module explains how to design Exchange Server configurations.
- Designing Mailbox Servers
- Designing Non-Mailbox Servers
- Designing a Public Folder Architecture
- Designing a Lab Environment
- Lab: Designing Exchange Servers

### Skills:

- Design Mailbox server configurations.
- Design Exchange Server 2007 servers running non-mailbox server roles.
- Design a public folder architecture.
- Design a pre-production lab environment.

## Designing Security for a Messaging Environment

- This module explains how to design security for a messaging environment.
- Designing an Administrative Model
- Designing Message Security
- Designing Antivirus and Anti-spam Solutions
- Lab: Designing Security for a Messaging Environment

### Skills:

- Design an administrative model for Exchange Server 2007.
- Design messaging security for an Exchange Server 2007 infrastructure.
- Design antivirus and anti-spam requirements for an Exchange Server 2007 organization.

## Designing Co-Existence and Interoperability Strategies with Other Messaging Systems

- This module explains how to design Exchange co-existence and messaging system interoperability strategies.
- Overview of Co-Existence and Interoperability with Other Messaging Systems
- Designing a Co-Existence Strategy with Previous Versions of Exchange
- Designing an Interoperability Strategy with Other Messaging Systems
- Lab: Designing a Co-Existence Strategy

### Skills:

- Describe the co-existence and interoperability scenarios and terminology.
- Design a co-existence strategy with previous versions of Exchange Server.
- Design and interoperability strategy with other messaging systems.

## Designing an Exchange Server 2007 Upgrade Strategy

- This module explains how to design a strategy for upgrading to Exchange Server 2007.
- Overview of Available Upgrade Strategies
- Designing a Transition From Previous Versions of Exchange
- Designing a Migration From Other Messaging Systems
- Lab: Designing an Upgrade Strategy

### Skills:

- Describe the strategies available for upgrading to Exchange Server 2007.
- Design a transition from previous versions of Exchange Server.
- Design a migration from other messaging systems.

## Designing Messaging Policies

- This module explains how to design messaging policies for an Exchange Server 2007 organization.
- Designing Exchange Recipient and Message Policies
- Designing Mobile Device Policies
- Designing Messaging Policies for Compliance
- Lab: Designing Messaging Policies

**Skills:**

- Design Exchange recipient and message policies.
- Design mobile device policies.
- Design messaging policies for compliance.

## **Obtaining Approval for a Messaging Infrastructure Design**

- This module explains how to obtain approval for a messaging infrastructure design.
- Preparing to Obtain Approval
- Presenting and Finalizing a Design
- Lab: Obtaining Approval for a Messaging Infrastructure Design

**Skills:**

- Prepare the appropriate documentation to obtain design approval.
- Present and finalize a design document.



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**Cost:**

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**Platform:**

Windows

**Numbers:**

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# Designing a High Availability Messaging Solution using Microsoft Exchange Server 2007

## COMPUTER TRAINING

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## EXCHANGE

Course No. 5054

2 Days

### Target Audience:

This course teaches messaging engineers to design a high availability messaging solution using Microsoft Exchange Server 2007. It is intended for people with 3 or more years experience working with Exchange Server.

### Pre-requisites:

Before attending this course, students must have the following pre-requisites:

- Basic understanding of high availability concepts.
- Basic familiarity with deriving business requirements.
- Understanding of backup systems.
- Know how to use Exchange System Manager, Exchange Best Practice Analyzer (ExBPA), WinNT backup (ntbackup.exe) and Microsoft Visio or Microsoft Office PowerPoint 2003 (to create infrastructure diagrams).
- Extensive detailed knowledge of Active Directory concepts and design principles.
- Experience of designing and implementing Active Directory directory services in Microsoft Windows Server 2003.
- Working experience with Exchange 2000 Server or Exchange Server 2003 and Exchange Server 2007.
- Familiarity with a Windows scripting or command line scripting.

### Purpose:

After completing this course, students will be able to describe foundational high availability concepts for messaging; evaluate high availability messaging technologies for Exchange Server 2007; create a high availability messaging strategy; design the messaging portion of a business continuity plan; design backup for a high availability messaging environment; ensure recovery readiness of a high availability messaging environment.

At the end of the course the delegate will be able to complete the following:

### Foundational High Availability Concepts for Messaging

- This module explains the concept of service level management and how it relates the maintenance of Exchange Server 2007. As well, an overview of the high availability technologies for various network and data center components.
- Introduction to Service Level Management
- Overview of High Availability Technologies
- Lab: Foundational High Availability Concepts for Messaging

#### Skills:

- Explain service level management.
- Describe high availability technologies.

### Evaluating High Availability Technologies for Exchange Server 2007

- This module explains how to evaluate the high availability technologies for Exchange Server 2007. Options for Mailbox and non-Mailbox servers are covered.
- Evaluating High Availability Options for Mailbox Servers
- Evaluating High Availability Options for Non-Mailbox Servers
- Lab: Evaluating High Availability Messaging Technologies
- Lab: Evaluating High Availability Messaging Technologies

#### Skills:

- Evaluate high availability options for Mailbox servers.
- Evaluate high availability options for non-Mailbox servers.

### Creating a High Availability Messaging Strategy

- This module explains how to create a high availability messaging strategy. This includes creating solutions for Mailbox and non-mailbox servers.
- Designing a High Availability Strategy for Mailbox Servers
- Designing a High Availability Solution for Non-Mailbox Servers
- Lab: Creating a High Availability Messaging Strategy

#### Skills:

- Design a high availability strategy for Mailbox servers.
- Design a high availability solution for non-Mailbox servers.

### Designing the Messaging Portion of a Business Continuity Plan

- This module explains how to design the messaging portion of a business continuity plan. As well, information about identifying threats to the messaging organization and mitigating those threats is covered.
- Overview of Business Continuity Planning
- Identifying Threats to the Messaging Organization
- Mitigating Threats to the Messaging Organization
- Designing the Business Continuity Plan
- Lab: Designing the Messaging Portion of a Business Continuity Plan

#### Skills:

- Describe business continuity planning.
- Identify threats to the messaging organization.
- Mitigate threats to the messaging organization.
- Design the business continuity plan.

### Designing Backup for a High Availability Messaging Environment

- This module explains how to identify the backup requirements and design the backup procedures for a high availability messaging environment.
- Identifying Backup Requirements
- Designing Backup Procedures
- Lab: Designing Backup for a High Availability Messaging Environment

#### Skills:

- Identify backup requirements.
- Design backup procedures.

### Ensuring Recovery Readiness of a High Availability Messaging Environment

- This module explains how to ensure recovery readiness of a high availability messaging environment by designing recovery strategies and evaluating disaster recovery readiness.
- Designing Recovery Strategies
- Evaluating Disaster Recovery Readiness
- Lab: Ensuring Recovery Readiness of a High Availability Messaging Environment

#### Skills:

- Design recovery strategies.
- Evaluate disaster recovery readiness.





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