



## LEARNING PLAN

# Understanding the End User

The end user of technology is our customer. That customer is often, if not always, the reason we exist. Understanding end-user technology needs allows you to move from a reactionary position to a proactive one, giving you the chance to build systems that anticipate challenges and prevent issues. Walk in the end user's shoes as you learn the Office productivity suite, Lync, SharePoint, Exchange, and more. Understanding the end user's perspective begins with recognizing that they often care more about the outcome or product than they do about the technology that makes the outcomes and products possible.

### Areas of focus

- End user computing scenarios
- Helpdesk and support role
- Common applications and IT services

### Curriculum

VIDEOS FROM COURSE

<b>What's New in Office 2016</b>	<b>2 hours</b>
<input type="checkbox"/> <a href="#">Introduction</a>	2 min
<input type="checkbox"/> <a href="#">New Chart Types</a>	11 min
<input type="checkbox"/> <a href="#">Improved Collaboration</a>	7 min
<input type="checkbox"/> <a href="#">Other General New Features</a>	8 min
<input type="checkbox"/> <a href="#">What's New in Outlook?</a>	9 min
<input type="checkbox"/> <a href="#">What's New in PowerPoint?</a>	9 min
<input type="checkbox"/> <a href="#">Excel Forecasting</a>	14 min
<input type="checkbox"/> <a href="#">Excel Business Analytics</a>	15 min
<input type="checkbox"/> <a href="#">What's New in OneNote?</a>	13 min
<input type="checkbox"/> <a href="#">Social Share Plug-in for PowerPoint</a>	9 min
<input type="checkbox"/> <a href="#">Excel 3D Maps</a>	12 min

VIDEOS FROM COURSE

<b>Microsoft Excel 2016</b>	<b>7 hours</b>
<input type="checkbox"/> <a href="#">Introduction</a>	5 min
<input type="checkbox"/> <a href="#">Find Your Way Around and Get Help</a>	9 min
<input type="checkbox"/> <a href="#">Creating Your First Spreadsheet</a>	14 min
<input type="checkbox"/> <a href="#">Spreadsheet Formatting</a>	13 min
<input type="checkbox"/> <a href="#">Calculations</a>	15 min
<input type="checkbox"/> <a href="#">Managing Files</a>	12 min
<input type="checkbox"/> <a href="#">Using Multiple Sheets</a>	15 min

### Prerequisite Plans

INTRODUCTORY LEVEL

[Introduction to IT](#)



### Current Plan

FUNDAMENTAL LEVEL

[Understanding the End User](#)



### Possible Next Plans

ASSOCIATE LEVEL

[Information Security Concepts & Practices](#)

## VIDEOS FROM COURSE

**Microsoft Excel 2016 (cont.)**

<input type="checkbox"/>	Number Formats	13 min
<input type="checkbox"/>	Data Visualization	11 min
<input type="checkbox"/>	Get Started with Excel Functions	15 min
<input type="checkbox"/>	More Excel Functions!	15 min
<input type="checkbox"/>	Create Your Own Excel Function	8 min
<input type="checkbox"/>	Page Layout	13 min
<input type="checkbox"/>	Get Started with Charts	11 min
<input type="checkbox"/>	Do More with Charts	13 min
<input type="checkbox"/>	Explore the Excel Chart Types!	12 min
<input type="checkbox"/>	Sharing and Collaborating	11 min
<input type="checkbox"/>	Protecting Workbooks	9 min
<input type="checkbox"/>	Working with Excel Lists	14 min
<input type="checkbox"/>	Data Validation for Good Quality Data	11 min
<input type="checkbox"/>	Analyzing Data with PivotTables	15 min
<input type="checkbox"/>	Connecting to Data Sources	10 min
<input type="checkbox"/>	Introduction to Power Pivot	13 min
<input type="checkbox"/>	Interactive Reports with Power View	8 min
<input type="checkbox"/>	What If Analysis	11 min
<input type="checkbox"/>	Excel Forecasting	12 min
<input type="checkbox"/>	Excel 3D Maps	11 min
<input type="checkbox"/>	Adding Graphics to Your Spreadsheets	9 min
<input type="checkbox"/>	Customizing Your Workspace	8 min
<input type="checkbox"/>	Templates	12 min
<input type="checkbox"/>	Introduction to Excel Macros	13 min
<input type="checkbox"/>	Worksheet Forms	9 min
<input type="checkbox"/>	Using Excel on Multiple Devices	13 min

## VIDEOS FROM COURSE

**Microsoft Word 2016****7 hours**

<input type="checkbox"/>	Introduction	6 min
<input type="checkbox"/>	Find your way around and get Help	11 min
<input type="checkbox"/>	Text Basics	13 min
<input type="checkbox"/>	Do more with Text	12 min
<input type="checkbox"/>	Working with Paragraphs	12 min
<input type="checkbox"/>	Bullets and Numbering	16 min
<input type="checkbox"/>	Page Layout	14 min
<input type="checkbox"/>	Headers, Footers and Page Numbers	13 min
<input type="checkbox"/>	File Management	13 min
<input type="checkbox"/>	Sharing Files and Co-authoring	10 min
<input type="checkbox"/>	Saving Time	13 min
<input type="checkbox"/>	Customizing your Workspace	10 min
<input type="checkbox"/>	Tabs or Tables?	15 min
<input type="checkbox"/>	Tips and Tricks for Tables	8 min

## VIDEOS FROM COURSE

**Microsoft Word 2016 (cont.)**

<input type="checkbox"/>	Get Clever with the Clipboard!	13 min
<input type="checkbox"/>	Working with Styles	14 min
<input type="checkbox"/>	The Drawing Tools	11 min
<input type="checkbox"/>	Pictures and Videos	15 min
<input type="checkbox"/>	Creating Professional Documents	15 min
<input type="checkbox"/>	Templates	15 min
<input type="checkbox"/>	Reviewing Documents	12 min
<input type="checkbox"/>	Protecting Documents	15 min
<input type="checkbox"/>	Mail Merge	15 min
<input type="checkbox"/>	Text Effects	12 min
<input type="checkbox"/>	Office Add-ins	10 min
<input type="checkbox"/>	Charts	14 min
<input type="checkbox"/>	Table of Contents	13 min
<input type="checkbox"/>	Creating an Index	12 min
<input type="checkbox"/>	Citations, Bibliographies, and Table of Authorities	14 min
<input type="checkbox"/>	Other Reference Tools	10 min
<input type="checkbox"/>	Equations	8 min
<input type="checkbox"/>	Recording Macros	10 min
<input type="checkbox"/>	Using Word on Multiple Devices	12 min

## VIDEOS FROM COURSE

**Microsoft Outlook 2016****4 hours**

<input type="checkbox"/>	Introduction	5 min
<input type="checkbox"/>	Find Your Way Around and Get Help	9 min
<input type="checkbox"/>	Email Basics	12 min
<input type="checkbox"/>	Organizing Email into Folders	9 min
<input type="checkbox"/>	Flags and Categories	8 min
<input type="checkbox"/>	Searching for Emails	8 min
<input type="checkbox"/>	Inbox Views	8 min
<input type="checkbox"/>	Save Time with Email Templates, Quick Parts, and Stationery	10 min
<input type="checkbox"/>	Automating Outlook Activities	12 min
<input type="checkbox"/>	Reducing the Volume of Email in Your Inbox	11 min
<input type="checkbox"/>	More Email Options	13 min
<input type="checkbox"/>	Adding Multiple Email Accounts	10 min
<input type="checkbox"/>	Managing Someone Else's Inbox	8 min
<input type="checkbox"/>	Archiving	12 min
<input type="checkbox"/>	Working with Your Calendar	8 min
<input type="checkbox"/>	Scheduling Meetings	10 min
<input type="checkbox"/>	Sharing Calendars	13 min
<input type="checkbox"/>	Other Calendar Options	9 min
<input type="checkbox"/>	Working with Outlook Contacts	11 min
<input type="checkbox"/>	Do More with Your Contacts	10 min

VIDEOS FROM COURSE

**Microsoft Outlook 2016** (cont.)

<input type="checkbox"/>	<a href="#">A Quick Look at Outlook Forms</a>	9 min
<input type="checkbox"/>	<a href="#">Working with Outlook Tasks</a>	11 min
<input type="checkbox"/>	<a href="#">Outlook Notes or OneNote?</a>	5 min
<input type="checkbox"/>	<a href="#">Recording Time in Outlook</a>	8 min