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**

**What’s New in Office 2016**

- Introduction: 2 min
- New Chart Types: 11 min
- Improved Collaboration: 7 min
- Other General New Features: 8 min
- What’s New in Outlook?: 9 min
- What’s New in PowerPoint?: 9 min
- Excel Forecasting: 14 min
- Excel Business Analytics: 15 min
- What’s New in OneNote?: 13 min
- Social Share Plug-in for PowerPoint: 9 min
- Excel 3D Maps: 12 min

**VIDEOS FROM COURSE**

**Microsoft Excel 2016**

- Introduction: 5 min
- Find Your Way Around and Get Help: 9 min
- Creating Your First Spreadsheet: 14 min
- Spreadsheet Formatting: 13 min
- Calculations: 15 min
- Managing Files: 12 min
- Using Multiple Sheets: 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
### Microsoft Excel 2016 (cont.)
- Number Formats 13 min
- Data Visualization 11 min
- Get Started with Excel Functions 15 min
- More Excel Functions! 15 min
- Create Your Own Excel Function 8 min
- Page Layout 13 min
- Get Started with Charts 11 min
- Do More with Charts 13 min
- Explore the Excel Chart Types! 12 min
- Sharing and Collaborating 11 min
- Protecting Workbooks 9 min
- Working with Excel Lists 14 min
- Data Validation for Good Quality Data 11 min
- Analyzing Data with PivotTables 15 min
- Connecting to Data Sources 10 min
- Introduction to Power Pivot 13 min
- Interactive Reports with Power View 8 min
- What If Analysis 11 min
- Excel Forecasting 12 min
- Excel 3D Maps 11 min
- Adding Graphics to Your Spreadsheets 9 min
- Customizing Your Workspace 8 min
- Templates 12 min
- Introduction to Excel Macros 13 min
- Worksheet Forms 9 min
- Using Excel on Multiple Devices 13 min

### Microsoft Word 2016 (cont.)
- Get Clever with the Clipboard! 13 min
- Working with Styles 14 min
- The Drawing Tools 11 min
- Pictures and Videos 15 min
- Creating Professional Documents 15 min
- Templates 15 min
- Reviewing Documents 12 min
- Protecting Documents 15 min
- Mail Merge 15 min
- Text Effects 12 min
- Office Add-ins 10 min
- Charts 14 min
- Table of Contents 13 min
- Creating an Index 12 min
- Citations, Bibliographies, and Table of Authorities 14 min
- Other Reference Tools 10 min
- Equations 8 min
- Recording Macros 10 min
- Using Word on Multiple Devices 12 min

### Microsoft Outlook 2016
- Introduction 5 min
- Find Your Way Around and Get Help 9 min
- Email Basics 12 min
- Organizing Email into Folders 9 min
- Flags and Categories 8 min
- Searching for Emails 8 min
- Inbox Views 8 min
- Save Time with Email Templates, Quick Parts, and Stationery 10 min
- Automating Outlook Activities 12 min
- Reducing the Volume of Email in Your Inbox 11 min
- More Email Options 13 min
- Adding Multiple Email Accounts 10 min
- Managing Someone Else’s Inbox 8 min
- Archiving 12 min
- Working with Your Calendar 8 min
- Scheduling Meetings 10 min
- Sharing Calendars 13 min
- Other Calendar Options 9 min
- Working with Outlook Contacts 11 min
- Do More with Your Contacts 10 min
<table>
<thead>
<tr>
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<tr>
<td>A Quick Look at Outlook Forms</td>
<td>9 min</td>
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<tr>
<td>Working with Outlook Tasks</td>
<td>11 min</td>
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<td>Outlook Notes or OneNote?</td>
<td>5 min</td>
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<tr>
<td>Recording Time in Outlook</td>
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