



NOAA Unified Communication Microsoft Outlook 2007 Training Plan

Expected Start and End Dates

Start date: August 2009

Completion date: December 2009 (For current employees and on-going for new NOAA employees)

Expected Training Duration

11 hours – 40 hours

Target Audience

All NOAA employees at all levels including end users, administrators, and technical support that are seeking competency in the use of Microsoft Outlook 2007 and those seeking to obtain Microsoft Office Specialist (MOS) certification in the use of Microsoft Outlook 2007

Overview/Description

All NOAA Employees - To gain knowledge and skills to create and customize e-mail, views, navigation, organize, manage, and prioritize data using rules, alerts, the Junk E-mail Filter and configure additional e-mail accounts in Outlook 2007.

To understand what is a record and how to manage them appropriately.

Helpdesk/Administrator - To train NOAA IT professionals to use Exchange Server 2007 to install, configure, and protect NOAA's environment effectively. To understand how to build a secure Exchange 2007 infrastructure utilizing compliance features.

Overall Training Goals

To train NOAA employees so that they will be able to:

1. Transition to the new e-mail and calendar system with minimum disruption to their work
2. Increase productivity by using an integrated communication system

Learning Objectives

General (Basic/Intermediate/Advance)

- Create, receive, and manage e-mail
- Manage contacts

- Perform mail merge & create custom forms
- Work offline & remotely
- Manage e-mail addressing
- Set message options
- Use rules to filter mail
- Use rules to filter mail with public folders and the Out of Office Assistant.
- Create a rule for a given scenario.
- Use alerts
- Configure alerts
- Recognize the characteristics of the Junk E-mail Filter.
- Control junk mail
- Configure and manage the Junk E-mail Filter
- Perform customization tasks
- Change mail editor and message formats
- Customize Outlook views.
- Customize the Contacts view
- Configure additional e-mail accounts
- Configure a Hotmail account
- Create signatures & stationery
- Work with stationery and themes
- Schedule meetings & appointments
- Assign appointment categories
- Update calendar entries
- Manage to-do/task list
- Track working activities using the journal

System and Network Administrators

- Installing Exchange Server 2007
- Utilizing key Outlook 2007 features
- Connecting to a SharePoint server
- Restoring single messages and databases
- Securing Exchange against unwanted e-mail
- Creating additional mailbox databases
- Analyzing security threats to an Exchange infrastructure
- Auditing administrators in their daily tasks
- Exposing mixed environment security issues
- Defending against SMTP attacks
- Protecting Exchange with an ISA server
- Restoring single messages and databases

Record Management

- What is a Record?
- E-mail Records Management Guidance
- E-mail FAQs
- How to safeguard records

Learning Activities/Strategies/Methods

What activities will employees undertake to reach the learning objectives?

1. On-line Training
2. On-the Job Training
3. Training CD-ROM and DVD
4. Books
5. Trainer Trains others employees (Peer- Based Methods)
6. Self-Directed/Taught Learning
7. Tutorials
8. Training Courses and Workshops
9. University and College Programs
10. Professional Organizations
11. Continuous Education
12. Commerce Learning Center
13. Microsoft Service Maintenance Contract

Available Resources

1. *Training resources Free*

- *Microsoft Online Support*

- a. Outlook Overview and General Information

<http://office.microsoft.com/en-us/outlook/>

<http://www.microsoft.com/hk/office/preview/programs/outlook/overview.msp>

- b. Microsoft Training Site

<http://office.microsoft.com/en-us/outlook/FX100647191033.aspx>

<http://office.microsoft.com/en-us/training/>

<http://office.microsoft.com/en-us/training/HA102188671033.aspx>

- c. Outlook 2007 Demos

<http://office.microsoft.com/en-us/outlook/HA100518161033.aspx>

<http://office.microsoft.com/en-us/outlook/CH100740861033.aspx>

- d. Outlook Webcasts

<http://office.microsoft.com/en-us/webcasts/HA102547521033.aspx>

- e. Outlook Help Topics

<http://office.microsoft.com/en-us/outlook/FX100647191033.aspx?CTT=96&Origin=CL100626971033>

- *The Department of Commerce Learning Center*

<http://doc.learn.com/>

- *NOAA Office of the Chief Information Officer/ Program Management Office - Microsoft Exchange/Outlook Information*

http://www.cio.noaa.gov/Policy_Programs/Microsoft_Exchange_Outlook_Information.html

- *Record Management*
 - a. NOAA Records Management Training – Monthly

http://www.corporateservices.noaa.gov/~ames/Records_Management/records_mgt.html

2. *Training resources with a Cost*

- Microsoft Service Maintenance Contract
 - Microsoft.com
- Classroom Training Centers
 - Sample Training Centers
 - Learning Tree International
 - CompuWorks systems, Inc
 - New Horizons Computer Learning Centers
 - National Archives and Record Administration (NARA)
- CD-Rom, DVD
 - Sample vendors
 - CDi Communications, Inc
 - Microsoft.com
 - Trainsignal
 - Amazon.com
 - Keystone Learning Systems
 - Apex Web Media
- Books
 - Sample Book Stores
 - Amazon.com
 - Microsoft.com
 - Barnes & Noble
 - Borders Books
 - Harvard Book Store

Budget for Training Plan

Item #	Expected Expenses	Estimated Cost
1	Classroom training course	\$250 (basic/level 1), \$250 (intermediate/level 2) \$250 (advance/level 3), helpdesk/administrator \$2,744 Plus any travel cost
2	Record Management Classroom training course	\$150 - \$300
3	Online or DVD training course	\$344 (single user on line access) DVD (\$479-1437)
4	Books	\$20.00 - \$40.00