

# BUSTEC/CISA 127 Competencies

**IN ORDER TO TAKE BUSTEC/CISA 127, YOU SHOULD BE ABLE TO PERFORM ALL OF THE FOLLOWING TASKS:**

- ✓ Understand and navigate the Outlook window and panes
  - Know the different panes in the Outlook window
  - Adjust the positioning of the Navigation, Folder, Reading, and People panes
  - Understand different between using Outlook in a stand-alone environment and in an Exchange environment
- ✓ Competently use Email and special features
  - Voting button – use, customize, and vote. Use tracking feature to track respondents
  - Recall and Resend message
  - Resend message
  - Read receipt, Expiration, Delayed delivery, Automatic Forwarding
  - Create, edit and use signatures. Set default signatures
  - Flagging message, Importance, and Sensitivity
- ✓ Competently use Calendar and special features
  - Identify and use all four main views
  - Know the three different types of Calendar items that can be created
  - Create, edit, track, and respond to meeting requests.
  - Propose new time to a meeting request and send meeting request updates
  - Create and edit recurring appointments and events
  - Send a calendar item as an attachment via email
  - Convert an email to a Calendar item
- ✓ Competently use Contact and special features
  - Distinguish between Contacts, Address Book, and Global Address List
  - Identify parts of a contact record
  - Understand Field, Record, and File
  - Create and edit a contact group
  - Attach info to a contact record
  - Send multiple contact records as Business Cards via email
  - Create a contact record from a received email, an attached business card, or the global address list
- ✓ Competently use Tasks and special features
  - Create and edit tasks
  - Create a recurring task
  - Assign a task
  - Accept an assigned task
  - Send a status report on an accepted task

