



## Office 2003 Exam Syllabus

### Outlook 2003

#### *Microsoft Office Specialist Exam Skill Standards*

Exam skill standards are categories of examination tasks, identified by subject-matter experts, that certify an ability to productively use Microsoft Office programs. These categories are organized within skill sets representing the more basic functions of each Office program.

Exam skill standards and skill sets for the Microsoft Office Outlook 2003 exam are provided below to assist in your exam preparation. Training centers and courseware providers authorized by the Microsoft Office Specialist (Office Specialist) program tailor their instruction to these criteria.

#### **Messaging**

- Originate and respond to e-mail and instant messages
- Attach files to items
- Create and modify a personal signature for messages
- Modify e-mail message settings and delivery options
- Create and edit contacts
- Accept, decline, and delegate tasks

#### **Scheduling**

- Create and modify appointments, meetings, and events
- Update, cancel, and respond to meeting requests
- Customize Calendar settings
- Create, modify, and assign tasks

#### **Organizing**

- Create and modify distribution lists
- Link contacts to other items
- Create and modify notes
- Organize items
- Organize items using folders
- Search for items
- Save items in different file formats
- Assign items to categories
- Preview and print items