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AUTHORIZED FEDERAL ACQUISITION SERVICE INFORMATION TECHNOLOGY SCHEDULE
PRICELIST GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

GSA Contract Number: # 47QTCA18D0054

Period Covered by Contract: January 4, 2018-January 3, 2023

Special Item No. 132-50 Training Courses

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Acquisition Service's Home Page via the Internet at <https://www.gsaelibrary.gsa.gov/ElibMain/sinDetails.do?executeQuery=YES&scheduleNumber=70&flag=&filter=&specialItemNumber=132+50>

Locations

Alabama	Georgia	Minnesota	South Carolina
Birmingham	Atlanta	Minneapolis	Columbia
Huntsville	Hawaii	Minnesota	South Dakota
Mobile	Hawaii	St. Paul	Sioux Falls
Montgomery	Idaho	Mississippi	Tennessee
Alaska	Boise	Biloxi	Chattanooga
Anchorage	Illinois	Jackson	Knoxville
Alberta, Canada	Chicago	Missouri	Memphis
Calgary	(Downtown)	Kansas	Nashville
Edmonton	Chicago	City/Overland Park	Texas
British Columbia, Canada	(Rosemont Area)	Springfield	Austin
Vancouver	O'Fallon	St. Louis	Dallas
California	Rockford	Montana	El Paso
Anaheim	Indiana	Billings	Fort Worth
Burbank	Indianapolis	Nebraska	Houston
East Bay	Iowa	Lincoln	Killeen
Fresno	Cedar Rapids	Omaha	San Antonio
Los Angeles	Des Moines	Nevada	Utah
Modesto	Quad Cities	Las Vegas	Provo
Sacramento	Kansas	Reno	Salt Lake City
San Bernardino	Kansas	New Hampshire	Vermont
San Diego	City/Overland Park	Nashua	Knoxville
San Francisco	Wichita	Oregon	Memphis
San Jose	Kentucky	Beaverton	Nashville
Santa Cruz	Lexington	Eugene	Vermont
Santa Rosa	Louisville	Portland	Burlington
Ventura	Louisiana	Salem	Virginia
Colorado	Baton Rouge	Pennsylvania	Glen Allen
Colorado Springs	New Orleans	Allentown	Norfolk-Virginia
Denver	Shreveport	Erie	Beach
(Englewood)	Maine	Harrisburg	Richmond
Connecticut	Bangor	King of Prussia	Tyson's Corner
Fairfield & New	Manitoba, Canada	Lancaster	Washington
Haven Counties	Winnipeg	Philadelphia	Kirkland
Hartford	Maryland	Pittsburgh	Seattle
Delaware	Baltimore	Reading	Spokane
Wilmington	Massachusetts	Wilkes-	Vancouver
District of Columbia	Boston	Barre/Scranton	West Virginia
Washington	(Downtown)	Quebec, Canada	Charleston
Florida	Waltham	Montreal	Wisconsin
Daytona Beach	Woburn	Rhode Island	Appleton/Fox
Fort Lauderdale	Worcester	Providence	Cities and Green Bay
Ft. Myers	Michigan		Eau Claire
Gainesville	Detroit (Livonia)		Green Bay and
Jacksonville	Grand Rapids		Appleton/Fox Cities
Lakeland	Kalamazoo		Madison
Melbourne	Lansing		Milwaukee
Miami	Troy		Wausau
Orlando			Wyoming
Pensacola			Rock Springs
Tallahassee			
Tampa			
West Palm Beach			

GSA PRICING DISCOUNTS –

Pricing includes*:

Live Instruction, Student Course Materials, Student Evaluations, Student Certificates of Completion

*If client's trainings requirements are lower, than below training costs are negotiable.

*Course Customization is not accounted for in pricing below; therefore, pricing may vary depending on unique learning program

*Costs for exams, instructor travel and student equipment is not included but can be negotiated.

Public Scheduled Classes:

IBM Courses			Min. Participants: 1	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price Per Course or Per Person	Price Offered to GSA
1	\$700.00	\$700.00	\$700.00	\$648.83
2	\$1,400.00	\$1,400.00	\$1,400.00	\$1,297.66
3	\$2,100.00	\$2,100.00	\$2,100.00	\$1,946.49
4	\$2,825.00	\$2,825.00	\$2,825.00	\$2,618.49
5	\$3,200.00	\$3,200.00	\$3,200.00	\$2,966.08

Microsoft Office Classes				Min. Participants: 1	Quantity / Volume Discount
				Max. Participants: 20	If +14 participants additional 7% discount
Course	Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price Per Course or Per Person	Price Offered to GSA
Office 365	1	\$ 395.00	\$ 395.00	\$ 395.00	\$ 306.43
	5	\$ 2,975.00	\$ 2,975.00	\$ 2,975.00	\$ 2,307.93
Access	1	\$ 295.00	\$ 295.00	\$ 295.00	\$ 228.85
	2	\$ 590.00	\$ 590.00	\$ 590.00	\$ 457.71
	3	\$ 990.00	\$ 990.00	\$ 990.00	\$ 768.02
Excel	1	\$ 295.00	\$ 295.00	\$ 295.00	\$ 228.85
	2	\$ 590.00	\$ 590.00	\$ 590.00	\$ 457.71
	3	\$ 885.00	\$ 885.00	\$ 885.00	\$ 686.56
OneNote	1	\$ 295.00	\$ 295.00	\$ 295.00	\$ 228.85
Outlook	1	\$ 295.00	\$ 295.00	\$ 295.00	\$ 228.85
PowerPoint	1	\$ 295.00	\$ 295.00	\$ 295.00	\$ 228.85
Project	1	\$ 395.00	\$ 395.00	\$ 395.00	\$ 306.43
	2	\$ 1,785.00	\$ 1,785.00	\$ 1,785.00	\$ 1,384.76
Publisher	1	\$ 395.00	\$ 395.00	\$ 395.00	\$ 306.43
Visio	1	\$ 395.00	\$ 395.00	\$ 395.00	\$ 306.43
Word	1	\$ 295.00	\$ 295.00	\$ 295.00	\$ 228.85

Application Course	Min. Participants: 1	Quantity / Volume Discount
	Max. Participants: 20	If +14 participants additional 7% discount

Course	Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price Per Course or Per Person	Price Offered to GSA
Crystal Reports	1	\$ 990.00	\$ 990.00	\$ 990.00	\$ 768.02
QuickBooks	1	\$ 790.00	\$ 790.00	\$ 790.00	\$ 612.86

Adobe Classes				Min. Participants: 1	Quantity / Volume Discount
				Max. Participants: 20	If +14 participants additional 7% discount
Course	Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price Per Course or Per Person	Price Offered to GSA
Acrobat	1	\$ 395.00	\$ 395.00	\$ 395.00	\$ 306.43
Captivate	2	\$790.00	\$ 790.00	\$ 790.00	\$ 612.86
Dreamweaver	2	\$ 790.00	\$ 790.00	\$ 790.00	\$ 612.86
Flash	2	\$ 790.00	\$ 790.00	\$ 790.00	\$ 612.86
Illustrator	2	\$ 790.00	\$ 790.00	\$ 790.00	\$ 612.86
InDesign	2	\$ 790.00	\$ 790.00	\$ 790.00	\$ 612.86
Photoshop	2	\$ 790.00	\$ 790.00	\$ 790.00	\$ 612.86

Center of Leadership and Development				Min. Participants: 1	Quantity / Volume Discount
				Max. Participants: 20	If +14 participants additional 7% discount
Course	Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price Per Course or Per Person	Price Offered to GSA
Leadership and Professional Development Classes	2	\$ 1,500.00	\$ 1,500.00	\$ 1,500.00	\$ 1,390.35
	3	\$ 2,250.00	\$ 2,250.00	\$ 2,250.00	\$ 2,085.53
Human Resource Management Classes	2	\$ 1,500.00	\$ 1,500.00	\$ 1,500.00	\$ 1,390.35
	5	\$ 3,475.00	\$ 3,475.00	\$ 3,475.00	\$ 3,220.98
Business Analysis Classes	2	\$ 1,395.00	\$ 1,395.00	\$ 1,395.00	\$ 1,082.21
	3	\$ 1,995.00	\$ 1,995.00	\$ 1,995.00	\$ 1,547.67
	4	\$ 2,790.00	\$ 2,790.00	\$ 2,790.00	\$ 2,164.41
Project Management Classes	1	\$ 595.00	\$ 595.00	\$ 595.00	\$ 461.59
	2	\$ 1,190.00	\$ 1,190.00	\$ 1,190.00	\$ 923.17
	3	\$ 1,797.00	\$ 1,797.00	\$ 1,797.00	\$ 1,394.07
	4	\$ 2,380.00	\$ 2,380.00	\$ 2,380.00	\$ 1,846.34
	5	\$ 2,995.00	\$ 2,995.00	\$ 2,995.00	\$ 2,323.45

IT Service Management				Min. Participants: 1	Quantity / Volume Discount
				Max. Participants: 20	If +14 participants additional 7% discount

Course	Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price Per Course or Per Person	Price Offered to GSA
ITIL Classes	1	\$ 665.00	\$ 665.00	\$ 665.00	\$ 515.89
	2	\$ 1,950.00	\$ 1,950.00	\$ 1,950.00	\$ 1,512.76
	3	\$ 1,995.00	\$ 1,995.00	\$ 1,995.00	\$ 1,547.67
	4	\$ 2,595.00	\$ 2,595.00	\$ 2,595.00	\$ 2,013.14
	5	\$ 3,095.00	\$ 3,095.00	\$ 3,095.00	\$ 2,401.02
DevOps Institute Classes	2	\$ 1,495.00	\$ 1,495.00	\$ 1,495.00	\$ 1,385.72
IAITAM Classes	2	\$ 1,650.00	\$ 1,650.00	\$ 1,650.00	\$ 1,529.39
COBIT Classes	3	\$ 1,995.00	\$ 1,995.00	\$ 1,995.00	\$ 1,849.17

Microsoft Technical			Min. Participants: 1	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price Per Course or Per Person	Price Offered to GSA
1	\$ 595.00	\$ 595.00	\$ 595.00	\$ 461.59
2	\$ 1,190.00	\$ 1,190.00	\$ 1,190.00	\$ 923.17
3	\$ 1,785.00	\$ 1,785.00	\$ 1,785.00	\$ 1,384.76
4	\$ 2,380.00	\$ 2,380.00	\$ 2,380.00	\$ 1,846.34
5	\$ 2,975.00	\$ 2,975.00	\$ 2,975.00	\$ 2,307.93

Cisco			Min. Participants: 1	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price Per Course or Per Person	Price Offered to GSA
1	\$ 1,095.00	\$ 1,095.00	\$ 1,095.00	\$ 959.79
2	\$ 1,995.00	\$ 1,995.00	\$ 1,995.00	\$ 1,748.67
3	\$ 2,695.00	\$ 2,695.00	\$ 2,695.00	\$ 2,362.23
4	\$ 3,695.00	\$ 3,695.00	\$ 3,695.00	\$ 3,238.76
5	\$ 4,295.00	\$ 4,295.00	\$ 4,295.00	\$ 3,764.67

Citrix			Min. Participants: 1	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price Per Course or Per Person	Price Offered to GSA
2	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00	\$ 1,551.55
3	\$ 3,000.00	\$ 3,000.00	\$ 3,000.00	\$ 2,327.33
5	\$ 5,000.00	\$ 5,000.00	\$ 5,000.00	\$ 3,878.88

Cloud / Big Data			Min. Participants: 1	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants

					additional 7% discount
Course	Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price Per Course or Per Person	Price Offered to GSA
Amazon	1	\$ 650.00	\$ 650.00	\$ 650.00	\$ 602.49
	3	\$ 3,200.00	\$ 3,200.00	\$ 3,200.00	\$ 2,966.08
	4	\$ 3,800.00	\$ 3,800.00	\$ 3,800.00	\$ 3,522.22
Cloudera	4	\$ 2,995.00	\$ 2,995.00	\$ 2,995.00	\$ 2,776.07
SAP	2	\$ 1,300.00	\$ 1,300.00	\$ 1,300.00	\$ 1,204.97
	3	\$ 2,025.00	\$ 2,025.00	\$ 2,025.00	\$ 1,876.97
	5	\$ 3,750.00	\$ 3,750.00	\$ 3,750.00	\$ 3,475.88
NCTA	5	\$ 2,975.00	\$ 2,975.00	\$ 2,975.00	\$ 2,757.53

CompTIA			Min. Participants: 1	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price Per Course or Per Person	Price Offered to GSA
3	\$ 1,485.00	\$ 1,485.00	\$ 1,485.00	\$ 1,152.03
5	\$ 2,475.00	\$ 2,475.00	\$ 2,475.00	\$ 1,920.04

Java			Min. Participants: 1	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price Per Course or Per Person	Price Offered to GSA
1	\$ 1,335.00	\$ 1,335.00	\$ 1,335.00	\$ 1,035.66
2	\$ 1,398.00	\$ 1,398.00	\$ 1,398.00	\$ 1,084.53
3	\$ 1,335.00	\$ 1,335.00	\$ 1,335.00	\$ 1,035.66
5	\$ 3,495.00	\$ 3,495.00	\$ 3,495.00	\$ 2,711.33

Cyber Security				Min. Participants: 1	Quantity / Volume Discount
				Max. Participants: 20	If +14 participants additional 7% discount
Course	Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price Per Course or Per Person	Price Offered to GSA
EC Council	3	\$ 2,097.00	\$ 2,097.00	\$ 2,097.00	\$ 1,626.80
	5	\$ 3,495.00	\$ 3,495.00	\$ 3,495.00	\$ 2,711.33
ISACA	3	\$ 1,995.00	\$ 1,995.00	\$ 1,995.00	\$ 1,547.67

	5	\$ 3,250.00	\$ 3,250.00	\$ 3,250.00	\$ 2,521.27
ISC2	5	\$ 3,395.00	\$ 3,395.00	\$ 3,395.00	\$ 2,633.76
Logical Operations Classes	1	\$ 295.00	\$ 295.00	\$ 295.00	\$ 228.85
	5	\$ 2,500.00	\$ 2,500.00	\$ 2,500.00	\$ 1,939.44

Red Hat			Min. Participants: 1	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price Per Course or Per Person	Price Offered to GSA
4	\$ 3,200.00	\$ 3,200.00	\$ 3,200.00	\$ 2,966.08
5	\$ 3,600.00	\$ 3,600.00	\$ 3,600.00	\$ 3,336.84

VMware			Min. Participants: 1	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price Per Course or Per Person	Price Offered to GSA
2	\$ 1,650.00	\$ 1,650.00	\$ 1,650.00	\$ 1,529.39
3	\$ 2,975.00	\$ 2,975.00	\$ 2,975.00	\$ 2,757.53
4	\$ 3,300.00	\$ 3,300.00	\$ 3,300.00	\$ 3,058.77
5	\$ 4,495.00	\$ 4,495.00	\$ 4,495.00	\$ 4,166.42

Boot Camp				Min. Participants: 1	Quantity / Volume Discount
				Max. Participants: 20	If +14 participants additional 7% discount
Course	Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price Per Course or Per Person	Price Offered to GSA
Cisco CCNAX	5	\$ 3,695.00	\$ 3,695.00	\$ 3,695.00	\$ 2,866.49
Microsoft MCSA	5	\$ 4,995.00	\$ 4,995.00	\$ 4,995.00	\$ 3,875.00
VMware Fast Track	5	\$ 6,625.00	\$ 6,625.00	\$ 6,625.00	\$ 6,140.71

EMC			Min. Participants: 1	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price Per Course or Per Person	Price Offered to GSA
1	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00	\$ 926.90
2	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00	\$ 1,853.80
3	\$ 3,000.00	\$ 3,000.00	\$ 3,000.00	\$ 2,780.70
4	\$ 4,000.00	\$ 4,000.00	\$ 4,000.00	\$ 3,707.60
5	\$ 5,000.00	\$ 5,000.00	\$ 5,000.00	\$ 4,634.50

Oracle			Min. Participants: 1	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount

Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price Per Course or Per Person	Price Offered to GSA
5	\$2,695.00	\$2,695.00	\$ 2,695.00	\$ 2,090.71

Six Sigma			Min. Participants: 1	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price Per Course or Per Person	Price Offered to GSA
3	\$ 3,495.00	\$ 3,495.00	\$ 3,495.00	\$ 2,711.33
5	\$ 2,695.00	\$ 2,695.00	\$ 2,695.00	\$ 2,090.71

Sales Force			Min. Participants: 1	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price Offered to GSA
1	\$ 500.00	\$ 500.00	\$ 500.00	\$ 463.45
2	\$ 1,700.00	\$ 1,700.00	\$ 1,700.00	\$ 1,575.73
3	\$ 2,550.00	\$ 2,550.00	\$ 2,550.00	\$ 2,363.60
4	\$ 3,400.00	\$ 3,400.00	\$ 3,400.00	\$ 3,151.46
5	\$ 4,250.00	\$ 4,250.00	\$ 4,250.00	\$ 3,939.33

Private Event Classes

IBM Courses			Min. Participants: 10	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price based on minimum of 10
1	\$ 700.00	\$ 700.00	\$ 7,000.00	\$ 6,488.30
2	\$ 1,400.00	\$ 1,400.00	\$ 14,000.00	\$ 12,976.60
3	\$ 2,100.00	\$ 2,100.00	\$ 21,000.00	\$ 19,464.90
4	\$ 2,825.00	\$ 2,825.00	\$ 28,250.00	\$ 26,184.93
5	\$ 3,200.00	\$ 3,200.00	\$ 32,000.00	\$ 29,660.80

Microsoft Office Classes				Min. Participants: 10	Quantity / Volume Discount
				Max. Participants: 20	If +14 participants additional 7% discount
Course	Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price based on minimum of 10
Office 365	1	\$ 395.00	\$ 395.00	\$ 3,950.00	\$ 3,064.31
	5	\$ 2,975.00	\$2,975.00	\$29,750.00	\$ 23,079.31

Access	1	\$ 295.00	\$ 295.00	\$ 2,950.00	\$ 2,288.54
	2	\$ 590.00	\$ 590.00	\$ 5,900.00	\$ 4,577.07
	3	\$ 990.00	\$ 990.00	\$ 9,900.00	\$ 7,680.17
Excel	1	\$ 295.00	\$ 295.00	\$ 2,950.00	\$ 2,288.54
	2	\$ 590.00	\$ 590.00	\$ 5,900.00	\$ 4,577.07
	3	\$ 885.00	\$ 885.00	\$ 8,850.00	\$ 6,865.61
OneNote	1	\$ 295.00	\$ 295.00	\$ 2,950.00	\$ 2,288.54
Outlook	1	\$ 295.00	\$ 295.00	\$ 2,950.00	\$ 2,288.54
PowerPoint	1	\$ 295.00	\$ 295.00	\$ 2,950.00	\$ 2,288.54
Project	1	\$ 395.00	\$ 395.00	\$ 3,950.00	\$ 3,064.31
	2	\$1,785.00	\$1,785.00	\$17,850.00	\$ 13,847.58
Publisher	1	\$ 395.00	\$ 395.00	\$ 3,950.00	\$ 3,064.31
Visio	1	\$ 395.00	\$ 395.00	\$ 3,950.00	\$ 3,064.31
Word	1	\$ 295.00	\$ 295.00	\$ 2,950.00	\$ 2,288.54

Application Course				Min. Participants: 10	Quantity / Volume Discount
				Max. Participants: 20	If +14 participants additional 7% discount
Course	Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price based on minimum of 10
Crystal Reports	1	\$ 990.00	\$ 990.00	\$ 9,900.00	\$ 7,680.17
QuickBooks	1	\$ 790.00	\$ 790.00	\$ 790.00	\$ 612.86

Adobe Classes				Min. Participants: 10	Quantity / Volume Discount
				Max. Participants: 20	If +14 participants additional 7% discount
Course	Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price based on minimum of 10
Acrobat	1	\$ 395.00	\$ 395.00	\$ 3,950.00	\$ 3,064.31
Captivate	2	\$ 790.00	\$ 790.00	\$ 7,900.00	\$ 6,128.62
Dreamweaver	2	\$ 790.00	\$ 790.00	\$ 7,900.00	\$ 6,128.62
Flash	2	\$ 790.00	\$ 790.00	\$ 7,900.00	\$ 6,128.62
Illustrator	2	\$ 790.00	\$ 790.00	\$ 7,900.00	\$ 6,128.62
InDesign	2	\$ 790.00	\$ 790.00	\$ 7,900.00	\$ 6,128.62
Photoshop	2	\$ 790.00	\$ 790.00	\$ 7,900.00	\$ 6,128.62

Center of Leadership and Development			Min. Participants: 10	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants

					additional 7% discount
Course	Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price based on minimum of 10
Leadership and Professional Development Classes	2	\$ 1,500.00	\$ 1,500.00	\$ 15,000.00	\$ 13,903.50
	3	\$ 2,250.00	\$ 2,250.00	\$ 22,500.00	\$ 20,855.25
Human Resource Management Classes	2	\$ 1,500.00	\$ 1,500.00	\$ 15,000.00	\$ 13,903.50
	5	\$ 3,475.00	\$ 3,475.00	\$ 34,750.00	\$ 32,209.78
Business Analysis Classes	2	\$ 1,395.00	\$ 1,395.00	\$ 13,950.00	\$ 10,822.06
	3	\$ 1,995.00	\$ 1,995.00	\$ 19,950.00	\$ 15,476.71
	4	\$ 2,790.00	\$ 2,790.00	\$ 27,900.00	\$ 21,644.12
Project Management Classes	1	\$ 595.00	\$ 595.00	\$ 5,950.00	\$ 4,615.86
	2	\$ 1,190.00	\$ 1,190.00	\$ 11,900.00	\$ 9,231.72
	3	\$ 1,797.00	\$ 1,797.00	\$ 17,970.00	\$ 13,940.68
	4	\$ 2,380.00	\$ 2,380.00	\$ 23,800.00	\$ 18,463.45
	5	\$ 2,995.00	\$ 2,995.00	\$ 29,950.00	\$ 23,234.46

IT Service Management				Min. Participants: 10	Quantity / Volume Discount
				Max. Participants: 20	If +14 participants additional 7% discount
Course	Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price based on minimum of 10
ITIL Classes	1	\$ 665.00	\$ 665.00	\$ 6,650.00	\$ 5,158.90
	2	\$ 1,950.00	\$ 1,950.00	\$ 19,500.00	\$ 15,127.61
	3	\$ 1,995.00	\$ 1,995.00	\$ 19,950.00	\$ 15,476.71
	4	\$ 2,595.00	\$ 2,595.00	\$ 25,950.00	\$ 20,131.36
	5	\$ 3,095.00	\$ 3,095.00	\$ 30,950.00	\$ 24,010.24
DevOps Institute Classes	2	\$ 1,495.00	\$ 1,495.00	\$ 14,950.00	\$ 13,857.16
IAITAM Classes	2	\$ 1,650.00	\$ 1,650.00	\$ 16,500.00	\$ 15,293.85

COBIT Classes	3	\$ 1,995.00	\$ 1,995.00	\$ 19,950.00	\$ 18,491.66
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Microsoft Technical			Min. Participants: 10	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price based on minimum of 10
1	\$ 595.00	\$ 595.00	\$ 5,950.00	\$ 4,615.86
2	\$ 1,190.00	\$ 1,190.00	\$ 11,900.00	\$ 9,231.72
3	\$ 1,785.00	\$ 1,785.00	\$ 17,850.00	\$ 13,847.58
4	\$ 2,380.00	\$ 2,380.00	\$ 23,800.00	\$ 18,463.45
5	\$ 2,975.00	\$ 2,975.00	\$ 29,750.00	\$ 23,079.31

Cisco			Min. Participants: 10	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price based on minimum of 10
1	\$ 1,095.00	\$ 1,095.00	\$ 10,950.00	\$ 9,597.95
2	\$ 1,995.00	\$ 1,995.00	\$ 19,950.00	\$ 17,486.67
3	\$ 2,695.00	\$ 2,695.00	\$ 26,950.00	\$ 23,622.35
4	\$ 3,695.00	\$ 3,695.00	\$ 36,950.00	\$ 32,387.60
5	\$ 4,295.00	\$ 4,295.00	\$ 42,950.00	\$ 37,646.75

Citrix			Min. Participants: 10	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price based on minimum of 10
2	\$ 2,000.00	\$ 2,000.00	\$ 20,000.00	\$ 15,515.50
3	\$ 3,000.00	\$ 3,000.00	\$ 30,000.00	\$ 23,273.25
5	\$ 5,000.00	\$ 5,000.00	\$ 50,000.00	\$ 38,788.75

Cloud / Big Data				Min. Participants: 10	Quantity / Volume Discount
				Max. Participants: 20	If +14 participants additional 7% discount
Course	Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price based on minimum of 10
Amazon	1	\$ 650.00	\$ 650.00	\$ 6,500.00	\$ 6,024.85
	3	\$ 3,200.00	\$ 3,200.00	\$ 32,000.00	\$ 29,660.80
	4	\$ 3,800.00	\$ 3,800.00	\$ 38,000.00	\$ 35,222.20

Cloudera	4	\$ 2,995.00	\$ 2,995.00	\$ 29,950.00	\$ 27,760.66
SAP	2	\$ 1,300.00	\$ 1,300.00	\$ 13,000.00	\$ 12,049.70
	3	\$ 2,025.00	\$ 2,025.00	\$ 20,250.00	\$ 18,769.73
	5	\$ 3,750.00	\$ 3,750.00	\$ 37,500.00	\$ 34,758.75
NCTA	5	\$ 2,975.00	\$ 2,975.00	\$ 29,750.00	\$ 27,575.28

CompTIA			Min. Participants: 10	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price based on minimum of 10
3	\$ 1,485.00	\$ 1,485.00	\$ 14,850.00	\$ 11,520.26
5	\$ 2,475.00	\$ 2,475.00	\$ 24,750.00	\$ 19,200.43

Java			Min. Participants: 10	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price based on minimum of 10
1	\$ 1,335.00	\$ 1,335.00	\$ 13,350.00	\$ 10,356.60
2	\$ 1,398.00	\$ 1,398.00	\$ 13,980.00	\$ 10,845.33
3	\$ 1,335.00	\$ 1,335.00	\$ 13,350.00	\$ 10,356.60
5	\$ 3,495.00	\$ 3,495.00	\$ 34,950.00	\$ 27,113.34

Cyber Security				Min. Participants: 10	Quantity / Volume Discount
				Max. Participants: 20	If +14 participants additional 7% discount
Course	Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price based on minimum of 10
EC Council	3	\$ 2,097.00	\$ 2,097.00	\$ 20,970.00	\$ 16,268.00
	5	\$ 3,495.00	\$ 3,495.00	\$ 34,950.00	\$ 27,113.34
ISACA	3	\$ 1,995.00	\$ 1,995.00	\$ 19,950.00	\$ 15,476.71
	5	\$ 3,250.00	\$ 3,250.00	\$ 32,500.00	\$ 25,212.69
ISC2	5	\$ 3,395.00	\$ 3,395.00	\$ 33,950.00	\$ 26,337.56
Logical Operations Classes	1	\$ 295.00	\$ 295.00	\$ 2,950.00	\$ 2,288.54
	5	\$ 2,500.00	\$ 2,500.00	\$ 25,000.00	\$ 19,394.38

Red Hat			Min. Participants: 10	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount

Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price based on minimum of 10
4	\$ 3,200.00	\$ 3,200.00	\$ 32,000.00	\$ 29,660.80
5	\$ 3,600.00	\$ 3,600.00	\$ 36,000.00	\$ 33,368.40

VMware			Min. Participants: 10	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price based on minimum of 10
2	\$ 1,650.00	\$ 1,650.00	\$ 16,500.00	\$ 15,293.85
3	\$ 2,975.00	\$ 2,975.00	\$ 29,750.00	\$ 27,575.28
4	\$ 3,300.00	\$ 3,300.00	\$ 3,300.00	\$ 3,058.77
5	\$ 4,495.00	\$ 4,495.00	\$ 44,950.00	\$ 41,664.16

Boot Camp				Min. Participants: 10	Quantity / Volume Discount
				Max. Participants: 20	If +14 participants additional 7% discount
Course	Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price based on minimum of 10
Cisco CCNAX	5	\$ 3,695.00	\$ 3,695.00	\$ 36,950.00	\$ 28,664.89
Microsoft MCSA	5	\$ 4,995.00	\$ 4,995.00	\$ 49,950.00	\$ 38,749.96
VMware Fast Track	5	\$ 6,625.00	\$ 6,625.00	\$ 66,250.00	\$ 61,407.13

EMC			Min. Participants: 10	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price based on minimum of 10
1	\$ 1,000.00	\$ 1,000.00	\$ 10,000.00	\$ 9,269.00
2	\$ 2,000.00	\$ 2,000.00	\$ 20,000.00	\$ 18,538.00
3	\$ 3,000.00	\$ 3,000.00	\$ 30,000.00	\$ 27,807.00
4	\$ 4,000.00	\$ 4,000.00	\$ 40,000.00	\$ 37,076.00
5	\$ 5,000.00	\$ 5,000.00	\$ 50,000.00	\$ 46,345.00

			Min. Participants: 10	Quantity / Volume Discount
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Oracle			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price based on minimum of 10
5	\$2,695.00	\$2,695.00	\$26,950.00	\$ 20,907.14

Six Sigma			Min. Participants: 10	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price based on minimum of 10
3	\$ 3,495.00	\$ 3,495.00	\$ 34,950.00	\$ 27,113.34
5	\$ 2,695.00	\$ 2,695.00	\$ 26,950.00	\$ 20,907.14

Sales Force			Min. Participants: 10	Quantity / Volume Discount
			Max. Participants: 20	If +14 participants additional 7% discount
Days	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price based on minimum of 10	Price based on minimum of 10
1	\$ 500.00	\$ 500.00	\$ 5,000.00	\$ 4,634.50
2	\$ 1,700.00	\$ 1,700.00	\$ 17,000.00	\$ 15,757.30
3	\$ 2,550.00	\$ 2,550.00	\$ 25,500.00	\$ 23,635.95
4	\$ 3,400.00	\$ 3,400.00	\$ 34,000.00	\$ 31,514.60
5	\$ 4,250.00	\$ 4,250.00	\$ 42,500.00	\$ 39,393.25

Self-Paced E-Learning Training

Sales Force			Min. Participants: 1	Quantity / Volume Discount
			Max. Participants: 10000	If +14 participants additional 7% discount
Courses	COMMERCIAL PRICE (CPL)	Price per Student per Day (based on Max attendance)	Price Per Course or Per Person	Price Offered to GSA
Business Professional Foundations KnowledgeCenter	\$ 1,095.00	\$ 1,095.00	\$ 1,095.00	\$ 1,014.96
Cisco KnowledgeCenter	\$ 1,095.00	\$ 1,095.00	\$ 1,095.00	\$ 1,014.96
Cloud and Virtualization Collection	\$ 1,169.00	\$ 1,169.00	\$ 1,169.00	\$ 1,083.55
CompTIA - A+ 20 CEU Pack	\$ 575.00	\$ 575.00	\$ 575.00	\$ 532.97
CompTIA - Course Collection	\$ 928.00	\$ 928.00	\$ 928.00	\$ 860.16
CompTIA - Network+ 30 CEU Pack	\$ 625.00	\$ 625.00	\$ 625.00	\$ 579.31
CompTIA - Security+ 50 CEU Pack	\$ 747.00	\$ 747.00	\$ 747.00	\$ 692.39
Customer Service Essentials KnowledgeCenter	\$ 1,095.00	\$ 1,095.00	\$ 1,095.00	\$ 1,014.96
CyberSecurity Collection	\$ 1,337.00	\$ 1,337.00	\$ 1,337.00	\$ 1,239.27
Database and Big Data Collection	\$ 1,169.00	\$ 1,169.00	\$ 1,169.00	\$ 1,083.55
Design and Media - Complete Collection	\$ 893.00	\$ 893.00	\$ 893.00	\$ 827.72
Design and Media Single Title Series	\$ 93.00	\$ 93.00	\$ 93.00	\$ 86.20
Desktop Applications - Complete Collection	\$ 371.00	\$ 371.00	\$ 371.00	\$ 343.88
Desktop Single Title Series - Course Collection	\$ 92.00	\$ 92.00	\$ 92.00	\$ 85.27
Developer Collection	\$ 1,505.00	\$ 1,505.00	\$ 1,505.00	\$ 1,394.98
Human Resources KnowledgeCenter	\$ 1,095.00	\$ 1,095.00	\$ 1,095.00	\$ 1,014.96
IT Single Title Series - Course Collection	\$ 594.00	\$ 594.00	\$ 594.00	\$ 550.58
ITIL - Course Collection	\$ 687.00	\$ 687.00	\$ 687.00	\$ 636.78
Microsoft Office 2010 KnowledgeCenter	\$ 285.00	\$ 285.00	\$ 285.00	\$ 264.17
Microsoft Office 2013 KnowledgeCenter	\$ 359.00	\$ 359.00	\$ 359.00	\$ 332.76
Microsoft Office 2016 KnowledgeCenter	\$ 359.00	\$ 359.00	\$ 359.00	\$ 332.76
Microsoft Office Pack - Course Collection	\$ 283.00	\$ 283.00	\$ 283.00	\$ 262.31
Microsoft Technical Solutions KnowledgeCenter	\$ 1,095.00	\$ 1,095.00	\$ 1,095.00	\$ 1,014.96
Networking Collection	\$ 1,337.00	\$ 1,337.00	\$ 1,337.00	\$ 1,239.27
New Horizons IT - Complete Collection	\$ 1,852.00	\$ 1,852.00	\$ 1,852.00	\$ 1,716.62
Project Management KnowledgeCenter	\$ 1,095.00	\$ 1,095.00	\$ 1,095.00	\$ 1,014.96
Six Sigma KnowledgeCenter	\$ 1,095.00	\$ 1,095.00	\$ 1,095.00	\$ 1,014.96
SysAdmin and DevOps Collection	\$ 1,337.00	\$ 1,337.00	\$ 1,337.00	\$ 1,239.27
Workplace Harassment – Employee Course Collection	\$ 92.00	\$ 92.00	\$ 92.00	\$ 85.27
Workplace Harassment Prevention for Managers – Multi-State Edition	\$ 92.00	\$ 92.00	\$ 92.00	\$ 85.27
Microsoft OnDemand Courses	\$ 950.00	\$ 950.00	\$ 950.00	\$ 880.56

Knowledge Ninjas	\$ 250.00	\$ 250.00	\$ 250.00	\$ 231.73
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See below for Catalog and more description of classes:

New Horizons Learning Credits:

Our new training subsidy program starts with your committing a pre-determined amount of funding to be placed on account with NH Computer Learning. Then NH Computer Learning adds additional funds to your account in the form of a subsidy, thereby maximizing your training budget. The more you invest, the more we invest in you.

Additional Benefits include:

- Digital Courseware
- Hosted Lab Environment
- Reporting Services
- 6-Months Access to Class Recordings and Labs*
- Access to our Practice Experts
- ASK Pre and Post Class Assessments
- Extended Class Retakes**
- Cisco Learning Credit Subsidy**
- Customized Website for Registration**

- Customized Learning Plans for Your Team
- Guaranteed to Run Schedule
- Quarterly Strategic Planning Sessions
- Completion Certificates
- 6-Month Free Class Retakes*
- Customized Client Web Portal
- Microsoft Software Assurance Training Voucher Subsidy**
- Our Award Winning ASK Pre and Post Class Assessments**

*Not all classes offer 6-months of recording. **Minimum investment requirements must be met.

Learning Credit Pricing Program

Level	Your Investment	New Horizons Provided Subsidy	Total Account Balance	Tier Value
Bronze	\$10,000	\$2,000	\$12,000	20%
Silver	\$24,999	\$6,250	\$31,249	25%
Gold	\$39,999	\$11,999	\$51,998	30%
Platinum	\$40,000+	\$14,000 (or more depending on the investment)	\$54,000	35%

Private Events

The amounts listed here are for private events paid for using your VIP Credits. In all cases the investment includes up to 10-students and can be delivered onsite at your location, or at a New Horizons location. Additional students can be added upon request, for an additional fee. This pricing includes our standard outlines. Any customization may incur additional fees.

Courses Included	Per Day of Training
Microsoft: Outlook, Word, Excel, Access, End-User Microsoft Windows and Microsoft One-Note	\$3,000
Microsoft: Visio, InfoPath, Project, Publisher, Excel VBA and Access VBA. Web Design, Business Skills, Google AdWords, Salesforce.com, QuickBooks,	\$4,000
Adobe InDesign, Photoshop, Dreamweaver, Illustrator, Acrobat	\$5,000
Microsoft: Server, Exchange, SQL, Dynamics, and SharePoint End-User, Crystal Reports, CompTIA, Project Management.	\$5,500
Microsoft System Center, Lync, and Virtualization	\$6,000
Interconnection Cisco Networking Devices Part 1 and Part 2	\$6,500
Cisco Intermediate	\$7,500
ITIL, Oracle, EC Council, Java, Business Analysis, PMP and Six Sigma	\$6,500
VMWare, Citrix, Advanced Cisco, IBM	Custom Quote

Upgrade your technical skills with a tech training pass.

Receive unlimited technical training, good for one student per year.

Whether you're planning an upgrade, migration, or new roll-out, or you're preparing to earn a certification, New Horizons NH Computer Learning training will give you the knowledge and skills you need to succeed. And now, you'll be covered all year with our new Tech Training Pass.

Tech Pass - \$5,525/year

Over \$20,000 value

*(Courseware included for first three classes. For additional classes, you **must** pay a courseware fee of \$600 per class.)*

Tech pass includes:

Agile

- [Introduction to Agile Project Management](#)
- [Agile Project Management Methodologies](#)
- [Scrum Agile Master Certified](#)
- [BA07 - Implementing an Agile Project](#)
- [Scrum Master](#)
- [Scrum Product Owner](#)
- [BA08 - Agile for Business Analysts](#)
- [Scrum Developer Certified](#)

Azure

- [10979 Microsoft Azure Fundamentals](#)
- [10992 Integrating On-Premises Core Infrastructure with Microsoft Azure](#)
- [10993 Integrating On-Premises Identity Infrastructure with Microsoft Azure](#)
- [20532 Developing Microsoft Azure Solutions](#)
- [20533 Implementing Microsoft Azure Infrastructure Solutions](#)
- [40390 Microsoft Azure for AWS Experts](#)

Big Data

- [20778 Analyzing Data with Power BI](#)
- [20467 Designing Self-Service Business Intelligence and Big Data Solutions](#)
- [40364 Database Administration Fundamentals](#)

CompTIA

- [CompTIA A+ - Part 1](#)
- [CompTIA A+ - Part 2](#)

- [CompTIA A+ Certification](#)
- [CompTIA Cloud Essentials Certification](#)
- [CompTIA Cloud+](#)
- [CompTIA IT Fundamentals](#)
- [CompTIA Linux+ Certification](#)
- [CompTIA Network+ Certification](#)
- [CompTIA Project+ Certification](#)
- [CompTIA Advanced Security Practitioner \(CASP\)](#)
- [CompTIA Cybersecurity Analyst \(CSA+\) Certification](#)
- [CompTIA Security+ Certification](#)
- [CompTIA Server+ Certification](#)

Cisco

- [Cisco® Interconnecting Cisco® Networking Devices Part 1 v3.0 \(ICND1\)](#)
- [Cisco® Interconnecting Cisco® Networking Devices Part 2 v3.0 \(ICND2\)](#)
- [Cisco® Implementing Cisco® IP Routing v2.0 \(ROUTE\)](#)
- [Cisco® Implementing Cisco® Switched Networks v2.0 \(SWITCH\)](#)
- [Cisco® Troubleshooting and Maintaining Cisco® IP Networks v2.0 \(TSHOOT\)](#)

Cyber Security

- [Certified Information System Security Professional \(CISSP 2015\)](#)
- [EC-Council Certified Ethical Hacker \(CEH\) v9.0](#)

Dynamics CRM

- [80729 Customization and Configuration for Dynamics CRM 2016](#)
- [80736 Microsoft Dynamics CRM 2016 Online Deployment](#)
- [80802 Sales Management in Microsoft Dynamics CRM 2016 Update 1](#)

Exchange

- [20345-1 Administering Microsoft Exchange Server 2016](#)
- [20345-2 Designing and Deploying Microsoft Exchange Server 2016](#)

ITIL

- [ITIL® Foundation 2011 Edition](#)

PowerShell

- [10961 Automating Administration with Windows PowerShell](#)
- [10962 Advanced Automated Administration with Windows PowerShell®](#)
- [55069 PowerShell for SQL Server Administrators](#)
- [55202 PowerShell 5.0 and Desired State Configuration](#)

Project Management

- [Project Management Professional \(PMP\)® Certification Preparation Course](#)

SharePoint

- [20339-1 Planning and Administering SharePoint 2016](#)
- [20339-2 Advanced Technologies of SharePoint 2016](#)
- [55157 SharePoint 2016 Business Intelligence](#)
- [20331 Core Solutions of Microsoft® SharePoint® Server 2013](#)
- [20332 Advanced Solutions of Microsoft® SharePoint® Server 2013](#)
- [20488 Developing Microsoft® SharePoint® 2013 Core Solutions](#)
- [20489 Developing Microsoft® SharePoint® 2013 Advanced Solutions](#)
- [55033 SharePoint 2013 Site Collection and Site Administration](#)
- [55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User](#)
- [55042 SharePoint 2013 Business Intelligence](#)
- [55049 PowerPivot, Power View and SharePoint 2013 Business Intelligence Center for Analysts](#)
- [55081 Basic SharePoint Server 2013 Branding](#)
- [55066 PowerShell for SharePoint Administrators](#)
- [55122 Microsoft SharePoint 2013 Search Administration](#)

Six Sigma

- [Lean Six Sigma Black Belt Boot Camp](#)
- [Lean Six Sigma Green Belt Boot Camp](#)

Skype for Business

- [20334 Core Solutions of Microsoft Skype for Business 2015](#)

- [40409 Deploying Voice Workloads for Skype for Business Online and Server 2015](#)

SQL

- [10985 Introduction to SQL Databases](#)
- [10986 Upgrading Your Skills to SQL Server 2016](#)
- [10987 Performance Tuning and Optimizing SQL Databases](#)
- [10988 Managing SQL Business Intelligence Operations](#)
- [10990 Analyzing Data with SQL Server Reporting Services](#)
- [20761 Querying Data with Transact SQL](#)
- [20762-1 Developing SQL Databases](#)
- [20764 Administering a SQL Database Infrastructure](#)
- [20765 Provisioning SQL Databases](#)
- [20767 Implementing a SQL Data Warehouse](#)
- [20768 Developing SQL Data Models](#)
- [20461 Querying Microsoft SQL Server®](#)
- [20462 Administering Microsoft® SQL Server® Databases](#)
- [20464 Developing Microsoft® SQL Server® Databases](#)
- [20465 Designing a Data Solution with Microsoft SQL Server](#)
- [20466 Implementing Data Models and Reports with Microsoft® SQL Server®](#)
- [Building and Managing High Availability Solutions with SQL Server 2016 and 2014](#)
- [55005 Microsoft Report Builder 3.0 with SQL 2008R2, SQL 2012, and SQL 2014](#)
- [55123 Writing Reports with Report Builder and SSRS Level 1](#)
- [55128 Microsoft SQL Server Report Builder 3.0 Level 2](#)

System Center

- [10748 Deploying System Center 2012 Configuration Manager](#)
- [55007 System Center 2012 Orchestrator](#)
- [10964 Cloud & Datacenter Monitoring with System Center Operations Manager](#)
- [10965 IT Service Management with System Center Service Manager](#)
- [10981 Infrastructure Provisioning with System Center Virtual Machine Manager](#)
- [20696 Administering System Center Configuration Manager and Intune](#)
- [20745 Implementing a Software-Defined DataCenter](#)

Visual Studio

- [Team Foundation Server 2015 Developer Foundations](#)
- [10266 Programming in C# with Microsoft Visual Studio 2010](#)
- [10267 Introduction to Web Development with Microsoft Visual Studio 2010](#)
- [10550 Programming in Visual Basic with Microsoft® Visual Studio® 2010](#)
- [10975 Introduction to Programming](#)
- [20486 Developing ASP.NET MVC 4 Web Applications](#)
- [40035 Software Development Fundamentals with .NET](#)

Windows 10

- [10982 Supporting and Troubleshooting Windows 10](#)
- [20697-1 Implementing and Managing Windows 10](#)
- [20697-2 Deploying and Managing Windows 10 Using Enterprise Services](#)
- [20698 Installing and Configuring Windows 10](#)
- [Windows 10 MCSA Bootcamp](#)
- [50331 Windows Client, Enterprise Desktop Support Technician](#)

Windows Server

- [20694 Virtualizing Enterprise Desktops and Apps](#)
- [20695 Deploying Windows Devices and Enterprise Apps](#)
- [20415 Implementing a Desktop Infrastructure](#)
- [20740 Installation, Storage, and Compute with Windows Server 2016](#)
- [20741 Networking with Windows Server 2016](#)
- [20742 Identity with Windows Server 2016](#)
- [20743 Upgrading Your Skills to Windows Server 2016 MCSA](#)
- [20744 Securing Windows Server 2016](#)
- [Windows Server 2016 MCSA Bootcamp](#)
- [10967 Fundamentals of a Windows Server® Infrastructure](#)
- [10969 Active Directory® Services with Windows Server®](#)
- [10970 Networking with Windows Server®](#)
- [20409 Server Virtualization with Windows Server Hyper-V® and System Center](#)
- [20413 Designing and Implementing a Server Infrastructure](#)
- [20417 Upgrading Your Skills to MCSA Windows Server 2012](#)
- [55021 Configuring and Administering Hyper-V in Windows Server 2012](#)
- [6425 Configuring Windows Server 2008 Active Directory Domain Services](#)
- [10971 Storage and High Availability with Windows Server®](#)

- [10972 Administering the Web Server \(IIS\) Role of Windows Server](#)
- [40032 Networking and Security Fundamentals](#)
- [40365 Windows Server Administration Fundamentals](#)
- [50255 Managing Windows Environments with Group Policy](#)
- [20398 Planning for and Managing Devices in the Enterprise: Enterprise Management Suite \(EMS\) & On-Premises Tools](#)

Contract Details:

Contact: Grady Waldron Grady.Waldron@nhclc.com Ph: 319-382-3852 ext 3609	Visit our website: www.NHCLC.com Call Us: 866-702-3301
Company Name: HORIZONS SOUTHWEST MANAGEMENT, LP	Contract Number: 47QTCA18D0054
DBA Name: New Horizons Computer LRNG	
Duns Number: 167232128	Business Size: Small Business
Contract Period: January 4, 2018 through January 3, 2023	
Business Types: <ul style="list-style-type: none"> • 2X - For-Profit Organization • NB - Native American Owned • 23 - Minority Owned Business • OW - American Indian Owned 	SIN Description 132 50 132 50-Training Courses - SUBJECT TO COOPERATIVE
Minimum Order Limit \$100 Maximum Order Limit \$25000	Geographical Coverage 132 50 W- Worldwide
Prompt payment Discounts: Discount1 : 00.000 % if Payment is made within 00 days Discount2 : 00.000 % if Payment is made within 00 days	Volume Discounts for Public Scheduled Classes: 14+ Participants additional 7% discount

Please contact Grady Waldron at 319-382-3852 ext 3609 or grady.waldron@nhclc.com for information on these packages.

*Pricing subject to change. Contact New Horizons for more information.

8. Prompt payment terms. Net 30 Days

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.

Purchase cards are accepted at or below the micro-purchase threshold.

9b. Notification whether Government purchase cards are accepted above the micro-purchase threshold.

Purchase cards are accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin).

None.

11a. Time of delivery. To be Determined *at task order level.*

11b. Expedited Delivery. *Customer may contact the Contractor for expedited delivery*

11c. Overnight and 2-day delivery. *Customer may contact the Contractor for rates for overnight and 2-day delivery*

11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery.

Customer may contact the Contractor to effect a faster delivery

12. F.O.B. point(s). *Destination*

13a. Ordering address(es).

New Horizons of Austin CLC

300 Highland Mall BLVD, Suite 100

Austin, TX 78752-3734

Attention:

Grady Waldron

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment address(es).

New Horizons CLC of Austin

PO BOX 679083

DALLAS TX 75267-9083

15. Warranty provision. Standard

16. Export packing charges, if applicable. N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). N/A

18. Terms and conditions of rental, maintenance, and repair (if applicable). N/A

19. Terms and conditions of installation (if applicable). N/A

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). N/A

20a. Terms and conditions for any other services (if applicable). N/A

21. List of service and distribution points (if applicable). N/A

22. List of participating dealers (if applicable). N/A

23. Preventive maintenance (if applicable). N/A

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). N/A

24b. Section 508 Compliance for Electronic and Information Technology (EIT): N/A

25. Data Universal Number System (DUNS) number. 16-07232128

26. Notification regarding registration in in system for award management (SAM) database:

Registered with Cage Code 31MH6

NH Computer Learning Registration and Cancellation Policy

Cancellations & Refunds

Below are the NH Computer Learning Cancellation and Refund Policies.
If you have any questions, please do not hesitate to contact us.

Late Student Arrival

We realize that from time-to-time students may be late for class. However, to ensure the overall quality of the class delivery for all students, please note the following:

- If a student arrives or launches their Online Live Class more than 15-minutes late and there are students with a standby status, the seat will be reassigned to the standby student.
- If a student arrives or launches their Online Live Class more than 30-minutes late we will reschedule the student in a class that fits their schedule. The full-cost of the class will be forfeited at this point. In the event this happens, we do offer free-retakes for most of our classes. Talk to your account executive to see which classes are excluded. Additional fees may be assessed for labs.

[Canceling or Rescheduling Classes on our Public Schedule Policy](#)

When canceling or rescheduling classes on our public schedule, notify New Horizons as soon as possible at 866-702-3301 or via email: info@nhcomputerlearning.com.

Notification of cancellation or rescheduling must be provided to New Horizons within 10-business days prior to class. When cancelled or rescheduled in 10 business days or less, 100% of the class price is due. If a pre-paid training account is utilized the price of the class is deducted from the account.

[Canceling or Rescheduling Private Events or Room Rentals Policy](#)

When canceling or rescheduling private events or room rentals, notify New Horizons as soon as possible at 866-702-3301 or via email: info@nhcomputerlearning.com.

Notification of cancellation or rescheduling must be provided to New Horizons 15-business days prior to class. When cancelled or rescheduled in 15 business days or less, 100% of the class price is due. If a pre-paid training account is utilized the price of the class is deducted from the account.

[Red Hat Cancellation/Reschedule Policy](#)

When canceling or rescheduling classes on our public schedule, notify New Horizons as soon as possible at 866-702-3301 or via email: info@nhcomputerlearning.com.

Notification of cancellation or rescheduling must be provided to New Horizons 15-business days prior to class. When cancelled or rescheduled in 15 business days or less, a fee equivalent to 50% of the published course price will be incurred. The new reschedule date must be provided within 12-months of the original scheduled invoice date.

Due to the specialty nature of this class only one-reschedule will be accommodated, regardless of the number of days. After this the entire class price is forfeited. If a pre-paid training account is utilized the price of the class is deducted from the account.

[Microsoft Software Assurance Training Voucher \(SATV\) Cancellation/Reschedule Policy](#)

When canceling or rescheduling classes paid for with Microsoft Software Assurance Training Vouchers notify New Horizons as soon as possible at 866-702-3301 or via email: info@nhcomputerlearning.com.

Notification of cancellation or rescheduling must be provided to New Horizons 10-business days prior to class. The full retail cost of the class is required to be paid if the course wasn't cancelled or rescheduled in less than 10 business

days prior to the course date, or the student does attend class. If a pre-paid training account is available to be utilized, the price of the class is deducted from the account.

We do offer free-retakes for most of our classes. Talk to your account executive to see which classes are excluded. Additional fees may be assessed for labs.

[Online Anytime \(OLA\) Cancellation/Enrollment Policy](#)

Online Anytime (OLA) keys are activated upon receipt of payment, and are valid for one (1) year. Once a key has been activated, it cannot be cancelled. Keys are valid only for the individual on the invoice, and are non-transferrable. Enrollment begins on date of invoice and ends twelve (12) months from invoice date.

[No-Show](#)

At times students do not show up for classes. The company will be charged in-full for the class when this result occurs. If a pre-paid training account is available to be utilized, the price of the class is deducted from the account.

In the event of a no-show please work with your account executive to determine if rescheduling is an option.

[Refund Policy](#)

All sales are final. If you received a discount during a promotion and a portion of the agreement is cancelled, then the remainder of the agreement will default to retail prices and billed accordingly.

[General Policies](#)

- Failure to pay will result in cancellation of any current and future company enrollments and the case will be sent to collections.
- "Learning Credit Pools" are valid for 12 months from invoice date, and are non-transferable.
- Tech Pass are limited to the individual on the invoice, start on the date of invoice and are non-transferable.
- Premium classes will pull from "Learning Credits Pools" for enrollment.
- The client understands that signed order agreements shall be an agreement between New Horizons and their company, and as a qualified signature for said company, is responsible for the tuition and shall make all personnel/employees aware that refunds will be made to the company.
- All reasonable discounts per New Horizons are void if portions of the above training are cancelled. New Horizons guarantees only those services set forth in the agreement.
- Client agrees not to hire any New Horizons employee for (1) year after the completion of the training ordered an Order Agreement.

New Horizons Catalog with Course Descriptions: *Classes get added on a weekly basis as new versions and technology comes out

CYBERSECURITY TRAINING

AXELOS

RESILIA FOUNDATION – 3 DAYS

This course provides students the understanding of how operational decisions can have an impact on good cyber resilience. The class shows how nurturing cyber resilience can support operational effectiveness and business efficiency.

RESILIA PRACTITIONER – 2 DAYS

This course equips students with practical skills to achieve the best balance of security risk, cost, operational benefits and flexibility within an organization.

CISCO

SECURING CISCO NETWORKS WITH THREAT DETECTION AND ANALYSIS 1.0 (SCYBER) – 5 DAYS

This course is designed to teach students how a network security operations center (SOC) works and how to begin to monitor, analyze, and respond to security threats within the network. ILT

CITRIX

CTX-270 CITRIX ENTERPRISE SECURITY SOLUTIONS – 5 DAYS

Learn to secure your Citrix environment in this hands-on course that encompasses the core Citrix technologies, including XenApp and XenDesktop, NetScaler, XenMobile, ShareFile, and Citrix Cloud. Explore potential security gaps in your environment and learn how to mitigate these through a comprehensive look at the Citrix technologies. Topics include application and data security, Citrix authentication, authorization, and auditing workflows, operating system

hardening, mitigation against network vulnerabilities, hypervisor security, and methods to secure Citrix traffic.

CYBERSECURITY

CERTIFIED SOFTWARE QUALITY ENGINEER (CSQE) – 5 DAYS

This course teaches to ASQ's objectives to certify understanding of software quality development and implementation, software inspection, testing, verification and validation.

SECURITY AWARENESS CONCEPTS AND PRACTICES – 1 DAY Students will learn to identify and apply security techniques.

EC-COUNCIL

CERTIFIED NETWORK DEFENDER (CND) – 5 DAYS

This course gives students the fundamental understanding of the true construct of data transfer, network technologies, software technologies so that you understand how networks operate, understand what software is automating and how to analyze the subject material. This course prepares students for the Certified Network Defender certification exam.

CERTIFIED ETHICAL HACKER (CEH) – 5 DAYS

This course provides the advanced hacking tools and techniques used by hackers and information security professionals alike to break into an organization. It prepares students for the Certified Ethical Hacker certification exam.

COMPUTER HACKING FORENSICS INVESTIGATOR (CHFI) V9.0 – 5 DAYS

EC-Council's CHFI certifies individuals in the specific security discipline of computer forensics from a vendor-neutral perspective. The CHFI certification will fortify the application knowledge of law enforcement personnel, system administrators, security officers, defense and military personnel, legal professionals, bankers, security professionals, and anyone who is concerned about the integrity of the network infrastructure. This course prepares students for the Certified Hacking Forensics Investigator certification exam.

CERTIFIED SECURE PROGRAMMER (ESCP) – 5 DAYS

EC Council Certified Secure Programmer (ESCP) teaches developers how to

identify security flaws and implement security countermeasures throughout the software development life cycle to improve the overall quality of products and applications.

EC-COUNCIL CERTIFIED SECURITY ANALYST (ECSA) – 5 DAYS

The ECSA penetration testing course provides you with a real world hands-on penetration testing experience and is a globally accepted hacking and penetration testing class available that covers the testing of modern infrastructures, operating systems and application environments while teaching the students how to document and write a penetration testing report.

This course prepares students for the EC-Council Certified Security Analyst certification exam.

ISC2

CERTIFIED INFORMATION SYSTEM SECURITY PROFESSIONAL (CISSP 2015) – 5 DAYS

This course provides a comprehensive discussion against an internationally accepted common body of knowledge encompassing eight security domains which include Security and Risk Management, Asset Security, Security Engineering, Communication and Network Security, Identity and Access Management, Security Assessment and Testing, Security Operations, and Software Development Security. This course covers the eight domains that are required knowledge for the CISSP certification exam.

ISACA

CERTIFIED INFORMATION SYSTEMS AUDITOR (CISA) – 5 DAYS

In this course students will perform evaluations of organizational policies, procedures, and processes to ensure that an organization's information systems align with overall business goals and objectives.

CERTIFIED INFORMATION SECURITY MANAGER (CISM) – 5 DAYS

In this course, students will establish processes to ensure that information security measures align with established business needs.

ITSM SOLUTIONS

NCSF FOUNDATION – 2 DAYS

This course covers current cybersecurity challenges and explains how organizations that implement an NCSF program can mitigate these risks. This program is focused on candidates who need a basic understanding of the NCSF to perform their daily jobs as executives, business professionals, or information technology professionals.

NCSF PRACTITIONER – 4 DAYS

This course details the current cybersecurity challenges plus teaches in depth the UMass Lowell NCSF Control Factory Methodology on how to build, test, maintain and continually improve a cybersecurity program based on the NIST Cybersecurity Framework. It is for IT and Cybersecurity professionals looking to become certified on how to operationalize the NIST Cybersecurity Framework across an enterprise and its supply chain.

LOGICAL OPERATIONS

CYBERSEC FIRST RESPONDER: THREAT DETECTION AND RESPONSE – 5 DAYS

This course is designed for information assurance professionals who perform job functions related to the development, operation, management, and enforcement of security capabilities for systems and networks.

CYBERSSAFE (SECURING ASSETS FOR THE END USER)

This course will help you to understand security compliance considerations, social engineering, malware, and various other data security-related concepts. In this course, you will explore the hazards and pitfalls and learn how to use technology safely.

EMC DATA SCIENCE AND BIG DATA ANALYTICS FOR BUSINESS

TRANSFORMATION – 1 DAY

This course gives business leaders the skills and knowledge to better manage such

analytical efforts. It describes how to get started and what is required to effectively run projects which leverage Big Data analytics.

IBM BIGINSIGHTS BIG SQL (DW633) – 1 DAY

In this course, students are introduced to the capabilities of Big SQL.

IBM BIGINSIGHTS FOUNDATION (DW613) – 3 DAYS

In this course, students learn the basic foundations of IBM OLL

IBM BIGINSIGHTS OVERVIEW (V4.0) (DW601) – 1 DAY

In this course, students will have an overview of IBM's big data strategy & review why it is important to understand and use big data. This course will cover IBM BigInsights as a platform for managing and gaining insights from your big data.

20773 ANALYZING BIG DATA WITH MICROSOFT R– 5 DAYS

The main purpose of the course is to give students the ability to use Microsoft R Server to create and run an analysis on a large dataset, and show how to utilize it in Big Data environments, such as a Hadoop or Spark cluster, or a SQL Server database.

EMC CLOUD AND IT AS A SERVICE FOR BUSINESS TRANSFORMATION – 1 DAY

This course shows business leaders & their teams how to leverage cloud computing and IT-as-a-Service to help drive innovation, agility, and efficiency. The course addresses the key focus areas of services governance, finance, organization, and technology. ILT

Amazon Web Services TRAINING

AWS TECHNICAL ESSENTIALS – 1 DAY

This course introduces you to AWS products, services, and common solutions. It provides IT technical end users with basic fundamentals to become more proficient in identifying AWS services.

MIGRATING TO AWS – 2 DAY

This course covers various cloud migration strategies with a detailed discussion on each phase of the migration process, including portfolio discovery, application migration planning and design, migration execution, and post-migration validation.

DATA WAREHOUSING ON AWS – 3 DAY

Data Warehousing on AWS introduces you to concepts, strategies, and best practices for designing a cloud-based data warehousing solution using Amazon Redshift, the petabyte-scale data warehouse in AWS.

AWS BUSINESS ESSENTIALS – 1 DAY

In this course students learn the advantages of cloud computing for their business and the fundamentals of AWS, including financial benefits.

BIG DATA ON AWS – 3 DAYS

In this course, we show you how to use Amazon EMR to process data using the broad ecosystem of Hadoop tools like Pig and Hive, and how to create big data environments.

SYSTEMS OPERATIONS ON AWS – 3 DAYS

The course covers the specific AWS features and tools related to configuration and deployment, as well as common techniques used throughout the industry for configuring and deploying systems.

DEVOPS ENGINEERING ON AWS – 3 DAYS

The course covers the core principles of the DevOps methodology and examines a number of use cases applicable to startup, small-medium business, and enterprise development scenarios.

DEVELOPING ON AWS – 3 DAYS

This course provides participants with the understanding of fundamental concepts and baseline programming for developing applications on AWS.

ARCHITECTING ON AWS – 3 DAYS

This course teaches Solution Architects how to optimize the use of the AWS Cloud by understanding AWS services and how these services fit into a cloud solution.

ADVANCED ARCHITECTING ON AWS – 3 DAYS

Building on concepts introduced in Architecting on AWS, this course covers how to build complex solutions which incorporate data services, governance, and security on AWS.

SECURITY OPERATIONS ON AWS – 3 DAYS

This course focuses on the AWS-recommended security best practices that you can implement to enhance the security of your data and systems in the cloud. Students will also learn how to leverage AWS services and tools for automation and continuous monitoring.

Applications TRAINING

ACCESS 2016 - PART 1 – 2 DAYS

In this course, students will learn how to use Access 2016 to manage data, including creating a new database; constructing tables; designing forms and reports; and creating queries to join, filter, and sort data.

ACCESS 2016 - PART 2 – 2 DAYS

In this course, students learn advanced Access features such as database management, advanced form design, packaging a database, encrypting a database, preparing a database for multi-user access and more.

ACCESS 2013 - PART 1 – 2 DAYS

In this course, students will learn how to use Access 2013 to manage data, including creating a new database; constructing tables; designing forms and reports; and creating queries to join, filter, and sort data.

ACCESS 2013 - PART 2 – 2 DAYS

In this course, students learn advanced Access features such as database management, advanced form design, packaging a database, encrypting a database, preparing a database for multi-user access and more.

ACCESS 2010 - PART 1 – 2 DAYS

In this course, students will learn how to use Access 2010 to manage your data, including creating a new database, constructing tables, designing forms and reports, and creating queries to join, filter, and sort data.

ACCESS 2010 - PART 2 – 2 DAYS

Students will expand their knowledge of Microsoft Access 2010 to include relational database design, writing advanced queries, structuring existing data, sharing data across applications, and customizing reports.

ACCESS 2010 - PART 3 – 1 DAY

In this course students will exchange data with other applications, automate business processes by using VBA code, and secure and share databases.

ADOBE/WEB DESIGN

ADOBE ACROBAT XI PRO - PART 1 – 1 DAY

Students will learn the power of the Portable Document Format. Taking advantage of the functionality and features available in Acrobat, students will ensure the integrity of electronic documents for any viewer, on any devices, or operating systems.

ADOBE ACROBAT XI PRO - PART 2 – 1 DAY

Students will learn to use Adobe Acrobat XI Pro to convert technical documents to PDF files, enhance PDF documents, create interactive PDF forms, and prepare PDF files for commercial printing.

ADOBE ACROBAT X PRO - LEVEL 1 – 1 DAY

In this course, students will use Adobe Acrobat Pro to create and manage PDF documents.

ADOBE ACROBAT X PRO - LEVEL 2 – 1 DAY

In this course, students will use Adobe Acrobat Pro to convert documents to PDF files, enhance and customize PDF documents for interactive use online, and prepare them for printing.

ADOBE COLDFUSION 9 - LEVEL 1 – 1 DAY

Students will learn to build and deploy dynamic web applications using ColdFusion.

ADOBE DREAMWEAVER CC - PART 1 – 1 DAY

In this course, students will learn to maintain and administer their websites with Dreamweaver's site and page management tools.

ADOBE DREAMWEAVER CC - PART 2 – 1 DAY

In this course, students will use Adobe Dreamweaver CC to create fluid CSS layouts, implement mobile integration techniques, and share files over a server to work in a collaborative manner.

ADOBE DREAMWEAVER CS6 - PART 1 – 1 DAY

In this course, students will use Adobe Dreamweaver to create web pages while focusing on the content, styling, and design. As web pages are created, Dreamweaver will competently create the XHTML, CSS and JavaScript required.

ADOBE DREAMWEAVER CS6 - PART 2 – 1 DAY

In this course, students will create fluid CSS layouts, implement mobile integration techniques, and share files over a server to work in a collaborative manner.

ADOBE FLASH CC - PART 1 – 1 DAY

In this course, students will learn to navigate the Flash CC interface and gain

knowledge in using the tools and features necessary for drawing graphics and creating a website that contains an animated introduction.

ADOBE FLASH CC - PART 2 – 1 DAY

Topics include ActionScript Programming, Flash objects, accessing structured data, components for display and user input, external media content, Rich Media accessibility, and publishing a movie. This course covers the Interactive Media Using Adobe Flash Professional CC objectives to help students prepare for the Adobe Certified Associate (ACA) exam and covers the Adobe Certified Expert (ACE) exam objectives.

ADOBE FLASH CS6 - PART 1 – 1 DAY

In this course, students will learn to navigate the Adobe Flash CS6 interface, and gain knowledge in using the tools and features necessary for drawing graphics and creating a website that contains an animated introduction.

ADOBE FLASH CS6 - PART 2 – 1 DAY

Students will gain an understanding of ActionScript and other advanced features of Flash, importing content from external sources, such as XML and video files, and create items that respond to user interaction.

ADOBE ILLUSTRATOR CC - PART 1 – 1 DAY

Students will learn to use Adobe Illustrator CC to create illustrations that include graphics and text. They will identify the components and capabilities of Illustrator CC; create basic shapes, custom paths, and graphics with custom text; customize objects and basic shapes; and prepare documents for deployment. This course covers the Graphic Design & Illustration Using Adobe Illustrator CC objectives to help students prepare for the Adobe Certified Associate (ACA) exam and covers the Adobe Certified Expert (ACE) exam objectives.

ADOBE ILLUSTRATOR CC - PART 2 – 1 DAY

In this course, students will use painting tools, manage colors, format type, work

with effects, prepare artwork for commercial printing, and prepare graphics for the web.

ADOBE ILLUSTRATOR CS6 - PART 1 – 1 DAY

Students will learn to create “drawn” graphics, integrating content from other CS6 domains (such as photo-oriented graphics and animation, which belong to Photoshop and Flash).

ADOBE ILLUSTRATOR CS6 - PART 2 – 1 DAY

Students will learn to create complex artwork using advanced tools, options, and effects prepare artwork for commercial printing and save it for the Web. Students will draw complex illustrations, and enhance them using various painting options.

ADOBE INDESIGN CC - PART 1 – 1 DAY

This course has all the tools students need to elevate the look of their documents and get them out to the people who need to see them, whether they be in print or on the web.

ADOBE INDESIGN CC - PART 2 – 1 DAY

In this course students will learn advanced InDesign techniques to enhance the look and functionality of their documents.

ADOBE INDESIGN CS6 - PART 1 – 1 DAY

This course offers students all the tools they need to give their documents a well-designed, professional look, including paragraph and character styles, layout features, and customized text and graphics.

Adobe InDesign CS6 - Part 2 – 1 Day

Students will learn advanced InDesign techniques to enhance the look and functionality of their documents. Topics include creating documents for multiple formats, managing advanced page elements and styles, building complex paths, etc.

ADOBE PHOTOSHOP CC - PART 1 – 1 DAY

This course focuses on some of the basic features of Photoshop so that the student can navigate the environment and use Photoshop tools to work with photographic images.

ADOBE PHOTOSHOP CC - PART 2 – 1 DAY

This course delves into some of the more advanced image creation and editing techniques, and offers students hands-on activities that demonstrate how these techniques can be used in combination to create exciting visual effects.

ADOBE PHOTOSHOP CS6 - PART 1 – 1 DAY

This course focuses on basic features of Photoshop so that the student can navigate the environment and use the Photoshop tools to work with photographic images.

ADOBE PHOTOSHOP CS6 - PART 2 – 1 DAY

This course delves into some of the more advanced image creation and editing techniques, and offers hands-on activities that demonstrate how Photoshop techniques can be used in combination to create exciting visual effects.

ADOBE PREMIERE PRO CS5.5 - BASIC VIDEO EDITING – 1 DAY

In this course, students will use Adobe Premiere Pro to create a video program that combines video, audio, and still images.

BUSINESS PRODUCTIVITY

CRYSTAL REPORTS 2016: PART 1 – 2 DAYS

In this course, students will create a basic report by connecting to a database and modifying the report's presentation.

CRYSTAL REPORTS 2016: PART 2 – 2 DAYS

In this course, students will create complex reports & data sources using the tools in Crystal Reports 2016. Students will not only create more complex reports including sub-reports and cross-tabs, but will also increase their speed and efficiency.

CRYSTAL REPORTS 2013 - PART 1 – 2 DAYS

Organizations use reporting tools to access data sources and generate customized reports. Crystal Reports 2013 enhances report building and report processing techniques with a variety of features that add value to a presentation.

CRYSTAL REPORTS 2013 - PART 2 – 2 DAYS

In this course, students will create complex reports and data sources using the tools in Crystal Reports 2013. They will not only create more sophisticated reports including subreports and cross-tabs, but will also increase in speed and efficiency.

INTRODUCTION TO CLOUD COMPUTING – 1 DAY

In this course, students will define cloud computing technology and describe its impact on IT scenario.

GOOGLE ADWORDS - PART 1 – 1 DAY

Students will create a Google AdWords account, an AdWords campaign and text ads, research and optimize keywords, refine text ad copy, manage a campaign through analysis, analyze and optimize bidding and budget, and generate reports.

GOOGLE ADWORDS - PART 2 – 1 DAY

In this course, students will create a Display Network Campaign, define location and language targeting, and schedule when ads will run. They will optimize their Display Network targeting and create a YouTube campaign.

GOOGLE ADWORDS - PART 3 – 1 DAY

Students will use advanced AdWords features to dynamically generate ads, insert keywords into ads, and experiment with changes to their campaigns before making them permanent.

GOOGLE ADWORDS EXAM PREPARATION: FUNDAMENTALS AND SEARCH ADVERTISING – 3 DAYS

Students will implement Google AdWords and create ad campaigns to target specific audiences with advanced AdWords features, analyzing and optimizing campaign performance.

GOOGLE ADWORDS FOR

BUSINESSES – 1 DAY

In this course, students will create an AdWords account, run an ad campaign, and track the performance of ads.

GOOGLE ANALYTICS – 1 DAY

In this course, students will implement Google Analytics and perform analysis by using standard reports.

GOOGLE APPS FOR BUSINESS – 1 DAY

In this course, students will track and analyze websites and applications.

GOOGLE ADWORDS FOUNDATION – 1 DAY

Students will implement Google AdWords and create ad campaigns, optimize keywords for pay-per-click, write effective ads, manage bids & budgeting, and analyze and report campaign performance.

PROJECT 2016 - PART 1 – 1 DAY

This course is designed to familiarize students with the basic features and functions of Microsoft Project Professional 2016 so they can use it effectively and efficiently in a real-world environment.

PROJECT 2016 - PART 2 – 1 DAY

This course covers the skills a project manager needs to update a project plan during the execution, monitoring, and controlling phases of a project. This course

will enable students to manage the project so that it is completed on time & within budget.

PROJECT 2013 - PART 1 – 1 DAY

This course is designed to familiarize you with the basic features and functions of Microsoft Project Professional 2013 so that you can use it effectively and efficiently in a real-world environment.

PROJECT 2013 - PART 2 – 1 DAY

Students will learn the advanced features and functions of Microsoft Project Professional 2013.

PUBLISHER 2016 – 1 DAY

Students will learn to create, format, edit, and share publications in Publisher 2016.

PUBLISHER 2013 – 1 DAY

Students will learn desktop publishing capabilities of Publisher, including how to produce greeting cards, certificates, newsletters, and calendars, integrating mail merge features for a list of recipients and exporting publications as HTML web pages.

PUBLISHER 2010 - LEVEL 1 – 1 DAY

In this course, students will create, format, edit, and distribute publications.

QUICKBOOKS 2015 - GET GOING WITH QUICKBOOKS 2015 – 1 DAY

This course is dedicated to providing you with a flexible, high-performance learning system.

QUICKBOOKS 2015 - KEEP GOING WITH QUICKBOOKS 2015 – 1 DAY

This course is dedicated to providing you with a flexible, high-performance

learning system.

QUICKBOOKS 2014 - GET GOING WITH QUICKBOOKS 2014 – 1 DAY

This course is dedicated to providing students with a flexible, high-performance learning system. Students will become familiar with the software, and will learn the new features and functionality of the content.

QUICKBOOKS 2014 - KEEP GOING WITH QUICKBOOKS 2014 – 1 DAY

This course is dedicated to providing students with a flexible, high-performance learning system. Students will become familiar with the software, and will learn the new features and functionality of the content.

CLOUD

(55195) INTRODUCTION TO MICROSOFT CLOUD COMPUTING – 1 DAY

Students learn high level terminology, structure, security, deployment and migration practices as well as the general scope of Microsoft Cloud product offerings. This course expands the knowledge base and technical skills of both novice and experienced IT professionals with an understanding of the Cloud and Microsoft Cloud Products such as Azure, Office 365, One Drive and InTune.

EXCEL 2016 - PART 1 – 1 DAY

In this course, students will use Microsoft Office Excel 2016 to create spreadsheets and workbooks that they can use to store, manipulate, and share data.

EXCEL 2016 - PART 2 – 1 DAY

Students will build upon the foundational Microsoft Office Excel 2016 knowledge and skills already acquired and learn to create advanced workbooks

and worksheets, including advanced formulas, tables, PivotTables, PivotCharts and data filtering.

EXCEL 2016 - PART 3 – 1 DAY

In this course, students will learn some of the more advanced features of Excel, including automating common tasks, auditing workbooks to avoid errors, sharing data with other people, analyzing data, and using Excel data in other applications.

EXCEL 2013 - PART 1 – 1 DAY

In this course, students will use Microsoft Office Excel 2013 to create spreadsheets and workbooks that they can use to store, manipulate, and share data.

EXCEL 2013 - PART 2 – 1 DAY

Students will build upon the foundational Microsoft Office Excel 2013 knowledge and skills already acquired and learn to create advanced workbooks and worksheets, including advanced formulas, tables, PivotTables, PivotCharts and data filtering.

EXCEL 2013 - PART 3 – 1 DAY

In this course, students will learn some of the more advanced features of Excel, including automating common tasks, auditing workbooks to avoid errors, sharing data with other people, analyzing data, and using Excel data in other applications.

EXCEL 2013 SELF-SERVICE ANALYTICS WITH NO CODE FOR END USERS – 2 DAY

This course helps end users and analysts explore business intelligence tools in Excel and SharePoint Server 2013, such as PowerPivot, Power Query, data tables, power maps, and filters.

EXCEL 2011 (MACINTOSH) - LEVEL 1 – 1 DAY

Students will learn to create and edit basic Microsoft Office Excel 2011 worksheets and workbooks.

EXCEL 2011 (MACINTOSH) - LEVEL 2 – 1 DAY

In this course, students will use advanced formulas and work with various tools to analyze data in spreadsheets. Students will also organize table data, present data as charts, and enhance the look and appeal of workbooks by adding graphical objects.

EXCEL 2010 - PART 1 – 1 DAY

In this course, students will use Microsoft Office Excel 2010 to create spreadsheets and workbooks that they can use to store, manipulate, and share data.

EXCEL 2010 - PART 2 – 1 DAY

This course builds upon the foundational Microsoft Office Excel 2010 knowledge and skills you've already acquired and sets you on the road to creating advanced workbooks and worksheets that will deepen your firm's business intelligence.

EXCEL 2010 - PART 3 – 1 DAY

The students will learn about some of the more advanced features of Excel including automating common tasks, auditing workbooks to avoid errors, sharing data with other people, analyzing data, and using Excel data in other applications.

EXCEL 2010 - PART 4 – 1 DAY

In this course, students will use the advanced features of Microsoft Office Excel 2010 to attain proficiency as an Excel power user.

EXCEL 2010 PIVOT TABLES – 0.5 DAY

In this course, students will create and analyze PivotTable data. They will also present a PivotTable in a PivotChart.

EXCEL 2010 POWERPIVOT – 1 DAY

In this course, students will make use of the PowerPivot add-in to import data

from various sources and create a dynamic report. Students will also learn to use DAX functions and distribute PowerPivot data.

EXCEL 2010 - VBA – 1 DAY

The student will learn to automate job tasks in Microsoft Office Excel 2010. This course teaches students to develop and format worksheets using macros, create an interactive worksheet, work with multiple worksheets, and perform calculations.

DATA MINING, PREDICTIVE ANALYTICS WITH MICROSOFT ANALYSIS SERVICES AND EXCEL POWERPIVOT – 3 DAYS

This course introduces students to the concepts of data mining, machine learning and predictive analytics utilizing the Microsoft toolsets including SQL Server Analysis Services and Excel with PowerPivot and the Data Mining Add-ins.

MICROSOFT WINDOWS

USING MICROSOFT WINDOWS 10 – 1 DAY

This course offers an introduction to the basics of the Windows 10 operating system. It introduces users to the key features and functionality. Students will also learn how to customize the Windows environment, tailoring it to their exact needs, while securing their files and information.

MICROSOFT WINDOWS 10: TRANSITION FROM WINDOWS 7 – 1 DAY

Students transitioning from Microsoft Windows 7 to the Windows 10 operating system will learn to navigate the Windows 10 environment, including both familiar applications and new features, such as personal digital assistant Cortana and browser Microsoft Edge. Course also covers protecting information with effective data backup and security features.

MICROSOFT WINDOWS 8.1 TRANSITION FROM WINDOWS 7 – 1 DAY

You will gain a foundational understanding of how to operate within the Windows 8 environment from your PC and be able to take full advantage of the many

sharing, storing, and multi-platform benefits inherent in the Windows 8 operating system.

USING MICROSOFT WVINDOWS 8.1 – 1 DAY

Students will define what a PC is, and be familiarized with the Windows 8.1 user interface and its basic capabilities. In this course, students will explore Windows 8.1 and learn how to create documents, send email, browse the Internet, and more.

WINDOWS 8.1 TABLET FOR BUSINESS USE – 1 DAY

Students will learn how to set up, configure, and secure a Windows 8.1 tablet, run and use various apps, manage files, use a tablet in conjunction with other devices, and search for information.

USING MICROSOFT WINDOWS 8 – 1 DAY

In this course, students will explore Windows 8 and learn how to create documents, send email, browse the Internet, and share information between applications and with other users.

MICROSOFT WINDOWS 8 AND OFFICE 2013: MAKING THE TRANSITION – 1 DAY

This course will teach students to transition to Windows 8 and Office 2013, bridging the gap between laptop or desktop PC, and a variety of mobile devices.

WINDOWS 7: INTRODUCTION TO PERSONAL COMPUTERS – 1 DAY

In this course, students will become familiar with the basic components of personal computers, log on to Windows 7, explore the Windows 7 interface, manage files and folders, use the common tools and programs available, and customize the desktop.

WINDOWS 7 - LEVEL 1 – 1 DAY

Students will log on to Windows 7, explore its interface, identify the different components in the interface, customize the Windows 7 desktop, manage files and folders, use the common tools and programs available in Windows 7, and browse the Internet.

WINDOWS 7 - LEVEL 2 – 1 DAY

In this course, students will familiarize themselves with the advanced customization techniques and work with applications and programs in Windows 7. In addition to this, students will also work with Internet Explorer 8.

OFFICE

INFOPATH 2010 - CREATING INFOPATH FORMS – 1 DAY

In this course, students will learn how to use InfoPath to gather and share information by creating and implementing XML-based forms.

OFFICE 365 WEB APPS (WITH SKYPE FOR BUSINESS) – 1 DAY

This course is an introduction to Microsoft Office 365 (with Skype for Business) in a cloud-based environment.

OFFICE 365: WEB APPS AND COLLABORATION FOR OFFICE 2013 – 1 DAY

Students will get an introduction to Microsoft Office 365: Web Apps and Collaboration for Office 2013 in a cloud-based environment, without requiring an installation of the full desktop version of Microsoft Office 2013 on the local computer.

OFFICE 365: OFFICE WEB APPS AND COLLABORATION FOR OFFICE 2010 – 1 DAY

This course is an introduction to the Microsoft Office 365: Microsoft Office Web Apps and Collaboration in a cloud-based environment. Users can easily communicate with each other through Outlook mail and Lync instant messaging and online meetings.

MICROSOFT OFFICE 2016 TRANSITION FROM 2007/2010 – 1 DAY

This course focuses on enhanced Office 2016 features that students can leverage to improve the way they manage, organize, present, and distribute their company's data and information such as Word's ability to edit PDF files, the new Flash Fill functionality in Excel that dramatically increases the speed of adding data to a spreadsheet, the deep integration of the cloud into the Office experience and the ease of collaborating with colleagues.

MICROSOFT OFFICE 2013 TRANSITION FROM 2007/2010 – 1 DAY

This course builds upon the foundational Microsoft Office 2007/2010 knowledge

and skills students have already acquired. It focuses on the enhanced features to improve the way to manage, organize, present, and distribute a company's data and information.

MICROSOFT OFFICE 2013: TRANSITION FROM OFFICE 2003 – 1 DAY

This course will help students bridge the gap from the version they already know and love to the latest release of Microsoft's flagship productivity suite.

ONENOTE

ONENOTE 2016 – 1 DAY

This course introduces students to using OneNote notebooks to store a wide variety of content in an organized structure, access the content from anywhere, and also share it with others, also learning how to use OneNote and the other applications in the suite to increase productivity with Microsoft Office.

ONENOTE 2013 – 1 DAY

The student will learn how to use the key components of the Microsoft Office OneNote 2013 application on a desktop, laptop, or Microsoft Windows 8 or Windows 10 tablet device, when working in or away from the primary office or study environment.

ONENOTE 2010 – 1 DAY

In this course, students will create, edit, organize, and enhance notes and also integrate them with other applications using Microsoft OneNote 2010.

OUTLOOK

OUTLOOK 2016 - PART 1 – 1 DAY

Students will learn the basic skills needed to start using Outlook 2016 to manage email communications, calendar events, contact information, tasks, and notes.

OUTLOOK 2016 - PART 2 – 1 DAY

Students will explore the advanced features provided with the Outlook interface, such as advanced message, calendar, and contacts management.

OUTLOOK 2013 - PART 1 – 1 DAY

Students will learn the basic skills needed to start using Outlook 2013 to manage email communications, calendar events, contact information, tasks, and notes.

OUTLOOK 2013 - PART 2 – 1 DAY

Students will explore the advanced features provided with the Outlook interface, such as advanced message, calendar, and contacts management. ILT

OUTLOOK 2010 - PART 1 – 1 DAY

In this course, students will explore the Outlook interface, manage Email communications, Calendar, Contacts, create Tasks and Notes for themselves and customize the Outlook interface to serve their own personal needs.

OUTLOOK 2010 - PART 2 – 1 DAY

In this course, students will explore the advanced features provided with the Outlook interface, such as advanced message, calendar, and contacts management.

OUTLOOK 2010 - LEVEL 3 – 1 DAY

Students will work with advanced Outlook features such as personalizing email, organizing Outlook items, managing Outlook data files and contact information, saving and archiving email, creating custom Outlook forms, and working offline and remotely.

POWERPOINT 2016-PART 1 – 1 DAY

In this course, students will use PowerPoint 2016 to begin creating engaging, dynamic multimedia presentations.

POWERPOINT 2016-PART 2 – 1 DAY

PowerPoint 2016 Part 2 provides the student with advanced tools that can help in delivering presentations in nearly any situation, while saving time and effort.

POWERPOINT 2013-PART 1 – 1 DAY

In this course, students will use PowerPoint 2013 to begin creating engaging, dynamic multimedia presentations.

POWERPOINT 2013-PART 2 – 1 DAY

PowerPoint 2013 Part 2 provides the student with advanced tools that can help in delivering presentations in nearly any situation, while saving time and effort.

POWERPOINT 2011 (MACINTOSH) - LEVEL 1 – 1 DAY

Students will explore the PowerPoint environment and create a presentation. They will format text on slides, adding graphical objects, tables and charts to enhance clarity and appeal. Then they will finalize and deliver a presentation.

POWERPOINT 2011 (MACINTOSH) - LEVEL 2 – 1 DAY

Students will enhance presentations by using features that will transform them into a powerful means of communication. Students will customize the PowerPoint interface to suit all requirements and use features to create dynamic presentations.

POWERPOINT 2010-PART 1 – 1 DAY

Using the vast array of features and functionality contained within Microsoft Office PowerPoint 2010, students will gain the ability to organize content, enhance it with high-impact visuals, and deliver it with a punch.

POWERPOINT 2010-PART 2 – 1 DAY

In this course students will enhance their presentation by using features that will transform it into a powerful means of communication. They will customize the PowerPoint interface to suit the requirements and use features to create presentations.

PROJECT 2016 - PART 1 – 1 DAY

This course is designed to familiarize you with the basic features and functions of Microsoft Project Professional 2016 so that you can use it effectively and efficiently in a real-world environment.

PROJECT 2016 - PART 2 – 1 DAY

This course familiarizes students with the basic features and functions of Microsoft Project Professional 2016 so they can use it effectively and efficiently in a real-world environment.

PROJECT 2013 - PART 1 – 1 DAY

This course is designed to familiarize you with the basic features and functions of Microsoft Project Professional 2013 so that you can use it effectively and efficiently in a real-world environment.

PROJECT 2013 - PART 2 – 1 DAY

Students will learn the advanced features and functions of Microsoft Project Professional 2013.

PROJECT 2010 - PART 1 – 1 DAY

In this course, students will create and manage a project schedule using Microsoft Project 2010.

PROJECT 2010 - PART 2 – 1 DAY

Students will manage and customize project plans during the implementation stage of a project.

SHAREPOINT

INTRODUCTION TO SHAREPOINT 2016 FOR COLLABORATION AND DOCUMENT MANAGEMENT – 1 DAY

Students will learn to manage team collaboration and document management and social features of Microsoft SharePoint 2016 sites. This class provides IT Pros with foundational knowledge of permissions and site collection management.

MICROSOFT SHAREPOINT 2016: SITE USER – 1 DAY

Students will learn to interact in SharePoint and with SharePoint Team Sites, working with documents, content, libraries, and lists, and integrating SharePoint with Microsoft Office.

MICROSOFT SHAREPOINT 2016: SITE OWNER – 1 DAY

Students learn to create a SharePoint team site, performing basic content management tasks such as creating and configuring lists, libraries, and forms, and managing permissions.

MICROSOFT SHAREPOINT 2016: ADVANCED SITE OWNER WITH WORKFLOW ADMINISTRATION – 1 DAY

Students learn to take on administrative responsibility for implementing and managing advanced SharePoint features, configuring site settings and metadata, archiving, and compliance.

SHAREPOINT 2013 POWER USER – 2 DAYS

This class is designed for individuals who need to learn the fundamentals of managing SharePoint sites, including workflow, metadata, Document ID, content organization, etc.

SHAREPOINT 2013 SITE COLLECTION AND SITE ADMINISTRATION – 5 DAYS

This course will provide a deeper, narrowly-focused training to power users on the important and popular skills needed to be an administrator for SharePoint site collections and sites.

MICROSOFT SHAREPOINT DESIGNER 2013 – 1 DAY

In this course, students will learn to create and publish custom SharePoint workflows without code using SharePoint Designer 2013.

MICROSOFT SHAREPOINT 2013: SITE ADMINISTRATOR – 1 DAY

This course helps students collaborate and use familiar applications and web-

based tools to create, access, store, and track documents and data in a central location.

MICROSOFT SHAREPOINT 2013: SITE OWNER – 1 DAY

Students will learn how to create, configure, and manage a SharePoint Team Site so that their organization can share information and collaborate effectively.

MICROSOFT SHAREPOINT 2013: SITE USER – 1 DAY

In this course, students will learn about and use a SharePoint Team Site to access, store, and share information and documents.

MICROSOFT SHAREPOINT DESIGNER 2010 LEVEL 1 – 1 DAY

In this course students will use Microsoft Office SharePoint Designer 2010 to create and modify a SharePoint site.

MICROSOFT SHAREPOINT DESIGNER 2010 LEVEL 2 – 1 DAY

In this course, students will extend a SharePoint site by including server-side controls and administer a SharePoint site.

MICROSOFT SHAREPOINT FOUNDATION 2010 LEVEL 1 – 2 DAYS

In this course, students will use, create, and edit content in a team website. Students will also create and perform basic management of a team site using SharePoint Foundation 2010.

MICROSOFT SHAREPOINT FOUNDATION 2010 LEVEL 2 – 2 DAYS

In this course, students will manage site collections and site components as a site collection administrator and as a site administrator.

MICROSOFT SHAREPOINT SERVER 2010 INTRODUCTION – 1 DAY

In this course, students will collaborate with team members and share information with them using Microsoft SharePoint Server 2010.

VISUALIZING DATA WITH SHAREPOINT 2013 NO CODE – 5 DAYS

Learn to use built in tools such as Wizards, Dialog Boxes, Forms, Web Pages Designers, and more without writing a single line of code.

VISIO PROFESSIONAL 2016 - PART 1 – 1 DAY

This course provides students with a tool to easily create a professional-looking visual product. Students will create visually engaging diagrams, maps, and drawings, using graphical elements to make information easier to comprehend.

VISIO PROFESSIONAL 2016 - PART 2 – 1 DAY

In Microsoft® Visio® 2016 : Part 2, students will learn about more advanced features, making themselves more efficient and effective as a Visio user.

VISIO PROFESSIONAL 2013 - PART 1 – 1 DAY

Visio provides students with an intuitive, customizable tool to easily create a professional-looking visual product by using its extensive gallery of shapes.

VISIO PROFESSIONAL 2013 - PART 2 – 1 DAY

In this course, students will learn about more advanced features—making students more efficient and effective Visio users.

VISIO PROFESSIONAL 2010 - LEVEL 1 – 1 DAY

In this course, students will design and manage basic diagrams, workflows, and flowcharts.

VISIO PROFESSIONAL 2010 - LEVEL 2 – 1 DAY

In this course, students will create custom elements and a custom template, represent external data as a drawing, and share their work with others.

WEB DESIGN WITH HTML5 AND CSS3 – LEVEL 1 – 1 DAY

In this course, students will use HTML5 to create and design web pages.

WEB DESIGN WITH HTML5 AND CSS3 – LEVEL 2 – 1 DAY

Students will learn to create advanced web pages and test their validity.

WORD 2016 - PART 1 – 1 DAY

In this course, students will learn how to use Word 2016 to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

WORD 2016 - PART 2 – 1 DAY

In this course, students will learn to use Word more efficiently by automating some tasks and creating complex documents that include lists, tables, charts, graphics, and newsletter layouts and will merge data to personalize correspondence and labels.

WORD 2016 - PART 3 – 1 DAY

In this course, students will gain advanced skills to work with lengthy documents, collaborate with others, and create forms, as well as revise, manage, and secure business documents.

WORD 2013 - PART 1 – 1 DAY

In this course, students will learn how to use Word 2013 to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

WORD 2013 - PART 2 – 1 DAY

In this course, students will learn to use Word more efficiently by automating some tasks and creating complex documents that include lists, tables, charts, graphics, and newsletter layouts and will merge data to personalize correspondence and labels.

WORD 2013 - PART 3 – 1 DAY

In this course, students will gain advanced skills to work with lengthy documents, collaborate with others, and create forms, as well as revise, manage, and secure business documents.

WORD 2010 - PART 1 – 1 DAY

In this course, you'll learn how to use Word 2010 to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

WORD 2010 - PART 2 – 1 DAY

In this course, students will create complex documents and build personalized efficiency tools using Microsoft Office Word 2010.

WORD 2010 - PART 3 – 1 DAY

The student will learn to collaborate on complicated documents and manage how the documents are accessed and distributed. Advanced features of Word 2010 enable students to revise, manage, and secure your business documents.

Center for Leadership and Development

PROFESSIONAL DEVELOPMENT PATH

ACCOMPLISHING THE RESULTS YOU WANT - 3 DAYS

Success is measured by results. Detailed plans and a captivating vision are important, but true accomplishment is in carrying your goals through to a winning outcome. In this course, you will learn how to strengthen your leadership voice and foster employee buy-in to exceed expectations and achieve the most positive outcome.

BUILDING SUCCESSFUL WORK RELATIONSHIPS - 3 DAYS

Individuals bring their unique talents, strengths, experiences, and outlooks to the workplace. Operating collaboratively, these diverse perspectives and styles deliver

MAKING THE RIGHT DECISIONS UNDER PRESSURE - 2 DAYS

As a leader, others look to you for direction and guidance. The confident decisions you make are imperative to drive productivity, resolve conflicts, and guide your team's focus and efforts. In this course, you will learn to evaluate options, generate possible solutions, and decide on logical strategies. highly successful outcomes and create high-performing teams. In this course, you will learn how to build co-operative trust-based relationships that enable you to work productively

with other professionals, clearly communicating and respectfully harnessing your distinctive contributions.

THINKING WITH CRITICAL INSIGHT - 2 DAYS

To make the best decision and determine the most efficient and effective course of action, an understanding of the current situation and innovative outlook are important. In this course, you will learn to inquisitively explore challenges, defy incorrect assumptions, and look at things with new and differing perspectives, incorporating these insights into your thought processes, and enabling you to find creative solutions to even the most difficult tasks and issues.

EXPANDING YOUR EMOTIONAL INTELLIGENCE - 3 DAYS

As the core of the success of every organization, Emotional Intelligence (EI) is central to a well-functioning team. This course incorporates powerful tools and classroom activities to master the strategies to effectively communicate, connect with, and support others through healthy and productive interactions.

EXTENDING YOUR SPHERE OF INFLUENCE - 2 DAYS

The art of persuasion is a powerful tool. It empowers you to collaborate with others to achieve mutual outcomes and build consensus. In this course, you will learn to select and utilize appropriate styles and strategies to have the most influential effect, as well as how to protect yourself from being manipulated by others.

PRIORITIZING YOUR TIME EFFECTIVELY - 2 DAYS

Time is limited, so getting the most out of every minute is critical. In this course, you will learn to improve your focus, prioritize tasks, identify and avoid obstacles to staying on track, and develop strategies to get the most out of your time. You will acquire time management tools and decision-making techniques to help you focus on purpose and achieve your goals, balancing the needs of both your business and personal life.

DISCOVERING YOUR LEADERSHIP VOICE - 2 DAYS

By their very definition, leaders inspire followership in others. In this course, you will learn proven techniques to find and develop your own voice as a leader – one

that builds trusts, fosters enthusiasm for change, engages colleagues, strengthens relationships, and achieves results

EVOLVING INTO THE MANAGER ROLE - 3 DAYS

The manager's role is very different from the non-manager's. Managers must be able to develop and unify team members, plan strategically, set goals, delegate responsibilities, provide meaningful feedback, and effectively communicate. In this course, you will learn how to confidently acquire and build these skills through relevant discussions, team and individual activities.

EFFECTIVE LEADERSHIP THROUGH COACHING - 3 DAYS

The most successful leaders recognize that their success depends upon the success of those they lead. Enabling others to grow and fulfil their potential by coaching them to discover and apply their talents and strengths is a core competency of effective leadership. Whether supporting employees to optimize their contribution, or enabling them to further their career aspirations, your coaching will have a positive impact and will foster an environment of growth and success.

MANAGING REMOTE AND VIRTUAL TEAMS - 2 DAYS

The business model is constantly evolving. Managing remote teams – a rarity just a few years ago – is now a common occurrence. This course will teach you to adjust your management style to successfully improve communication, foster connections, increase productivity, and develop remote and virtual teams.

TRANSITIONING INTO LEADERSHIP FOR AN IT MANAGER - 3 DAYS

IT managers require a specific skillset to properly create, oversee, enable, and motivate their teams. From developing an inspiring vision and empowering members to reach it to meeting deadlines and evaluating results, in this course you will learn the skills needed to successfully transition into an IT manager role.

Becoming a Transformational Leader - 2 Days

Transformational Leaders have a tremendous impact. They can empower teams to grow and work together, envision the future, embrace change, and maximize performance. This course will help you develop authentic leadership qualities that

motivate and drive others to reach their full potential, and become the transformational leaders of the future.

BUSINESS ACUMEN FOR LEADERS - 2 DAYS

A business is more than a building and assets, and business leaders must be masters of many skills. In this course, you will learn to understand the mechanics of the organization – reading and interpreting financials, making sound business decisions, and setting a course – while also developing the skills to guide and direct your workforce in an ethical and professional manner.

CONTEMPORARY LEADERSHIP IN A COMPLEX WORLD- 2 DAYS

Leading others requires building credibility, communicating effectively, developing trust, making decisions, and demonstrating confidence. This course will help you to cultivate the leadership skills that you need to influence others and guide them.

CRITICAL FACILITATION SKILLS FOR LEADERS - 2 DAYS

An effective leader harnesses the diverse strengths of the team to maximize performance. Successfully mastering critical facilitation skills and applying them deftly can help drive these results. In this course, you will learn how to develop and apply facilitation techniques to support your team at every stage of the team life cycle. You will enhance your interpersonal competencies and observational abilities to deal effectively with disruptions and dysfunctions, and guide groups to reach consensus and achieve results.

BECOMING A TRANSFORMATIONAL LEADER - 2 DAYS

Transformational Leaders have a tremendous impact. They can empower teams to grow and work together, envision the future, embrace change, and maximize performance. This course will help you develop authentic leadership qualities that motivate and drive others to reach their full potential, and become the transformational leaders of the future.

BUSINESS ACUMEN FOR LEADERS - 2 DAYS

A business is more than a building and assets, and business leaders must be masters of many skills. In this course, you will learn to understand the mechanics of the organization – reading and interpreting financials, making sound business decisions, and setting a course – while also developing the skills to guide and direct your workforce in an ethical and professional manner.

LEADERSHIP EXCELLENCE FOR SENIOR MANAGERS - 3 DAYS

Senior managers have unique demands placed upon them. They need to be able to lead the leaders – offering guidance, critiquing performance, and mentoring their team – while also identifying and developing new managers. To maximize performance and foster a healthy environment, senior managers must also motivate others, nurturing and utilizing the distinctive skills of each team member.

CHANGE MANAGEMENT FOUNDATION & PRACTITIONER

This 5 day course combines the elements from the Foundation and Practitioner courses into a single experience. The purpose of the Foundation certification is to confirm that a candidate has sufficient knowledge and understanding of Change Management to work as an informal member of a team working on an organizational change initiative. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working a process environment.

CHANGE MANAGEMENT PRACTITIONER

The purpose of the Practitioner certification is to confirm whether the candidate has achieved sufficient know-how to apply and tailor Change Management guidance in a given organizational change situation. A successful Practitioner candidate should, with suitable direction, be able to start applying the Change Management approaches and techniques to a real change initiative - but may not be sufficiently skilled to do this appropriately for all situations. Their individual Change Management expertise, complexity of the change initiative and the

support provided for the use of Change Management approaches in their work environment will all be factors that impact what the Practitioner can achieve. Successful candidates will have fulfilled the knowledge requirements for Change Management Institute accreditation.

STRATEGIC NEGOTIATION SKILLS - 2 DAYS

Negotiating is an art form. To get what you want, you need to be aware of the other side's objectives, seeking a mutually beneficial result. You must be able to decide on a goal, plan carefully, and apply key skills and tools to reach a successful outcome.

In this course, you will learn the essential strategies and techniques needed to guide negotiations from opening discussions through to a positive result. With discussion and hands-on training, you will leave with practical solutions to negotiating effectively.

CONSTRUCTIVE CONFLICT MANAGEMENT - 2 DAYS

People approach situations with their own set of experiences, priorities, and viewpoints. Conflict is inevitable. The ability to govern disputes and even avoid them altogether is vital. In this course, you will learn to recognize the warning signs that precede quarrels and how to mitigate their impact, as well as constructive ways to harness the differences between team members and shift them toward productive, positive outcomes.

NAVIGATING THE MODERN WORKFORCE: DIVERSITY, CULTURE, GENERATIONS - 2 DAYS

The modern business climate is more diverse than ever. Team members are

bringing new experiences, expertise, and viewpoints to the workforce; and constant change is the new normal. In this course, you will learn how to capitalize on the strengths of your diverse team while directing and guiding them to even greater achievements.

THE ART OF EFFECTIVE PRESENTATIONS - 3 DAYS

Whether speaking publicly or to a private group, the ability to deliver a great presentation means efficiently and effectively convey your message. In this course, you will learn strategies to master your speaking skills, confidently standing before a group and delivering your message. Expert instructors will provide constructive feedback, identifying the areas in which you are most polished, as well as offering tips to master the rest.

WRITING FOR THE BUSINESS PROFESSIONAL - 2 DAYS

From informal memos to detailed reports, writing skills are essential for effectively communicating with colleagues and those outside of your organization. Subtle elements, such as the tone that you use, can have a significant impact on the way that your ideas are received and the persuasiveness of your arguments. In this course, you will learn the essential skills needed to organize your thoughts and select the best words and phrases to clearly convey them in writing.

COMMUNICATING ACROSS YOUR ORGANIZATION - 3 DAYS

The success of leaders is rooted in the effectiveness of their teams, as well as savvy communication with colleagues. Guiding and empowering others and creating collaboration is essential. In this course, you will learn to build trust and commitment, motivating others through respectful and authentic interactions.

DEVELOPING SUCCESSFUL INTERPERSONAL SKILLS - 3 DAYS

In our inter-connected world, good communication and cooperation is key to working efficiently. Respectfully engaging with others can enhance or inhibit workflow and be the difference between the success or failure of a project or an entire organization. This course will prepare you for the collaborative situations inherent in every facet of business, whether working with colleagues, partners, vendors, or clients.

MASTERING POSITIVE ASSERTIVENESS - 2 DAYS

Ensuring that you are heard and understood is an essential skill, but it can easily come across as antagonistic and confrontational. Whether addressing behavioral issues or directing a meeting, it is important that you be properly self-confident and emphatic, while maintaining positive work relationships. In this course, you will discover the best techniques to be properly assertive, and what are the ideal approaches in differing situations.

PROVIDING OUTSTANDING CUSTOMER SERVICE - 2 DAYS

In today's competitive marketplace, outstanding customer service is what sets you and your organization apart. It is what brings customers to you, persuades them to select your offering over others, and keeps them coming back. But how do you provide excellent customer service and stand out from the crowd? This course offers practical tools and techniques to win clients, create loyal advocates for your business, and deliver excellent customer service.

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SHRM ESSENTIALS OF HR MANAGEMENT – 2 DAYS

This course addresses the complex, real-world, and legal issues you face and is a must for anyone in the business of managing people. Knowing the basics of HR can make you a better manager, improve workplace morale and employee performance, and protect your organization from needless litigation.

SHRM-CP/SHRM-SCP CERTIFICATION PREPARATION – 5 DAYS

Students will be able to identify areas of strength and build on them. They will also see where they will need further concentrated study in preparation for their exam.

UNDERSTANDING CISCO CLOUD FUNDAMENTALS (CLDFND) – 5 DAYS

The Understanding Cisco Cloud Fundamentals course is designed to provide students with the necessary knowledge, skills and abilities (KSA) to perform foundational tasks related to Cloud computing.

INTRODUCING CISCO CLOUD ADMINISTRATION (CLDADM) – 5 DAYS

This course covers the basic features and operation of Cisco UCS Director (UCSD) and Cisco Intelligent Automation for Cloud (CIAC) products. It includes coverage of Cloud provisioning, management, monitoring, reporting, charge-back models, and remediation.

IMPLEMENTING AND TROUBLESHOOTING THE CISCO CLOUD INFRASTRUCTURE (CLDINF) – 5 DAYS

This course enables cloud support engineers to successfully build, maintain and troubleshoot cloud infrastructure at a cloud service provider.

IMPLEMENTING CISCO COLLABORATION DEVICES (CICD) – 5 DAYS

This course focuses on providing the skills and knowledge necessary to implement Cisco Unified Communications (UC) solutions. It covers administration of end-user interfaces, telephony and mobility features, and Cisco UC solutions maintenance.

IMPLEMENTING CISCO VIDEO NETWORK DEVICES, PART 2 (CIVND2) 1.0 – 5 DAYS

The course will provide students with the necessary knowledge and skills to implement various Cisco Collaboration endpoints in converged Cisco infrastructures. It covers a range of Cisco Collaboration solutions and enables students to implement and troubleshoot Cisco Unified Communication.

IMPLEMENTING CISCO IP TELEPHONY AND VIDEO, PART 1 (CIPTV1) – 5 DAYS

This course prepares students for implementing a Cisco Collaboration solution at a single-site environment. It focuses primarily on Cisco Unified Communications Manager Version 10.x, which is the call-routing and signaling component for the Cisco Collaboration solution. Lab exercises included in the course help students to perform post installation tasks, configure Cisco Unified Communications Manager, implement MGCP and H.323 and, SIP trunks, and build dial plans to place single site on-cluster and off-cluster calling for voice and video.

IMPLEMENTING CISCO IP TELEPHONY AND VIDEO, PART 2 (CIPTV2) – 5 DAYS

This course prepares students for implementing Cisco Unified Communications Manager, Cisco VCS-C, and Cisco Expressway series in a multisite voice and video network. It covers globalized call routing, URI call routing, global dial plan replication based on the ILS, Cisco Unified SRST, mobility features, call admission control, integration of Cisco VCS and Cisco Unified Communications Manager, and Cisco Mobile Remote Access on Cisco Expressway Series.

TROUBLESHOOTING CISCO IP TELEPHONY AND VIDEO (CTCOLLAB) – 5 DAYS

This course prepares students for integrating Cisco Unity Connection, Cisco Unity Express, Cisco Unified IM and Presence, and video into a Collaboration deployment. It describes voice messaging deployment scenarios, Cisco Unified Presence features, and troubleshooting mechanisms as well as Cisco Unified IM and Presence and Cisco Jabber integration options with Cisco Unified Communications Manager.

COMMUNICATIONS APPLICATIONS WITH APPENDIX (CAPPS) – 5 DAYS

Implementing Cisco Unified Communications Manager, Part 2 (CIPT2) prepares students for implementing Cisco Unified Communications solution in a multisite environment.

CISCO NX-OS FOR IOS TRAINING FOR ADMINISTRATORS (DCNXA) – 5 DAYS

DCNXA is designed for network administrators who are migrating from a traditional Cisco IOS environment to routing and switching platforms that use the Nexus Operating System (NX-OS). This course covers the key components and procedures you need to know to install and manage Cisco Nexus 9000, 7000, 5000, 2000 and 1000v series switches, and troubleshooting procedures.

ADMINISTERING CISCO DATA CENTER UNIFIED COMPUTING SYSTEM (DCUCA) – 4 DAYS

DCUCA covers the administration and troubleshooting of Cisco Unified Computing System (UCS) B-Series and C-Series servers. This custom-built Cisco UCS training class was developed using the best lessons from all available Cisco server courses to maximize the learning experience for individuals who want to focus on day-to-day administration using Cisco UCS Manager as the primary interface.

CISCO HYPERFLEX TRAINING (HXICA) – 3 DAYS

HXICA is a training program designed to provide understanding of how Cisco HyperFlex HX-Series combines compute, storage, and networking into an easy-to-use system that brings new levels of speed and efficiency to IT.

CISCO UNIFIED COMPUTING SYSTEM TRAINING (UCSDACI) – 5 DAYS

UCSDACI enables participants to understand the different features of UCS

Director software to manage Physical and Virtual Infrastructure elements including ACI. Students will get a chance to explore Orchestration and Automation functions of Cisco UCS Director to effectively manage infrastructure and automate IT processes.

CISCO NETWORK ARCHITECTURE (DNADDC) – 5 DAYS

This course is designed for network administrators and technical personnel involved in designing, implementing, operating and optimizing Wide Area Networks based on Cisco's Intelligent WAN (iWAN) principles, technologies and features. It enables learners to understand how iWAN solves many challenges related to today's branch office deployments and what the main components of iWAN are, including Transport Independent WAN connectivity (IPSec DMVPN and MPLS), Intelligent Path Control (with performance routing), Application Optimization (with AVC and WAAS) and Secure Connectivity (Strong encryption, firewalls, CWS).

DESIGNING AND IMPLEMENTING CISCO NETWORK PROGRAMMABILITY (NPDESI) – 5 DAYS

The Cisco Network Programmability Design and Implementation Specialist addresses the evolving role of network engineers towards more programmability,

automation and orchestration, enabling them to leverage the powerful level of abstraction provided by controller based architectures to create real added value.

CSPARK: SPARK COLLABORATION WORKSHOP – 2 DAYS

Cisco Spark is an app-centric, cloud-based service that provides a complete collaboration suite for teams to create, meet, message, call, care, whiteboard, and share, regardless of whether they're together or apart in one continuous work stream before, during, and after meetings. Being able to understand how this works and what the features are is the key focus of this course.

INTRODUCING CISCO DATA CENTER NETWORKING (DCICN) – 5 DAYS

In this course, students are introduced to the three primary technologies that are used in the Cisco data center. Through hands-on labs, you will focus on the basic configuration tasks required to obtain a solid foundational knowledge.

INTRODUCING CISCO DATA CENTER TECHNOLOGIES (DCICT) – 5 DAYS

Students explore the Cisco technologies that make up the fundamental deployment of a data center, including unified computing, unified fabric, and network services. Through hands-on labs, you will focus on verifying configurations, making configuration changes, and designing new topologies.

DATA CENTER UNIFIED COMPUTING IMPLEMENTATION (DCUCI) – 5 DAYS

Students will learn how to configure and manage Cisco UCS servers with consolidated I/O networking for LAN and SAN connectivity and learn how to virtualize server properties to enable simple and rapid mobility of server images between physical servers.

IMPLEMENTING CISCO DATA CENTER UNIFIED FABRIC V5.0 (DCUFI) – 5 DAYS

This program designed for systems, field and consulting systems engineers, technical solutions architects, and Cisco integrators and partners who install and

implement the Cisco Nexus 7000 and 5000 Switch, and the Cisco Nexus 2000 Fabric Extender.

DESIGNING CISCO DATA CENTER UNIFIED COMPUTING (DCUCD) – 5 DAYS

In this course, you will learn how to choose and design scalable, reliable, and intelligent data center unified computing and virtualization solutions. You'll also learn how to evaluate existing data center computing solutions, determine the requirements, and design Cisco data center unified computing and virtualization solutions.

TROUBLESHOOTING CISCO DATA CENTER UNIFIED COMPUTING (DCUCT) – 5 DAYS

In this course, you gain the knowledge and skills to properly troubleshoot Cisco UCS B-Series and C-Series servers operating in standalone and integrated modes. Through hands-on labs, you will learn the proper configuration procedures, and become familiar with common troubleshooting scenarios and recommended solutions.

TROUBLESHOOTING CISCO DATA CENTER UNIFIED FABRIC V5.0 (DCUFT) – 3 DAYS

The course covers the components and procedures needed to troubleshoot and resolve common issues with the Cisco Nexus 7000 Series, the Cisco Nexus 5000 Series, the Cisco MDS Series, and the Nexus 2000 Fabric Extenders in the network and SAN environment.

DESIGNING CISCO DATA CENTER UNIFIED FABRIC (DCUFD) – 5 DAYS

The course covers architectural components of Cisco Nexus and Cisco Catalyst switching lines, Cisco IOS and Cisco Nexus Operating System (NX-OS) software architecture, as well as management from the network design perspective.

CONFIGURING CISCO DATA CENTER UNIFIED COMPUTING SYSTEM V3.0 (DCUCS) – 5 DAYS

This course prepares individuals for implementing and maintaining Cisco UCS hardware with a strong emphasis on best practices. The Configuring Data Center Unified Computing course also addresses relevant additional features added by Version 2.1 Cisco UCS.

DESIGN

DESIGNING FOR CISCO INTERNETWORK SOLUTIONS (DESGN) – 5 DAYS

In addition to general approaches and technologies for network design, this course promotes Cisco solutions in designing and implementing scalable internetworks. Among specific goals is the promotion of the modular approach to network design.

DESIGNING CISCO NETWORK SERVICE ARCHITECTURE (ARCH) – 5 DAYS

Students will learn how to perform the conceptual, intermediate, and detailed design of a network infrastructure that supports desired network solutions over intelligent network services to achieve effective performance, scalability, and availability.

IMPLEMENTING CISCO IP ROUTING V2.0 (ROUTE) – 5 DAYS

v2.0 includes major updates and follows an updated blueprint. However, note that this course does not cover all items listed on the blueprint. Some older topics have been removed or simplified, while several new IPv6 routing topics have been added.

IMPLEMENTING CISCO SWITCHED NETWORKS V2.0 (SWITCH) – 5 DAYS

This course is designed to help students prepare to plan, configure, and verify the implementation of complex enterprise switching solutions for campus environments using the Cisco Enterprise Campus Architecture.

CONFIGURING CISCO NEXUS 5000 SERIES SWITCHES (DCNX5K) – 5 DAYS

This course is designed to serve the needs of systems and field engineers, consulting systems engineers, technical solutions architects, and Cisco integrators and partners who install and implement Cisco Nexus 5000 Series Switches and Cisco Nexus 2000 Series Fabric Extenders.

CONFIGURING CISCO NEXUS 7000 SERIES SWITCHES (DCNX7K) – 5 DAYS

This course is designed for systems and field engineers who install and implement Cisco Nexus 7000 Series Switches. It covers the key components and procedures that you need to know to configure, manage, and troubleshoot the Cisco Nexus 7000 Series Switch platform.

INTRODUCING CISCO NEXUS 9000 SWITCHES IN NX-OS MODE (DCINX9K) – 2 DAYS

This course that focuses on deployment and operations of the Cisco Nexus 9000 Series switches. Students will learn how to configure and manage Cisco Nexus 9000 Series switches using the NX-OS CLI, Python scripts, bash shell, NX-API, and OpenFlow.

CONFIGURING CISCO MDS 9000 SERIES SWITCHES (DCMDS) – 5 DAYS

This course is designed as a comprehensive hands-on experience to familiarize data center systems engineers, field engineers, architects, and Cisco partners who implement storage-networking solutions with the Cisco MDS 9000 Series switch platform.

DEPLOYING CISCO UNIFIED CONTACT CENTER EXPRESS (UCCXD) – 5 DAYS

This course is designed for systems engineers who will be responsible for deploying the Cisco Unified Contact Center Express (Unified CCX) and Cisco Unified IP Interactive Voice Response (Unified IP IVR) products.

DEPLOYING CISCO UNIFIED CONTACT CENTER EXPRESS SOFTWARE V5.0 (UCCX) – 5 DAYS

This course presented by training partners to systems engineers, Cisco Unified Communications system Partners, and customers who will be charged with deploying the Cisco Unified Contact Center Express (CCX) and Cisco Unified IP Interactive Voice Response.

DEPLOYING CISCO UNIFIED CONTACT CENTER ENTERPRISE V1.0 (DUCCE) – 5 DAYS

This course will give students an understanding of the Cisco Unified CCE deployment capabilities, processes, fault tolerance, installation, and basic troubleshooting.

ADMINISTERING CISCO® UNIFIED CONTACT CENTER ENTERPRISE, PART 1 (AUCCE1) – 5 DAYS

This course describes the requirements, resources and tools needed to perform routine adds, moves and changes in the inbound / outbound UCCE environment.

ADMINISTERING CISCO UNIFIED CONTACT CENTER ENTERPRISE V2.0 (AUCCE2)

– 5 days

This course describes the requirements, resources and tools needed to perform routine adds, moves and changes in the inbound/outbound UCCE environment.

DEPLOYING CISCO UNIFIED INTELLIGENCE CENTER V1.1 (DUIC) – 3 DAYS

This course is designed to make the task of creating reports from disparate data sources easier on the customer, and present a consistent user interface and a common tool to access the varied data across multiple Cisco product families.

IMPLEMENTING CISCO MPLS (MPLS) – 5 DAYS

This course is on MPLS technology issues as those issues apply to service providers and on how to configure new features and functions in an existing routed environment.

DEPLOYING CISCO UNIFIED CONTACT CENTER ENTERPRISE (DUCCE) – 5 DAYS

The course allows students to deploy the Unified CCE v10.0 solution including installation, deploying HA and using troubleshooting tools to identify issues with inbound and outbound Contact Center functionality.

IMPLEMENTING CISCO QUALITY OF SERVICE V2.5 (QOS) – 5 DAYS

This course provides students with knowledge of IP QoS requirements, conceptual models using Differentiated Services (DiffServ), Integrated Services (IntServ) and Best Effort (over provisioning), and the implementation of IP QoS on Cisco IOS switches.

IMPLEMENTING CISCO UNIFIED WEB AND E-MAIL INTERACTION MANAGER ENTERPRISE V2.0 (UEIME) – 5 DAYS

This course is intended for installation engineers, system administrators, database

administrators, and others who are responsible for installing and maintaining a Cisco Unified E-Mail and Web Interaction Manager installation.

ROUTING AND SWITCHING

INTERCONNECTING CISCO NETWORKING DEVICES PART 1 V3.0 (ICND1) – 5 DAYS

Students will learn how to install, operate, configure, and verify a basic IPv4 and IPv6 network, including configuring a LAN switch, configuring an IP router, connecting to a WAN, and identifying basic security threats.

INTERCONNECTING CISCO NETWORKING DEVICES PART 2 V3.0 (ICND2) – 5 DAYS

Students will learn to install, configure, operate, and troubleshoot a small enterprise network, focusing on redundant topologies, configuring EIGRP and multi-area OSPF, understanding Wide Area Network technologies, device management and Cisco licensing.

INTERCONNECTING CISCO NETWORKING DEVICES ACCELERATED V3.0 (CCNAX) – 5 DAYS

This course is a derivative works course consisting of ICND1 and ICND2 content in its entirety, but with the content merged into a single course.

IMPLEMENTING CISCO IP ROUTING V2.0 (ROUTE) – 5 DAYS

ROUTE v2.0 includes major updates and follows an updated blueprint. However, note that this course does not cover all items listed on the blueprint. Some older topics have been removed or simplified, while several new IPv6 routing topics have been added.

IMPLEMENTING CISCO SWITCHED NETWORKS V2.0 (SWITCH) – 5 DAYS

This course is designed to help students prepare to plan, configure, and verify the implementation of complex enterprise switching solutions for campus environments using the Cisco Enterprise Campus Architecture.

TROUBLESHOOTING AND MAINTAINING CISCO IP NETWORKS V2.0 (TSHOOT) – 5 DAYS

TSHOOT v2.0, is a 5-day course which includes major updates and follows an updated blueprint.

CONFIGURING BGP ON CISCO ROUTERS V3.2 (BGP) – 5 DAYS

This course covers the theory of BGP, configuration of BGP on Cisco IOS routers, detailed troubleshooting information, and hands-on exercises that provide learners with the skills that they need to configure and troubleshoot BGP networks.

IPV6 FUNDAMENTALS, DESIGN AND DEPLOYMENT (IP6FD) – 5 DAYS

This course aims at enabling learners to study and configure Cisco IOS Software IP version 6 (IPv6) features. The course is a technology course covering IPv6 design and implementation topics.

CISCO DIGITAL NETWORK ARCHITECTURE IMPLEMENTATION ESSENTIALS (DNAIE) – 5 DAYS

DNAIE provides students an insight into Cisco Digital Network Architecture (DNA) architecture and its solution components. The course highlights the need for digitization in networks and the guiding principles of DNA, and covers Cisco APIC-EM, virtualization, analytics, and security.

SECURING CISCO NETWORKS WITH THREAT DETECTION AND ANALYSIS 1.2 (SCYBER)

– 5 DAYS

This course is designed to teach students how a network security operations center (SOC) works and how to begin to monitor, analyze, and respond to security threats within the network.

IMPLEMENTING CISCO IOS NETWORK SECURITY (IINS) 3.0 – 5 DAYS

IINS focuses on security principles and technologies, using Cisco security products to provide hands-on examples. This course allows students to understand common security concepts, and deploy basic security techniques utilizing a variety of popular security appliances within a “real-life” network infrastructure.

UNDERSTANDING CISCO CYBERSECURITY FUNDAMENTALS (SECFND) – 5 DAYS

SECFND is designed to teach candidates basic security principles, concepts,

provide fundamental knowledge and core skills needed to begin preparing for a job in cybersecurity.

IMPLEMENTING CISCO CYBERSECURITY OPERATIONS (SECOPS) – 5 DAYS

Students will learn the principles and concepts of Security Operations, and gain fundamental knowledge and core skills needed to begin working in a Security Operations Center (SOC).

IMPLEMENTING CISCO SECURE ACCESS SOLUTIONS (SISAS) – 5 DAYS

This course provides the student with foundational knowledge and the capabilities to implement and managed network access security by utilizing Cisco ISE appliance product solution.

IMPLEMENTING CISCO EDGE NETWORK SECURITY SOLUTIONS V1.0 (SENSS) – 5 DAYS

The student will gain hands-on experience with configuring various perimeter security solutions for mitigating outside threats and securing network zones.

IMPLEMENTING CISCO SECURE MOBILITY SOLUTIONS V1.0 (SIMOS) – 5 DAYS

Students of this course will gain hands-on experience with configuring and troubleshooting remote access and site-to-site VPN solutions, using Cisco ASA adaptive security appliances and Cisco IOS routers.

IMPLEMENTING CISCO THREAT CONTROL SOLUTIONS V1.5 (SITCS) – 5 DAYS

The student will gain hands-on experience with configuring various advance Cisco security solutions for mitigating outside threats and securing traffic traversing the firewall.

IMPLEMENTING CORE CISCO ASA SECURITY V1.0 (SASAC) – 5 DAYS

This course provides update training on the key features of the post-8.4.1 release of the Cisco ASA adaptive security appliance, including 9.x features.

IMPLEMENTING ADVANCED CISCO ASA SECURITY V2.1 (SASAA) – 5 DAYS

This course provides update training on the key post 8.4.1 release Cisco ASA features including most 9.x features such as CX and Clustering.

IMPLEMENTING AND CONFIGURING CISCO IDENTITY SERVICES ENGINE (SISE) – 5 DAYS

This course discusses the Cisco Identity Services Engine (ISE) and students with the knowledge and skills to enforce security posture compliance for wired and wireless endpoints and enhance infrastructure security using the Cisco ISE.

SECURING THE WEB WITH CISCO WEB SECURITY APPLIANCE (SWSA) – 2 DAYS

This course will provide students with product information, and practical activities that will prepare them to evaluate, install, configure, and administer a Secure Web Network Appliance in SMB, and enterprise installations.

SECURING EMAIL WITH CISCO EMAIL SECURITY APPLIANCE (SESA) 2.1–3 DAYS

Prepares students to install, configure, operate, maintain and perform basic troubleshooting of the Cisco Email Security Appliance (ESA) and to maintain email security in small to medium-sized and enterprise deployments.

SERVICE PROVIDER

BUILDING CISCO SERVICE PROVIDER NEXT-GENERATION NETWORKS, PART 1 V1.01 (SPNGN1) – 5 DAYS

This course provides students with the basic knowledge and skills necessary to support a service provider network. The course provides knowledge of the major components of a network and helps learners to understand how service provider networks function.

BUILDING CISCO SERVICE PROVIDER NEXT-GENERATION NETWORKS, PART 2 V1.01 (SPNGN2) – 5 DAYS

This course provides network engineers and technicians the knowledge and skills necessary to implement and support a service provider network, as well as

knowledge of the major components of a service provider network construction and administration.

DEPLOYING CISCO SERVICE PROVIDER ADVANCED ROUTING (SPADVROUTE) – 5 DAYS

This course is required for the CCNP-SP Certification. This certification is designed to prepare students to work at the Professional level in a Service Provider environment.

IMPLEMENTING CISCO SERVICE PROVIDER NEXT-GENERATION CORE NETWORK SERVICES V1.0 (SPCORE) – 5 DAYS

This course is required for the new CCNP-SP Certification. This certification is designed to prepare students to work at the Professional level in a Service Provider environment.

IMPLEMENTING CISCO SERVICE PROVIDER NEXT-GENERATION EDGE NETWORK SERVICES V1.0 (SPEDGE) – 5 DAYS

This course is required for the new CCNP-SP Certification. This certification is designed to prepare students to work at the Professional level in a Service Provider environment.

SELLING BUSINESS OUTCOMES V1.0 (OUTCOMES) – 1 DAY

This course is used in the following curricula, certifications, specializations, and learning maps: Selling Business Outcomes Certification.

IMPLEMENTING CISCO WIRELESS NETWORK FUNDAMENTALS (WIFUND)–5 DAYS

Implementing Cisco Wireless Network Fundamentals course is designed for individuals who are involved in the technical management of Cisco wireless platforms and solutions, which involves installing, configuring, operating and troubleshooting.

DESIGNING CISCO WIRELESS ENTERPRISE NETWORKS (WIDESIGN) – 5 DAYS

Students will learn how to design a wireless network from the beginning to end, from customer-first contact to post-deployment reports.

DEPLOYING CISCO WIRELESS ENTERPRISE NETWORKS (WIDEPLOY) – 5 DAYS

Prepares students with information to deploy wireless networks using Cisco controller and unified switching architectures policies and best practices, as well as ensure the proper implementation of mobility standards and proper configuration of all aspects of wireless components.

TROUBLESHOOTING CISCO WIRELESS ENTERPRISE NETWORKS (WITSHOOT) – 5 DAYS

Provides students with the knowledge of troubleshooting and optimizing Enterprise wireless infrastructure and related services plus the tools and methodologies needed to identify and resolve client connectivity, performance, and RF issues.

SECURING CISCO WIRELESS ENTERPRISE NETWORKS (WISECURE) – 5 DAYS

Provides students with the guidelines for implementing Wi-Fi security architectures through proper configuration of Cisco wireless components.

Implementing & Configuring Cisco Identity Services Engine for Wireless Engineers (SWISE) – 2 days

This course will enable Cisco end customers and authorized Cisco System Engineers (SEs) to understand the concepts, architecture, and use cases that are related to the Cisco ISE.

MOBILITY

CXM-202 MANAGING AND SUPPORTING A MOBILITY SOLUTION WITH CITRIX XENMOBILE – 3 DAYS

This course provides the skills necessary to manage, support, and troubleshoot a Citrix XenMobile 10 Enterprise environment. Students with limited or no

XenMobile experience will gain an understanding of what is required to maintain the components of a XenMobile Enterprise solution.

CXM-303 DEPLOYING ENTERPRISE MOBILITY WITH CITRIX XENMOBILE – 5 DAYS

This course provides the skills necessary to install, configure, and integrate components in a Citrix XenMobile 10 Enterprise solution. Students will deploy and configure the XenMobile Enterprise components, apply principles to enroll mobile devices, install mobile apps, and use policies to manage device and application usage in a lab environment.

CSF-201 CITRIX SHAREFILE ENTERPRISE ESSENTIALS – 2 DAYS

This course covers the skills required to implement ShareFile components including the ShareFile for Windows client, XenApp and XenDesktop client, and StorageZones. Students will Learn to integrate ShareFile with key backend elements including Microsoft ADFS for single sign-on and understand the data flow behind it. Also learn to navigate the ShareFile control plane user interface.

CTX-271 SECURING CITRIX NETWORKING AND MOBILITY SOLUTIONS – 3 DAYS

Learn to secure your networking and mobility deployments with this three-day course that covers NetScaler, XenMobile and ShareFile. You'll explore networking security fundamentals and learn about various network attacks, such as SSL exploits and how to protect your network against them. Understand how authentication, authorization, and auditing plays a role in both your networking and mobility environment, and how to augment security with multi-factor authentication. Explore certificates, policies, and the many management options for your deployments to lockdown your data with AppFirewall, Secure XenMobile applications, and Citrix ShareFile.

NETWORKING

CNS-218 CITRIX NETSCALER ESSENTIALS 3 DAYS

Students will learn the skills be able to configure a NetScaler environments to address traffic delivery and management requirements including Load Balancing,

Availability, and NetScaler Operation Management. Also learn the skills required to configure and manage NetScaler Citrix Traffic Management features, including Content Switching, Traffic Optimization, and Global Server Load Balancing.

CNS-219 CITRIX NETSCALER TRAFFIC MANAGEMENT – 2 DAYS

Students will learn the skills required to configure and manage NetScaler Citrix Traffic Management features, including Content Switching, Traffic Optimization, and Global Server Load Balancing, and covers disaster recovery.

CNS-220 CITRIX NETSCALER ESSENTIALS AND TRAFFIC MANAGEMENT – 5 DAYS

Students will be able to configure their NetScaler environments to address traffic delivery and management requirements including Load Balancing, Availability, and NetScaler Operation Management. Also learn the skills required to configure and manage NetScaler Citrix Traffic Management features, including Content Switching, Traffic Optimization, and Global Server Load Balancing.

CNS-221 CITRIX NETSCALER UNIFIED GATEWAY – 2 DAYS

This course covers the skills required to configure and manage NetScaler Gateway and Unified Gateway features, including how to implement Gateway components including NetScaler Gateway and Unified Gateway.

CNS-222: CITRIX NETSCALER ESSENTIALS AND UNIFIED GATEWAY – 5 DAYS

Students will learn the skills required to implement NetScaler components including secure Load Balancing, High Availability, and NetScaler Management, NetScaler Gateway and Unified Gateway features.

CNS-320 CITRIX NETSCALER ADVANCED TOPICS – SECURITY, MANAGEMENT, AND OPTIMIZATION – 5 DAYS

This course is designed for students with previous NetScaler experience, and best suited for individuals who will be deploying and/or managing Citrix NetScaler Application Firewall (AppFirewall) to secure application access in a Citrix NetScaler environment, as well as NetScaler Management and Analytics System (MAS) to administer a Citrix NetScaler environment or optimize NetScaler managed application delivery traffic.

CTX-271 SECURING CITRIX NETWORKING AND MOBILITY SOLUTIONS – 3 DAYS

Learn to secure your networking and mobility deployments with this three-day course that covers NetScaler, XenMobile and ShareFile. You'll explore networking security fundamentals and learn about various network attacks, such as SSL exploits and how to protect your network against them. Understand how authentication, authorization, and auditing plays a role in both your networking and mobility environment, and how to augment security with multi-factor authentication. Explore certificates, policies, and the many management options for your deployments to lockdown your data with AppFirewall, Secure XenMobile applications, and Citrix ShareFile.

VIRTUALIZATION

CXD-105 XENAPP AND XENDESKTOP HELP DESK SUPPORT – 2 DAYS

Designed for help desk representatives supporting XenApp and XenDesktop, this course will teach students how to efficiently troubleshoot, resolve and document user issues. These include determining root cause, deciding when to escalate and preventing recurrence. The course also covers common help desk issues such as authentication, printing and policies.

CXD-210: CITRIX XENAPP AND XENDESKTOP ADMINISTRATION – 5 DAYS

This introductory administration course will teach you to install, configure and manage a highly available environment comprised of XenApp and XenDesktop controllers, StoreFront, Citrix Receiver, Director and profile management. Topics include solution architecture, use cases and management.

CXD-310: CITRIX XENAPP AND XENDESKTOP ADVANCED ADMINISTRATION – 5 DAYS

This course instructs how to take advantage of Workspace Environment Management, Provisioning Services, application layering, advanced features and troubleshooting tools. Student will learn how to manage complex solutions, such as multi-zone environments. Topics include optimizing app and desktop images, and improving logon times, user personalization and resource performance.

CXA-206 XENAPP 6.5 ADMINISTRATION – 5 DAYS

Students will learn how to centralize and manage applications in the datacenter, and deliver them as a service to users anywhere. Topics include installing and configuring XenApp 6.5, Web Interface, StoreFront and Citrix Receiver, and using administrative consoles and tools to configure resources, policies, server and farm settings, and printers.

CXA-206 CITRIX XENAPP 6.5 ADMINISTRATION – 5 DAYS

Provides the foundation necessary for administrators to effectively centralize and manage applications in the datacenter and instantly deliver them as a service to users anywhere. Students will receive training for installing and configuring Citrix XenApp 6.5, Citrix Receiver and plug-ins, as well as for using administrative consoles and tools to configure resources, policies, server and farm settings, printers, virtualized applications and more.

CXD-250 MOVING TO XENAPP AND XENDESKTOP SERVICE ON CITRIX CLOUD – 5 DAYS

Learn how to navigate the move from XenApp and XenDesktop on-premises to the Citrix Cloud. Get hands-on as the course guides you through the architecture, communications, management, installation, and configuration of Citrix Cloud and the Cloud Connector. Learn about the many services available in Citrix Cloud and understand the considerations for migrating resources to a public cloud. If you are planning or considering a move to the Citrix Cloud, this course is a necessary step in enabling you with the right training and skills to understand, manage, and deliver a successful migration.

CXD-251 CITRIX XENAPP AND XENDESKTOP SERVICE ON MICROSOFT AZURE – 5 DAYS

Learn to deploy and manage your XenApp and XenDesktop apps and desktops in Microsoft Azure. Gain the skills to plan your machine catalog and virtual machine design based in Microsoft's public cloud and get hands-on practice deploying those machines using Machine Creation Services. You will also learn about additional Azure considerations including maintenance and power management which are critical in a cloud environment. For remote access, you will learn to

configure Citrix StoreFront and NetScaler Gateway on the Azure platform. This course focuses on Microsoft Azure as a Citrix Cloud resource location however concepts are relevant to both Citrix Cloud and fully managed XenApp and XenDesktop sites.

CXD-252 MOVING TO THE XENAPP AND XENDESKTOP SERVICE ON CITRIX CLOUD AND MICROSOFT AZURE – 5 DAYS

Learn the architecture, communications, and management of Citrix Cloud and the XenApp and XenDesktop Service and then migrate existing infrastructure and settings into Citrix Cloud. Plan machine catalog and virtual machine design based in Microsoft's public cloud and deploy those machines using Machine Creation Services. Learn to configure Citrix StoreFront and NetScaler Gateway as a service within Citrix Cloud or as managed machines in your datacenter or on the Azure platform for remote access.

CTX-272 SECURING CITRIX VIRTUALIZATION SOLUTIONS – 2 DAYS

Learn to secure your virtualization deployments with this two-day course that covers XenApp and XenDesktop. You'll learn how to secure XenApp and XenDesktop traffic, understand when and where to secure traffic between XenApp and XenDesktop components, and advanced authentication implementations covering multi-factor authentication, Smart Card, SAML, and FAS. Additionally, you'll explore how to protect your applications against vulnerabilities, Citrix Cloud security leading practices and operating system hardening, hypervisor security, and monitoring and operations Citrix recommended practices.

CXD-303 CITRIX XENAPP AND XENDESKTOP 7.1X OPTIMIZATION AND TROUBLESHOOTING – 3 DAYS

You'll leave this course with an understanding of how to manage more complex solutions such as multi-zone environments spanning multiple locations with configurations around StoreFront, the Delivery Controllers, and HDX. You'll gain the skills to improve logon times, user personalization, and resource performance through Workspace Environment Management. Also, learn to optimize management of your app and desktop images by building and combining App Layers.

CXD-304 CITRIX PROVISIONING SERVICES 7.1X ADMINISTRATION – 2 DAYS

Learn to install and configure a highly available Provisioning Services farm according to leading practices. In this course, you will learn about the architecture, communication, and processes that make up Provisioning Services to be successful with deploying and managing a farm. Manage and integrate vDisks and target devices with XenApp and XenDesktop for easy rollback, upgrades, and performance of Virtual Delivery Agent machines.

CMB-310 XENAPP, XENDESKTOP, AND PROVISIONING SERVICES 7.1X ADMINISTRATION (FAST TRACK) – 5 DAYS

This fast-paced administration course covers the major aspects of installing, configuring and managing a highly available XenApp and XenDesktop 7.1x environment as well as a full Provisioning Services 7.1x environment for image management. Learn how to deploy and deliver apps and desktops (MCS and PVS); install and configure StoreFront and Citrix Receiver; set up profile management; configure policies, printing and basic security features. Also learn how to monitor and troubleshoot the environment with Citrix Director.

CXS-301 CITRIX XENSERVER 7.1 LTSR ADMINISTRATION – 5 DAYS

You will learn how to install, manage, secure, size and troubleshoot an enterprise XenServer implementation. The course will walk you through configuration and administration of the environment, from architecture and virtual machines to resource pools, storage and networking. Key topics will include capabilities such as virtual CPU optimization, VM management, and high availability/disaster recovery, and features such as Intellicache and XenMotion.

CLOUDERA ADMINISTRATOR TRAINING FOR APACHE HADOOP – 4 DAYS

This course provides participants with a comprehensive understanding of all the steps necessary to operate and maintain a Hadoop cluster using Cloudera Manager.

CLOUDERA DATA ANALYST TRAINING: USING PIG, HIVE, AND IMPALA WITH HADOOP – 4 DAYS

Students learn how to apply traditional data analytics and business intelligence skills to big data and access, manipulate, transform, and analyze complex data sets using SQL and familiar scripting languages.

CLOUDERA ESSENTIALS FOR APACHE HADOOP – 1 DAYS

This one-day course gives decision-makers an overview of Apache Hadoop and how it can help them meet business goals. OLL

CLOUDERA SEARCH TRAINING – 3 DAYS

This course is for developers and data engineers who want to index data in Hadoop for more powerful real-time queries. Participants will learn to get more value from their data by integrating Cloudera Search with external applications.

CLOUDERA TRAINING FOR APACHE HBASE – 4 DAYS

This course teaches participants to store and access massive quantities of multi-structured data and perform hundreds of thousands of operations per second.

DATA SCIENCE AT SCALE USING SPARK AND HADOOP – 3 DAYS

Through in-class simulations, participants apply data science methods to real-world challenges in different industries and, ultimately, prepare for data scientist roles in the field.

BIG DATA ARCHITECTURE WORKSHOP – 3 DAYS

Students will learn advanced big data architecture topics, including data formats, transformation, real-time, batch and machine learning processing, scalability, fault tolerance, security and privacy, minimizing the risk of an unsound architecture and technology selection.

CLOUDERA DATA SCIENTIST TRAINING – 4 DAYS

This course covers data science and machine learning workflows at scale using Apache Spark 2 and other key components of the Hadoop ecosystem. The workshop emphasizes the use of data science and machine learning methods to address real-world business challenges.

JUST ENOUGH SCALA – 1 DAY

This course will teach you the key language concepts and programming techniques you need so that you can concentrate on the subjects covered in Cloudera's developer courses without also having to learn a complex programming language at the same time.

DEVELOPER TRAINING FOR SPARK AND HADOOP – 4 DAYS

This training course is the best preparation for the challenges faced by Hadoop developers. Participants will learn to identify which tool is the right one to use in a given situation, and will gain hands-on experience in developing using those tools.

INTRODUCTION TO MACHINE LEARNING WITH SPARK ML AND MLLIB – 1 DAY

Students will learn the key language concepts to machine learning, Spark MLlib, and Spark ML, as well as use of filtering, clustering, classification, algorithms, and data volume.

CompTIA TRAINING

COMPTIA A+ – 5 DAYS

In this course, students will acquire the essential skills and information students will need to install, upgrade, repair, configure, troubleshoot, optimize, and perform preventative maintenance of basic personal computer hardware and operating systems. This course prepares students for the CompTIA A+ exams (220-901 & 220-902).

COMPTIA NETWORK+ – 5 DAYS

In this course, students will describe the major networking technologies and systems of modern networks, and be able to configure, manage, and troubleshoot modern networks. This course will help the students prepare for the N10-006 exam and certification.

COMPTIA SECURITY+ – 5 DAYS

In this course, students will implement, monitor, and troubleshoot infrastructure, application, information, and operational security. Students will prepare for the CompTIA Security+ certification examination (SY0-401 or SY0-501).

COMPTIA ADVANCED SECURITY PRACTITIONER (CASP) – 5 DAYS

In this course, students will expand on their knowledge of information security to apply more advanced principles that will keep their organizations safe from the many ways they can be threatened. This course prepares students for the CAS-002 exam.

COMPTIA CYBERSECURITY ANALYST (CySA+) – 5 DAYS

The course introduces tools and tactics to manage cybersecurity risks, identify various types of common threats, evaluate the organization's security, collect and analyze cybersecurity intelligence, and handle incidents as they occur. This course prepares students for the CS0-001 exam.

COMPTIA LINUX+ – 5 DAYS

Students will acquire the skills needed to install and support one or more distributions of the Linux operating system and learn information and skills that will be helpful as they prepare for the CompTIA Linux+ Powered by LPI exams (LXO-103 & LXO-104).

COMPTIA PROJECT+ – 5 DAYS

In this course, students will apply recognized practices of project management and understand a project's life cycle and roles and skills necessary to effectively initiate, plan, execute, monitor and control, and close a project. This course prepares students for the CompTIA Project+ exam (PKO-004).

COMPTIA SERVER+ – 5 DAYS

In this course, students install, configure, upgrade, maintain, and troubleshoot servers, and learn information and skills that will be helpful on the job, and

prepare for the CompTIA Server+ certification examination. This course prepares students for the CompTIA Server+ exam (SKO-004).

COMPTIA CLOUD ESSENTIALS – 3 DAYS

In this basic introduction to Cloud computing, students will learn the business value of Cloud computing, technical perspectives and challenges, steps to successful adoption of Cloud computing and how Cloud computing aligns with ITIL. Students will also identify risks and consequences of IT in the Cloud, learning to make effective decisions and meet IT challenges in the Cloud. This course prepares students for the CompTIA Cloud Essentials exam (CLO-001).

COMPTIA CLOUD+ – 5 DAYS

This course covers the knowledge, skills and abilities Necessary for competency in cloud models, virtualization, infrastructure, security, resource management and business continuity. This course prepares students for the .CompTIA Cloud+ exam (CV1-002).

COMPTIA IT FUNDAMENTALS – 3 DAYS

This course will provide students with the fundamental skills and concepts required to maintain, support, and work efficiently with personal computers. This course prepares students for the FC0-U51 or FC0-Z51 exam.

Dell Boomi TRAINING

DELL BOOMI DEVELOPER I - 3 DAYS

In this course students will gain experience in SaaS integration, the development life cycle, document flow, document/process properties, and basic administration tools.

DELL BOOMI DEVELOPER II – 2 DAYS

In this course students will gain experience in web services, advanced logic, document caching, and error handling.

DELL BOOMI DEVELOPER III – 1 DAY

In this course students will gain experience in event-based integration, best practices/techniques, and common integration scenarios.

DELL BOOMI DEVELOPER I-III – 3 DAY

This 3-day interactive class offers hands-on activities to provide immediate practical experience. It is a combination of our Developer 1, 2, and 3 classes in an accelerated format.

ADMINISTRATORS

DELL BOOMI ADMINISTRATOR I – 2 DAYS

In this course students will gain experience in the setup, daily and occasional tasks a Production Administrator needs to perform their job.

ARCHITECTS

DELL BOOMI ARCHITECT I – 2 DAYS

In this course students will gain experience in document flow, error handling, creating alerts, using the Event Framework, selecting a runtime architecture, installing a local atom, and configuring a runtime.

DELL BOOMI ARCHITECT II– 2 DAYS

In this course students will gain experience in life cycle management, advanced runtime mechanics, testing strategies, and AtomSphere security.

DELL BOOMI ARCHITECT III– 1 DAY

Students will gain experience in deployment options for enterprise architecture, API interaction, API automating process promotion, API user administration, Atom

monitoring/management, event-based integration, and integration scenarios for web services.

DELL BOOMI ARCHITECT I-III – 3 DAYS

This 3-day interactive class offers hands-on activities to provide immediate practical experience. It is a combination of our Architect 1, 2, and 3 classes in an accelerated format.OLL

DELL

DELL OPENMANAGE ESSENTIALS ADMINISTRATION – 2 DAYS

This course provides a detailed overview on how to install, configure, and manage OpenManage Essentials (OME).

INTEGRATING VSPHERE WITH DELL EQUALLOGIC PS SERIES STORAGE – 2 DAYS

This course teaches students to effectively use PS Series Storage in VMware environments and implement VMware integration tools including Virtual Storage Manager for VMware (VSM/VE) in order to build an efficient and fully optimized storage environment.

DELL PS SERIES ADMINISTRATION WITH DATA PROTECTION AND INTEGRATING VSPHERE COMBO – 5 DAYS

This course provides the opportunity for students to perform and master the tasks required to operate and manage the advanced features that are included in PS Series Storage Array.

DELL SC STORAGE CENTER ADMINISTRATION AND MANAGEMENT TRAINING – 4 DAYS

This course concentrates on utilizing Storage Manager to educate Administrators on how to perform key administrative tasks for Storage Center and effectively manage all tools associated with Storage Center operations.

DELL FS8600 ADMINISTRATION – 2 DAYS

This course provides the opportunity for administrators to gain an understanding of how to integrate and manage the FluidFS 8600 NAS with the Dell Compellent Storage Center.

DELL NETWORKING DATA CENTER ADVANCED FEATURES & ADMINISTRATION – 4 DAYS

This course will focus on the knowledge and skills necessary to configure Virtual Link Trunking (VLT) and the use of Dell's Active Fabric Manager (AFM) proprietary automation tool.

DELL CAMPUS NETWORK DESIGN, ADVANCED FEATURES, AND CONFIGURATION – 3 DAYS

In this course, students gain the skills needed to install, operate, and maintain Dell Networking OS 6 hardware.

EMC

ADVANCED METHODS IN DATA SCIENCE AND BIG DATA ANALYTICS – 5 DAYS

This course takes an 'open' or technology-neutral approach and utilizes several open-source tools to address big data challenges. The course builds on skills developed in the Data Science and Big Data Analytics course.

AVAMAR INTEGRATION AND PERFORMANCE MANAGEMENT – 5 DAYS

Student will describe Avamar client, initialization, and security best practices and install, configure, and run backups and restores of supported database applications, NDMP appliances, and VMware environments.

AVAMAR MANAGEMENT – 3 DAYS

Students will learn to configure EMC Avamar and Avamar integration with database applications, NDMP and clustered environments. Includes one instructor-led course and two eLearning courses.

CLOUD INFRASTRUCTURE AND SERVICES V2 – 5 DAYS

This course educates participants on building cloud infrastructure based on a cloud computing reference model and cross-layer functions.

CLOUD INFRASTRUCTURE PLANNING AND DESIGN – 5 DAYS

This course provides technical professionals with the knowledge and skills to successfully design a cloud infrastructure that supports multiple types of services.

CLOUD SERVICES PLANNING AND DESIGN – 5 DAYS

This expert-level course provides technical professionals the knowledge and skills necessary to plan and design for robust cloud services in a cloud and IT-as-a-Service environment.

DATA DOMAIN SYSTEM ADMINISTRATION – 4 DAYS

In this course, students will implement a Data Domain system with key technologies, including NFS, CIFS, DD Boost, VTL, link aggregation and failover, replication, snapshots, fast copy, and recovery functionalities.

DATA PROTECTION ADVISOR IMPLEMENTATION AND MANAGEMENT – 3 DAYS

Students will learn to implement and manage tasks related to the backup option of the Data Protection Advisor product.

DATA SCIENCE AND BIG DATA ANALYTICS – 5 DAYS

Students will learn basic and advanced analytic methods, get an introduction to Data Analytics Lifecycle to address business challenges that leverage big data; big data analytics technology and tools, including MapReduce and Hadoop.

ESTABLISHING SERVICE MANAGEMENT FOR IT AS A SERVICE – 4 DAYS

Gain knowledge of the roles & strategies for establishing a service management front office. Throughout the course, lab exercises, case studies and real world examples will reinforce concepts of service management design and implementation.

HOST TO STORAGE SAN IMPLEMENTATION – 5 DAYS

This course is intended for individuals who will perform SAN implementation activities including switch, host, and storage considerations.

INFORMATION STORAGE AND MANAGEMENT V3 – 5 DAYS

This course provides a comprehensive understanding of the various storage infrastructure components in data center environments in a classic, virtualized or cloud IT environment.

ISILON ADMINISTRATION AND MANAGEMENT – 5 DAYS

Students gain a foundation in Isilon storage cluster administration including network configuration, physical and logical layout, access and authentication, system monitoring and troubleshooting. Includes one instructor-led course and two prerequisite e-Learning courses.

ISILON ADVANCED ADMINISTRATION – 5 DAYS

Students will learn system commands, log analysis, sound practices, advanced cluster monitoring, network troubleshooting, SmartConnect issues, disaster recovery, upgrades, data layout and protection and troubleshoot performance issues.

NETWORKER IMPLEMENTATION AND MANAGEMENT – 5 DAYS

Students will install, configure and run NetWorker and NetWorker Management Console, perform backup and restore, reporting and recovery.

NETWORKER INTEGRATION WORKSHOP – 5 DAYS

This course focuses on optimizing EMC NetWorker performance and integrating NetWorker with EMC backup products, Microsoft applications, Oracle, SAP and virtual environments.

OPTIMIZING STORAGE SERVICES FOR APPLICATIONS WITH XTREMIO – 3 DAYS

Students will learn the key elements of provisioning storage from XtremIO arrays to hosts, performing operations on live volumes, and measuring performance. Includes one instructor-led course and six e-Learning courses.

RECOVERPOINT MANAGEMENT – 3 DAYS

The RecoverPoint courses prepare you for implementation and management of RecoverPoint Virtual Machines clusters into a VMware environment.

SAN MANAGEMENT – 5 DAYS

Students will examine the tools and methods for effective SAN Management. This course includes 1 instructor led course and 8 pre-requisite eLearning courses.

VCE VBLOCK SYSTEMS ADMINISTRATION AND MANAGEMENT – 5 DAYS

In this course students learn the administration and common management tasks of Vblock Systems, utilizing VCE Vision™ Intelligent Operations and Vblock Element management tools. This course includes one instructor led course and one eLearning course.

VIPR SRM IMPLEMENTATION AND MANAGEMENT – 3 DAYS

In this course students learn qualification of the environment, installation, and licensing of ViPR SRM, as well as reporting, monitoring and trouble-shooting. This course includes one instructor led course and seven eLearning courses.

VIPR SRM FOR STORAGE ADMINISTRATORS – 3 DAYS

This course will assist storage administrators in monitoring and reporting on a storage environment while using ViPR SRM.

VNX UNIFIED STORAGE MANAGEMENT – 5 DAYS

This training covers all the key elements of VNX Block, File, and Unified deployments. It covers integrating VNX block access for open systems hosts (Linux, Windows and VMware ESXi) through FC, iSCSI and, FCoE, and VNX file level access for Windows and Linux user/application environments via NFS and CIFS.

VPLEX MANAGEMENT – 3 DAYS

This course provides the learner with an in-depth understanding of how to manage, monitor and maintain a functional VPLEX system.

DATA PROTECTION ADVISOR CUSTOM REPORTING – 2 DAYS

This course teaches participants how to build custom reports with Data Protection Advisor, using DPA data sources, external data sources and operations.

HOST TO STORAGE SAN IMPLEMENTATION – 5 DAYS

This course is intended for individuals who will perform SAN implementation activities including switch.

SYMMETRIX VMAX PERFORMANCE WORKSHOP – 4 DAYS

This course introduces participants to the methodology for analyzing performance of Symmetrix VMAX 1/2 arrays. Participants will learn to analyze Symmetrix VMAX performance using ControlCenter Performance Manager & other tools.

UNITY DEEP DIVE – 4 DAYS

This course covers the knowledge necessary to understand the features and functionality and key use cases of a Unity storage system.

VIPR CONTROLLER IMPLEMENTATION AND MANAGEMENT – 5 DAYS

This course is intended for individuals who will configure and manage ViPR Controller.

VMAX ALL FLASH AND VMAX3 BUSINESS CONTINUITY MANAGEMENT – 2 DAYS

This specialist level course provides the knowledge required to deploy and manage VMAX All Flash and VMAX3 array based local and remote replication solutions for business continuity needs.

VMAX ALL FLASH AND VMAX3 CONFIGURATION MANAGEMENT – 3 DAYS

This Specialist level course provides participants with an in depth understanding of configuration tasks on the VMAX All Flash and VMAX3 Family of arrays.

VNX UNIFIED STORAGE PERFORMANCE WORKSHOP – 5 DAYS

This Expert level course provides a thorough exposure to performance on the VNX Unified Storage platform. This is a workshop-format course, with heavy emphasis on performance analysis student activities and instructor debriefs.

DELL/EMC TRAINING

ANALYTICS

(B6058) IBM COGNOS ANALYTICS - AUTHOR REPORTS FUNDAMENTALS (V11.0) – 3 DAYS

This course provides professional report authors an opportunity to learn report building techniques using relational data models. Demonstrations and exercises will illustrate and reinforce key concepts during this learning opportunity.

(B6059) IBM COGNOS ANALYTICS - AUTHOR REPORTS ADVANCED (V11.0) – 2 DAYS

This course teaches Professional Report Authors about advanced report building techniques using relational data models, and ways of enhancing, customizing, and managing professional reports.

(B6052) IBM COGNOS FRAMEWORK MANAGER: DESIGN METADATA MODELS (V11.0) – 5 DAYS

This course provides participants with introductory to advanced knowledge of metadata modeling concepts, and how to model metadata for predictable reporting and analysis results using Framework Manager.

(B5A58) IBM COGNOS REPORT STUDIO: AUTHORIZING PROFESSIONAL REPORTS FUNDAMENTALS (V10.2.2) – 3 DAYS

IBM Cognos Report Studio: Author Professional Reports Fundamentals (V10.2.2) is designed for professional report authors to learn report building techniques using

relational data models, & methods of enhancing, customizing, & managing reports.

**(B5A59) IBM COGNOS REPORT STUDIO: AUTHOR PROFESSIONAL REPORTS
ADVANCED (V10.2.2) – 2 DAYS**

This course is designed for professional report authors to learn advanced report building techniques using mostly relational data models, and ways of enhancing, customizing, and managing professional reports.

(B6070) ESSENTIALS FOR IBM COGNOS ANALYTICS (V11.0) – 5 DAYS

This accelerated offering is intended for core project team members wanting to acquire a broad understanding of IBM Cognos Analytic platform implementation.

(B6055) IBM COGNOS ANALYTICS - ENTERPRISE ADMINISTRATION (V11.0)

In the course, participants will install and configure the IBM Cognos Analytics software, implement security, and manage the server components. Students will also monitor and schedule tasks, create data sources, and manage and deploy content.

(KM204) IBM INFOSPHERE DATASTAGE ESSENTIALS V11.5 – 4 DAYS

This course is for project administrators and ETL developers responsible for data extractions and transformations using DataStage as an introduction to DataStage.

**(KM615) IBM INFOSPHERE INFORMATION GOVERNANCE CATALOG V11.5.0.2:
BUILDING THE CATALOG – 1 DAY**

In this course students learn how the Information Governance Catalog is used to govern information assets through the development of a governance catalog of categories and terms.

**(KM625) IBM INFOSPHERE INFORMATION GOVERNANCE CATALOG V11.5.0.2:
UNDERSTANDING YOUR INFORMATION Assets – 1 Day**

This course enables students to acquire the skills necessary to use the Information Governance Catalog to analyze metadata stored within the Information Server Repository.

(KM803) IBM INFORMATION ANALYZER ESSENTIALS V11.5 – 4 DAYS

In this course, you will learn how to use the IBM InfoSphere suite to analyze data and report results to business users.

(F288) IBM FILENET CONTENT MANAGER 5.2.1: ADMINISTRATION – 5 DAYS

Starting with an overview of the system use cases and architecture, students learn how to configure content storage repositories, metadata, and security.

CLOUD

(WA855) IBM WEBSHERE APPLICATION SERVER V8.5.5 ADMINISTRATION – 5 DAYS

This course teaches students the skills that are needed to install and administer IBM WebSphere Application Server V8.5.5.

(WM646) IBM INTEGRATION BUS V10 SYSTEM ADMINISTRATION – 5 DAYS

In this course, you learn how to administer IBM Integration Bus on distributed operating systems, such as Windows and AIX, by using the IBM Integration Bus administrative interfaces.

(WM666) IBM INTEGRATION BUS V10 APPLICATION DEVELOPMENT I – 5 DAYS

This course teaches you how to use IBM Integration Bus to develop, deploy, and support message flow applications. Students will learn how to construct applications to transport and transform data.

(WA599) WEBSHERE APPLICATION SERVER V9 ADMINISTRATION IN A FEDERATED ENVIRONMENT – 2 DAYS

This course teaches students the skills that are needed to administer IBM WebSphere Application Server V9 in a federated environment.

(WA591) IBM WEBSHERE APPLICATION SERVER V8.5.5 PROBLEM DETERMINATION – 5 DAYS

This course teaches you how to manage WebSphere Application Server problems more skillfully within your organization by using problem determination tools and techniques.

(WA590) IBM WEBSHERE APPLICATION SERVER V9 ADMINISTRATION – 3 DAYS

In this course, you learn how to configure and maintain IBM WebSphere Application Server V9 in a single server environment.

(WM153) IBM MQ V9 SYSTEM ADMINISTRATION (USING WINDOWS FOR LABS) – 4 DAYS

This course provides technical professionals with the skills that are needed to administer IBM MQ queue managers on distributed operating systems and in the Cloud.

(WM154) IBM MQ V9 SYSTEM ADMINISTRATION (USING LINUX FOR LABS) – 4 DAYS

This course provides technical professionals with the skills that are needed to administer IBM MQ queue managers on distributed operating systems and in the Cloud.

(WE702) IBM XML AND WEB SERVICES SOLUTIONS WITH IBM DATAPOWER GATEWAY V7 – 4 DAYS

This course teaches you the fundamental skills that are required to configure, implement, and troubleshoot services that are developed on the WebSphere DataPower Gateway Appliances with firmware version 7.0.x.

(WE711) IBM ACCELERATE, SECURE AND INTEGRATE WITH IBM DATAPOWER V7.1 – 5 DAYS

This course teaches you the fundamental skills that are required to configure, implement, and troubleshoot services that are developed on the IBM DataPower Gateway (IDG) appliances with firmware version 7.1.x.

(WPL95) IBM INSTALLATION & ADMINISTRATION OF IBM WEBSHERE PORTAL 8.5 ON LINUX – 5 DAYS

This comprehensive course combines informative lectures and discussions with relevant activities and exercises so that you can learn to administer IBM WebSphere Portal 8.5. ILT

COMMERCE

(6F87) IBM STERLING B2B INTEGRATOR FUNDAMENTALS – 5 DAYS

This course provides students with a detailed examination of Sterling B2B Integrator, which provides end-to-end enterprise integration server for dynamic real time and near real time business collaboration and commerce automation.

SECURITY

(BQ102) IBM SECURITY QRADAR SIEM FOUNDATIONS – 2 DAYS

In this course, students learn to navigate the user interface and how to investigate offenses. Students search and analyze the information from which QRadar SIEM concluded a suspicious activity.

(IS720) IBM BIGFIX PLATFORM FOUNDATIONS – 3 DAYS

This course (formerly IBM Endpoint Manager) presents basic and intermediate level knowledge to help users in administrator and operator roles of the product to develop the knowledge they need to successfully leverage this product in their managed environments.

(IS730) IBM BIGFIX CONTENT DEVELOPMENT – 3 DAYS

In this three-day course on IBM BigFix Content Development (formerly IBM Endpoint Manager), you learn the basic Relevance constructs used to create

Relevance expressions, how to manipulate various Relevance objects and properties, debugging methods, and how to create Fixlets, tasks, automatic computer groups, Retrieved Properties, and Analyses.

(BQ150) IBM SECURITY QRADAR SIEM ADMINISTRATION – 3 DAYS

This course covers system configuration, data source configuration, and remote networks and services configuration.

(8G100) IBM Guardium (V10) Foundations – 3 Days

Students will learn how to configure Guardium V10 to discover, classify, analyze, protect, and control access to sensitive data.

SYSTEMS (TS615) IBM SPECTRUM PROTECT 7.1.4 IMPLEMENTATION AND ADMINISTRATION – 5 DAYS

Students will focus on implementation and basic administration of a Spectrum Protect environment. The hands-on lab exercises are performed on a Windows 2012 environment. The course materials include examples of AIX and Linux commands, when different from windows.

(TS625) IBM SPECTRUM PROTECT 7.1.6 ADVANCED ADMINISTRATION, TUNING, AND TROUBLESHOOTING – 5 DAYS

In this advanced-level course, you will streamline your daily operations by implementing new features, such as inline data deduplication, storage pool directory containers, and node replication.

(AN10) AIX BASICS – 5 DAYS

This course enables students to perform everyday tasks using the AIX operating system.

(AN30) IBM POWER SYSTEMS FOR AIX - VIRTUALIZATION I: IMPLEMENTING VIRTUALIZATION – 5 DAYS

This course provides an overview of the PowerVM edition's features on POWER6 and POWER7 processor-based systems.

(OL19) IBM SYSTEM ADMINISTRATION AND CONTROL FOR SYSTEM I – 5 DAYS

Learn how to plan for, implement, and manage the ongoing operations of an IBM i. Emphasis is on security, system availability, backup and recovery, system software management, and problem determination.

(H005) IBM SPECTRUM SCALE BASIC ADMINISTRATION FOR LINUX – 3 DAYS

The course is intended for IT professionals tasked with administering an IBM Spectrum Scale system on Linux and AIX environments.

(SNV1) IBM SAN VOLUME CONTROLLER (SVC) PLANNING AND IMPLEMENTATION WORKSHOP – 4 DAYS

This course is designed to leverage SAN storage connectivity by integrating a layer of intelligence or virtualization, the SAN Volume Controller (SVC) to facilitate storage application data access independence from storage management functions and requirements.

(AS24) IBM SYSTEM OPERATOR WORKSHOP FOR IBM I – 4 DAYS

This course enables a new system operator to develop basic to intermediate level skills needed for day-to-day operations of the Power System with IBM.

(TS616) IBM SPECTRUM PROTECT 8.1.2 IMPLEMENTATION AND ADMINISTRATION – 5 DAYS

This course will focus on implementation and basic administration of a IBM Spectrum Protect environment.

(CL486) DB2 11.1 QUICKSTART FOR EXPERIENCED RELATIONAL DBAS – 4 DAYS

This course teaches you to perform, basic and advanced, database administrative tasks using DB2 11.1 for Linux, UNIX, and Windows.

(CL207) DB2 11.1 ADMINISTRATION WORKSHOP FOR LINUX – 4 DAYS

This course teaches you to perform, basic and advanced, database administrative tasks using DB2 11.1 for Linux, UNIX, and Windows.

(TS625) IBM SPECTRUM PROTECT 7.1.6 ADVANCED ADMINISTRATION, TUNING, AND TROUBLESHOOTING – 5 DAYS

In this advanced-level course, students will streamline your daily operations by implementing new features, such as inline data deduplication, storage pool directory containers, and node replication.

(AN12) POWER SYSTEMS FOR AIX II AIX VIMPLEMENTATION AND ADMINISTRATION– 5 DAYS

Students will learn to install, customize, and administer the AIX operating system in a multiuser Power Systems partitioned environment.

(AN14) IBM AIX JUMPSTART FOR UNIX PROFESSIONALS – 5 DAYS

Students will learn to install, customize and administer the AIX operating system in a multi-user POWER (System p) partitioned environment.

(SSE10) IBM STORWIZE V7000 IMPLEMENTATION WORKSHOP – 4 DAYS

In this course, students will focus on planning and implementation tasks associated with integrating the IBM Storwize V7000 into the storage area network.

IBM TRAINING

IT Service Management TRAINING

COBIT 5

INTRODUCTION TO COBIT 5 – 1 DAY

This course will provide existing practitioners and potential new COBIT users' excellent insight into the new framework and explain the differences between COBIT4.1 and COBIT5.

COBIT 5 FOUNDATION – 3 DAYS

This course provides an overview the main concepts of IT Governance according to COBIT 5, ISACA’s latest governance framework, and how they can be applied.

DEVOPS

DEVOPS FOUNDATION® – 2 DAYS

This course provides an introduction to DevOps - the cultural and professional movement that stresses communication, collaboration, integration and automation in order to improve the flow of work between software developers and IT operations professionals. Improved workflows will result in an improved ability to design, develop, deploy and operate software and services faster.

CERTIFIED AGILE SERVICE MANAGER® – 2 DAYS

This course provides an introduction to Agile Service Management - the application and integration of agile thinking into service management processes and process design projects. Agile thinking improves IT’s effectiveness and efficiency, and enables IT to continue to deliver value in the face of changing requirements.

CERTIFIED AGILE PROCESS OWNER® – 2 DAYS

This course describes process owner responsibilities and provides the education needed to oversee the design, reengineering and improvement of IT Service Management (ITSM) processes; particularly in the context of Agile Service Management. Participants learn how to use Agile and Lean principles and practices to put in place ‘just enough’ process and how to continually align process performance with overall business goals.

DEVOPS TEST ENGINEERING – 2 DAYS

This course describes culture and team aspects for test engineering, test strategies, test infrastructures, test tools, test automation, best practices, test management and analysis.

DEVOPS LEADER – 2 DAYS

This course is addressed to DevOps Leaders, who are the tactical or strategic individuals who help design, influence, implement or motivate the cultural transformation proven to be a critical success factor in DevOps adoption.

CONTINUOUS DELIVERY ARCHITECTURE – 2 DAYS

This course equips IT professionals with the broad-based competencies necessary to architect and orchestrate effective and efficient automated deployment pipelines.

DEVSECOPS ENGINEERING – 2 DAYS

This course explains how DevOps security practices differ from other security approaches, and provides the education needed to understand and apply data and security sciences. Participants learn the purpose, benefits, concepts and vocabulary of DevSecOps; particularly in how DevSecOps roles fit with a DevOps culture and organization.

IAITAM ITAM FOUNDATIONS – 2 DAYS

This course is designed to impart an extensive overview of IT Asset Management (ITAM) best practices and processes as well as ways to embrace multiple organizational frameworks such as ITAM & IT Service Management (ITSM).

CERTIFIED HARDWARE ASSET MANAGEMENT PROFESSIONAL - (CHAMP) – 2 DAYS

Designed to address the numerous issues plaguing professionals in managing hardware assets, the IAITAM Certified Hardware Asset Management Professional

("CHAMP") Course follows the lifecycle of IT hardware assets beyond the scope of the cradle to grave analogy and discusses the business practices that can best be used to manage those assets efficiently and cost-effectively. Emphasis is placed on identifying the policies that enhance lifecycle management.

CERTIFIED MOBILE ASSET MANAGEMENT (CMAM) – 2 DAYS

This course is aligned with the IAITAM Best Practices Library ("IBPL"). The IAITAM Certified Mobile Asset Management ("CMAM") course prepares the individual and organizations responsible for the complex task of managing mobile devices.

CERTIFIED IT ASSET DISPOSAL – (CITAD) – 2 DAYS

The IAITAM Certified IT Asset Disposal ("CITAD") course prepares individuals to manage the IT asset disposal process within an organization. Best practices in IT Asset Disposition ("ITAD") are broken down from policy management, data security to chain of custody transitioning. Attendees will take away the knowledge of how to avoid risk of data loss and public exposure that surround a breakdown in ITAD process management. ITAD processes can be a profit center and area of risk mitigation for those organizations that embrace the CITAD. ILT

ITIL FOUNDATION – 3 DAYS

ITIL Foundation certification training program introduces the student to the fundamentals of IT Service Management (ITSM) based on ITIL 2011 Edition. This course covers the latest version of core ITIL best practices presented from a lifecycle perspective.

ITIL PRACTITIONER – 2 DAYS

Following ITIL Foundation, this course provides essential ITSM best practice skills you can apply in the real world.

ITIL 2011 INTERMEDIATE: SERVICE TRANSITION 2011 EDITION – 4 DAYS

The ITIL v3 (version 3) ST (Service Transition) course is part of the ITIL v3 Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL v3 Service Transition Intermediate exam.

ITIL INTERMEDIATE SERVICE STRATEGY – 4 DAYS

Students will learn the SS (Service Strategy) part of the ITIL v3 Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL v3 Service Strategy Intermediate exam.

ITIL INTERMEDIATE CONTINUAL SERVICE IMPROVEMENT 2011 EDITION – 4 DAYS

The ITIL CSI (Continual Service Improvement) course is part of the ITIL Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL Continual Service Improvement intermediate exam.

ITIL INTERMEDIATE SERVICE DESIGN 2011 EDITION – 4 DAYS

The student will learn the SD (Service Design) part of the ITIL v3 Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL v3 Service Design Intermediate exam as well as proving valuable workplace knowledge.

ITIL INTERMEDIATE SERVICE OPERATION – 4 DAYS

This course is part of the ITIL Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL Service Operation intermediate exam as well as providing valuable knowledge that can be implemented in the workplace.

ITIL INTERMEDIATE RELEASE CONTROL & VALIDATION 2011 EDITION – 5 DAYS

Students will learn the principles and core elements of the Service Capability approach to IT Service Management as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle.

ITIL INTERMEDIATE SERVICE OFFERINGS AND AGREEMENTS 2011 EDITION – 5 DAYS

The Service Offerings & Agreements course is part of the ITIL v3 Intermediate Capability certification stream. The course prepares candidates to take the ITIL v3 Service Offerings & Agreements Intermediate exam.

ITIL INTERMEDIATE OPERATIONAL SUPPORT & ANALYSIS 2011 EDITION – 5 DAYS

Students will learn the OSA (Operational Support & Analysis) part of the ITIL v3 Intermediate Capability certification stream. The course prepares candidates to

take the ITIL v3 Operational Support & Analysis Intermediate exam.

ITIL INTERMEDIATE PLANNING, PROTECTION & OPTIMIZATION 2011 EDITION – 5 DAYS

The ITIL PPO (Planning, Protection & Optimization) course covers the principles and core elements of the Service Capability approach to ITSM as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle.

ITIL EXPERT MANAGING ACROSS THE LIFECYCLE (2011 EDITION) – 4 DAYS

This course offers candidates the ability to achieve the ITIL Expert certification upon passing the ITIL Managing Across the Lifecycle exam as well as providing valuable knowledge that can be implemented in the workplace.

LEAN IT

LEAN IT FOUNDATION – 2 DAYS

Lean IT is applied to transform your IT organization to a customer-focused, efficient and transparent IT organization that can deliver sustainable results to the business. The Lean IT Foundation training covers all elements to introduce you to Lean IT.

SIX SIGMA

SIX SIGMA GREEN BELT – 1 DAY

Students will implement Six Sigma as a Green Belt.

SIX SIGMA LEAN - INTRODUCTION – 1 DAY

In this course, students will identify the fundamental concepts of Lean Six Sigma.

LEAN SIX SIGMA MASTER BLACK BELT – 5 DAYS

The Lean Six Sigma Master Black Belt program allows students to complete certification requirements faster than traditional Lean Six Sigma training programs. This course combines Six Sigma Methodology and Lean Thinking.

IT SERVICE MANAGEMENT TRAINING

MICROSOFT TECHNICAL TRAINING

APPLICATION DEVELOPMENT

(20480) PROGRAMMING IN HTML5 WITH JAVASCRIPT AND CSS3 – 5 DAYS

This course provides an introduction to HTML5, CSS3, and JavaScript. This course helps students gain basic HTML5/CSS3/JavaScript programming skills.

(20481) ESSENTIALS OF DEVELOPING WINDOWS STORE APPS USING HTML5 AND JAVASCRIPT – 5 DAYS

Students will learn essential programming skills and techniques that are required to develop Windows Store apps, including design and development skills, and use of the Visual Studio and Expression Blend tools.

(20482) ADVANCED WINDOWS STORE APP DEVELOPMENT USING HTML5 AND JAVASCRIPT – 5 DAYS

Students will learn the more advanced programming skills and techniques that they can use to optimize their Windows Store app and differentiate their app from other apps in the Windows Store.

(20483) PROGRAMMING IN C# – 5 DAYS

This training course teaches developers the programming skills that are required for developers to create Windows applications using the C# language.

(20484) ESSENTIALS OF DEVELOPING WINDOWS STORE APPS USING C# – 5 DAYS

Students will learn essential programming skills and techniques required to develop Windows Store apps, including a combination of design and development skills and using Visual Studio and Expression Blend tools.

(20485) ADVANCED WINDOWS STORE APP DEVELOPMENT USING C# – 5 DAYS

Students will learn the more advanced programming skills and techniques that they can use to optimize their Windows Store app and differentiate their app from other apps in the Windows Store.

(20486) DEVELOPING ASP.NET MVC 4 WEB APPLICATIONS – 5 DAYS

Students will learn to develop advanced ASP.NET MVC applications using .NET Framework 4.5 tools and technologies.

(20497) SOFTWARE TESTING WITH MICROSOFT VISUAL STUDIO 2013 – 2 DAYS

Students will learn how to plan test efforts, execute manual and automated tests, and some techniques to manage work items and the test process workflow.

(10975) INTRODUCTION TO PROGRAMMING – 5 DAYS

In this 5-day course, students will learn the basics of computer programming through the use of Microsoft Visual Studio 2013 and either the Visual C# or Visual Basic programming languages.

(10262) DEVELOPING WINDOWS APPLICATIONS WITH MICROSOFT VISUAL STUDIO 2010 – 5 DAYS

In this course, experienced developers who know the basics of Windows Forms development gain more advanced Windows Client design and development skills.

(10263) DEVELOPING WINDOWS COMMUNICATION FOUNDATION SOLUTIONS WITH MICROSOFT VISUAL STUDIO 2010 – 3 DAYS

This course provides participants with the knowledge and skills to develop distributed applications using WCF 4 and Microsoft Visual Studio 2010.

(10264) DEVELOPING WEB APPLICATIONS WITH MICROSOFT VISUAL STUDIO 2010 – 5 DAYS

In this course, students will learn to develop advanced ASP.NET MVC and Web Forms applications using .NET Framework 4 tools and technologies. ASP.NET MVC will be introduced and compared with Web Forms so that students know when each should/could be used.

(10265) DEVELOPING DATA ACCESS SOLUTIONS WITH MICROSOFT VISUAL STUDIO 2010 – 5 DAYS

Experienced developers who know the basics of data access (CRUD) in Windows client and Web application environments will learn to optimize their designs and develop better performing data access code by using the ADO.NET Entity Framework, and ADO.NET.

(10266) PROGRAMMING IN C# WITH MICROSOFT VISUAL STUDIO 2010 – 5 DAYS

The course focuses on C# program structure, language syntax, and implementation details with .NET Framework 4.0. This course describes the new enhancements in the C# 4.0 language by using Visual Studio 2010. ILT

(10267) INTRODUCTION TO WEB DEVELOPMENT WITH MICROSOFT VISUAL STUDIO 2010 – 5 DAYS

This course provides knowledge and skills on developing Web applications by using Microsoft Visual Studio 2010.

(10550) PROGRAMMING IN VISUAL BASIC WITH MICROSOFT VISUAL STUDIO 2010 – 5 DAYS

This course teaches students Visual Basic language syntax, program structure, and implementation by using Microsoft Visual Studio 2010 and the Microsoft .NET Framework 4.

55172 MANAGING DEVELOPMENT PROJECTS WITH TEAM FOUNDATION SERVER 2015 – 2 DAYS

In this course, students learn how to configure Visual Studio Team Foundation Server 2015. Students then learn how to manage application development life-cycle with Visual Studio Team Foundation Server (TFS) 2015.

EXCHANGE SERVER 2013

(20341) CORE SOLUTIONS OF MICROSOFT EXCHANGE SERVER 2013 – 5 DAYS

Students will gain the knowledge and skills to plan, deploy, manage, secure, and support Microsoft Exchange Server 2013.

(20342) ADVANCED SOLUTIONS OF MICROSOFT EXCHANGE SERVER 2013 – 5 DAYS

Students will gain the knowledge and skills to configure and manage a Microsoft Exchange Server 2013 messaging environment.

EXCHANGE SERVER 2016

(20345-1) ADMINISTERING MICROSOFT EXCHANGE SERVER 2016 – 5 DAYS

Students will learn how to install Exchange Server 2016, and how to configure and manage an Exchange Server environment. The course covers how to manage mail recipients and public folders, including how to perform bulk operations using Exchange Management Shell.

(20345-2) DESIGNING AND DEPLOYING MICROSOFT EXCHANGE SERVER 2016 – 5 DAYS

Students will learn how to design and configure advanced components in an Exchange Server 2016 deployment such as site resiliency, advanced security, compliance, archiving, and discovery solutions.

MICROSOFT AZURE

(10979) MICROSOFT AZURE FUNDAMENTALS – 2 DAYS

Students learn basic cloud computing concepts, as well as key Microsoft Azure concepts and basic implementation of Azure subscriptions, websites, virtual machines, storage, virtual networks, databases and Microsoft Azure Active Directory.

(20532) DEVELOPING MICROSOFT AZURE SOLUTIONS – 5 DAYS

This course focuses on the architectural considerations and decisions necessary when building a highly available solution in the cloud. This course also prepares the students for the 70-532: Developing Microsoft Azure Solutions certification exam.

(20533) IMPLEMENTING MICROSOFT AZURE INFRASTRUCTURE SOLUTIONS – 5 DAYS

This course is aimed at experienced IT Professionals who currently administer their on-premise infrastructure. The course introduces the student to Microsoft Azure and then teaches them how to manage their infrastructure in Azure rather than on premise.

(40390) MICROSOFT AZURE FOR AWS EXPERTS – 3 DAYS

This course provides an in-depth discussion and practical hands-on training of Microsoft Azure Infrastructure Services (IaaS) including Azure Virtual Machines, Storage, Virtual Networking, and deployment options.

(40441) DESIGNING AND IMPLEMENTING CLOUD DATA PLATFORM SOLUTIONS – 3 DAYS

The focus of this course is on designing and implementing cloud data and platform solutions with the Microsoft Data Platform by using SQL Server on-premises, hybrid and cloud data platform solutions. It describes how to design and implement and optimize workloads in hybrid scenarios with both on-premises and Microsoft Azure cloud-based solutions, and how to implement high availability and disaster recovery solutions.

(40442) MOC WORKSHOP: ARCHITECTING MICROSOFT AZURE SOLUTIONS – 3 DAYS

This workshop is a chance for developers and IT Pros to come together and learn the architecture skills necessary to design solutions for Microsoft Azure. The classroom experience for this workshop is high-level review of the pre-requisite materials students are expected to have completed in advance. Then, students will assemble into groups to work on several real-world design case studies to design solutions for the Microsoft Azure platform. ILT

(20487) DEVELOPING WINDOWS AZURE AND WEB SERVICES – 5 DAYS

In this course, students will learn how to design and develop services that access local and remote data from various data sources and how to develop and deploy services to hybrid environments, including on-premises servers and Windows Azure.

(20774) PERFORM CLOUD DATA SCIENCE WITH AZURE MACHINE LEARNING – 5 DAYS

The main purpose of the course is to give students the ability to analyze and present data by using Azure Machine Learning, and to provide an introduction to the use of machine learning with big data tools such as HDInsight and R Services.

(99994) FIRST LOOK CLINIC: CLOUD COMPUTING FUNDAMENTALS – .5 DAYS

This course provides a primer to help you understand the business benefits of cloud computing solutions, become familiar with “cloud terminology,” and explore the basic concepts behind the cloud.

(99995) FIRST LOOK CLINIC: MICROSOFT AZURE – .5 DAYS

This course will help you to become familiar with the fundamentals of Microsoft Azure including the web-based portals for deploying resources and managing Azure subscriptions. You’ll learn about Azure Resource Manager and how to use templates to manage resources. This course also introduces PowerShell as a key tool to manage and automate Azure resources.

(10992) INTEGRATING ON-PREMISE CORE INFRASTRUCTURE WITH MICROSOFT AZURE – 3 DAYS

This 3-day instructor-led course covers a range of components, including Azure Compute, Azure Storage, and network services that customers can benefit from when deploying hybrid solutions. In this context, the term hybrid means integrating infrastructure technologies that customers host in on-premises datacenters with Azure IaaS and PaaS services. This course offers an overview of these services, providing the knowledge necessary to design hybrid solutions properly. It also includes a number of demonstrations and labs that enable students to develop hands-on skills that are necessary when implementing such solutions.

(10993) INTEGRATING ON-PREMISE IDENTITY INFRASTRUCTURE WITH MICROSOFT AZURE – 2 DAYS

This course teaches IT professionals how to integrate their on-premises AD DS environment with Azure AD and how to use Azure AD as a directory service. It

also teaches candidates how to use Azure RMS to protect sensitive documents. Additionally, it focusses on how to enhance authentication with multi-factor authentication and how to monitor directory synchronization health.

(10994) DATA ANALYSIS FUNDAMENTALS USING EXCEL – 2 DAYS

The main purpose of the course is to give students the ability to add analysis capabilities to Excel spreadsheets and to provide students with a foundation to learn about more advanced data analytics with Excel or Power BI.

MICROSOFT FUNDAMENTALS

(40365) WINDOWS SERVER ADMINISTRATION FUNDAMENTALS – 3 DAYS

This three-day MTA Training course helps students prepare for Microsoft Technology Associate Exam 98-365, and build an understanding of these topics: Server Installation, Server Roles, Active Directory, Storage, Server Performance Management, and Server Maintenance.

(40366) NETWORKING FUNDAMENTALS– 3 DAYS

This three-day MTA Training course helps students prepare for Microsoft Technology Associate Exam 98-366, and build an understanding of these topics: Network Infrastructures, Network Hardware, and Protocols and Services.

(40367) SECURITY FUNDAMENTALS – 3 DAYS

This three-day MTA Training course helps students prepare for Microsoft Technology Associate Exam 98-367, and build an understanding of these topics: Security Layers, Operating System Security, Network Security, and Security Software. ILT

(40364) DATABASE FUNDAMENTALS – 3 DAYS

This three-day MTA Training course helps students prepare for Microsoft Technology Associate Exam 98-364, and build an understanding of these topics: Core Database Concepts, Creating Database Objects, Manipulating Data, Data Storage, and Administering a Database.

(40361) SOFTWARE DEVELOPMENT FUNDAMENTALS – 3 DAYS

This three-day MTA Training course helps students prepare for Microsoft Technology Associate Exam 98-361, and build an understanding of these topics: Core Programming, Object-Oriented Programming, General Software Development, Web Applications, Desktop Applications, and Databases.

(40368) MOBILITY & DEVICES FUNDAMENTALS – 3 DAYS

This three-day MTA Training course helps you prepare for Microsoft Technology Associate Exam 98-368, and build an understanding of these topics: Device configurations, data access and management, device security, cloud services, and enterprise mobility.

(40369) CLOUD FUNDAMENTALS – 3 DAYS

This three-day MTA Training course helps you prepare for Microsoft Technology Associate Exam 98-369, and build an understanding of these topics: The cloud, enabling, using and configuring cloud services, supporting cloud users, and administering Office 365 and Microsoft Intune.

(40375) HTML5 APPLICATION DEVELOPMENT FUNDAMENTALS – 3 DAYS

This three-day MTA Training course helps students prepare for Microsoft Technology Associate Exam 98-375, and build an understanding of these topics: Manage the Application Life Cycle, Build the User Interface by Using HTML5, Format the User Interface by Using CSS, and Code by Using JavaScript.

MICROSOFT VIRTUALIZATION

(10981) INFRASTRUCTURE PROVISIONING WITH SYSTEM CENTER VIRTUAL MACHINE MANAGER – 5 DAYS

This course will cover implementing, managing, maintaining and provisioning services and infrastructure in a Windows Server 2012 and Windows Server 2012 R2 environment using System Center 2012 R2 Virtual Machine Manager.

(20409) SERVER VIRTUALIZATION WITH WINDOWS SERVER HYPER-V AND SYSTEM CENTER – 5 DAYS

Students will learn the skills you need to deploy and manage a Microsoft Server Virtualization infrastructure in an enterprise environment.

(55021) CONFIGURING AND ADMINISTERING HYPER-V IN WINDOWS SERVER 2012 – 3 DAYS

Students will learn the history of Virtualization as it pertains to Microsoft technologies. Students will learn the new features of Hyper-V in Windows Server 2012.

(20694) VIRTUALIZING ENTERPRISE DESKTOPS AND APPS – 5 DAYS

This course builds your skills in Microsoft Application Virtualization (App-V) Service Pack 2 (SP2), Microsoft User Experience Virtualization (UE-V), and Virtual Desktop Infrastructure (VDI) as part of Windows Server 2012 R2.

OFFICE 365

(20347) ENABLING AND MANAGING OFFICE 365 – 5 DAYS

This is a 5-day instructor-led training (ILT) course that targets the needs of IT professionals who take part in evaluating, planning, deploying, and operating Office 365 services, including its identities, dependencies, requirements, and supporting technologies.

10997 OFFICE 365 ADMINISTRATION – 3 DAYS

This is a three-day Instructor Led Training (ILT) course that targets the needs of information technology (IT) professionals who take part in administering, configuring, troubleshooting, and operating Office 365 services, including its identities, dependencies, requirements, and supporting technologies. This course focuses on skills required to administer and troubleshoot Office 365 tenant and key services of Office 365, such as Exchange Online, SharePoint Online and Skype for Business. It also covers security and compliance features of Office 365.

SHAREPOINT SERVER 2013

(20331) CORE SOLUTIONS OF MICROSOFT SHAREPOINT SERVER 2013 – 5 DAYS

This course teaches how to configure SharePoint Server 2013, as well as provide guidelines, best practices, and considerations that will help optimize a SharePoint server deployment.

(20332) ADVANCED SOLUTIONS OF MICROSOFT SHAREPOINT SERVER 2013 – 5 DAYS

Students will learn how to plan, configure, and manage a Microsoft SharePoint Server 2013 environment. You will also learn to optimize the Search experience, how to develop and implement a governance plan and how to perform an upgrade to the server.

(20488) DEVELOPING MICROSOFT SHAREPOINT SERVER 2013 CORE SOLUTIONS – 5 DAYS

Students will learn core skills that are common to almost all SharePoint development activities, including server-side and client-side object models, developing and deploying features, solutions, and apps, managing identity and permissions, and querying.

(20489) DEVELOPING MICROSOFT SHAREPOINT 2013 ADVANCED SOLUTIONS – 5 DAYS

Students will learn how to implement SharePoint solutions using Enterprise Search, Managed Metadata Service, Business Connectivity Services, Enterprise Content Management, Web Content Management, Social Computing features and SharePoint Apps.

(55035) MICROSOFT SHAREPOINT SERVER 2013 FOR THE SITE OWNER/POWER USER – 2 DAYS

This class is designed for information workers or power users who serve as SharePoint Site Owners or Site Collection Administrators. Students should take this course if they need to know how to manage the team collaboration, document management and social features of Microsoft SharePoint 2013.

(55042) SHAREPOINT 2013 BUSINESS INTELLIGENCE – 3 DAYS

Students will learn to work with all the associated SharePoint business intelligence services including PerformancePoint Service, Excel Services, Business Connectivity Services, and Visio Services.

(55033) SHAREPOINT 2013 SITE COLLECTION AND SITE ADMINISTRATION – 5 DAYS

This course will provide the student with a deeper, narrowly-focused training on the important and popular skills needed to be an administrator for SharePoint site collections and sites.

SHAREPOINT SERVER 2016

(20339-1) PLANNING AND ADMINISTERING SHAREPOINT 2016 – 5 DAYS

The course teaches you how to deploy, administer, and troubleshoot your SharePoint environment. This course also provides guidelines, best practices, and considerations that help you optimize your SharePoint deployment.

(20339-2) ADVANCED TECHNOLOGIES OF SHAREPOINT 2016 – 5 DAYS

This five-day course will teach you how to plan, configure, and manage the advanced features in a SharePoint 2016 environment. The special areas of focus for this course include implementing high availability, disaster recovery, service application architecture, and Microsoft Business Connectivity Services.

55194 SHAREPOINT 2016 SITE COLLECTION AND SITE ADMINISTRATION – 5 DAYS

This course will provide a deeper, narrowly-focused training on the important and popular skills needed to do SharePoint site collection and site administration with SharePoint 2016 deployed on-premise in Office 365 (SharePoint Online), or a hybrid deployment (on-premise connected to Office 365).

SKYPE FOR BUSINESS

(20334) CORE SOLUTIONS OF SKYPE FOR BUSINESS 2015 – 5 DAYS

This course provides students with the knowledge and skills that are required to plan, deploy, configure, and administer a Skype for Business 2015 solution. Students will learn how to deploy a multi-site and highly available Skype for Business infrastructure that supports instant messaging, conferencing, Persistent Chat, archiving, and monitoring.

(40409) DEPLOYING VOICE WORKLOADS FOR SKYPE FOR BUSINESS ONLINE AND SERVER 2015 – 5 DAYS

This course will provide you with the knowledge and skills to design, plan, and deploy the various voice solutions available with Skype for Business Online and Skype for Business Server 2015 including, configuring and managing Cloud PBX with PSTN Calling, Cloud PBX with On-Premises PSTN Connectivity, Cloud Connector Edition, and on-premises Enterprise Voice.

SQL SERVER

(20461) QUERYING MICROSOFT SQL SERVER – 5 DAYS

Students learn the technical skills to write basic Transact-SQL queries for Microsoft SQL Server 2014. This course is the foundation for all SQL Server-related disciplines; namely, Database Administration, Database Development and Business Intelligence.

(20462) ADMINISTERING MICROSOFT SQL SERVER DATABASES – 5 DAYS

The course focuses on teaching individuals how to use SQL Server 2014 product features and tools related to maintaining a database.

(20463) IMPLEMENTING A DATA WAREHOUSE WITH MICROSOFT SQL SERVER – 5 DAYS

Students will learn how to create a data warehouse with Microsoft SQL Server 2014, implement ETL with SQL Server Integration Services, and validate and cleanse data with SQL Server Data Quality Services and SQL Server Master Data Services.

(20464) DEVELOPING MICROSOFT SQL SERVER DATABASES – 5 DAYS

This course introduces SQL Server 2014 and describes logical table design, indexing and query plans. It also focusses on the creation of database objects including views, stored procedures, along with parameters, and functions.

(20465) DESIGNING A DATA SOLUTION WITH MICROSOFT SQL SERVER – 5 DAYS

The focus of this course is on planning and implementing enterprise database infrastructure solutions by using SQL Server 2014 and other Microsoft technologies.

(20466) IMPLEMENTING DATA MODELS AND REPORTS WITH MICROSOFT SQL SERVER – 5 DAYS

This course describes how to implement multidimensional and tabular data models, deliver reports with Microsoft SQL Server Reporting Services, create dashboards with Microsoft SharePoint Server PerformancePoint Services.

(20467) DESIGNING SELF-SERVICE BUSINESS INTELLIGENCE AND BIG DATA SOLUTIONS – 5 DAYS

Students will learn how to design and implement a BI infrastructure. The course discusses design, installation, and maintenance of a BI platform.

(10977) UPDATING YOUR SQL SERVER SKILLS TO MICROSOFT SQL SERVER 2014 – 5 DAYS

This course teaches students how to use the enhancements and new features that have been added to SQL Server and the Microsoft data platform since the release of SQL Server 2008.

(20778) ANALYZING DATA WITH POWER BI – 3 DAYS

The main purpose of the course is to give students a good understanding of data analysis with Power BI. The course includes creating visualizations, the Power BI Service, and the Power BI Mobile App.

(20779) ANALYZING DATA WITH EXCEL – 3 DAYS

The main purpose of the course is to give students the ability to add BI techniques to Excel data analysis. The course goes beyond the capabilities of tables and charts and uses Pivot Charts, the Excel Data Model, and Power BI.

(20775) PERFORMING DATA ENGINEERING ON MICROSOFT HD INSIGHT – 5 DAYS

The main purpose of the course is to give students the ability plan and implement big data workflows on HDInsight.

SQL SERVER 2016

(10986) UPDATING YOUR SKILLS TO SQL SERVER 2016 – 3 DAYS

This course is for existing database professionals with experience of SQL Server 2014 who want to update their skills to SQL Server 2016. Additionally, this course is for existing SQL Server 2014 MCSAs who want to prepare for the Upgrade exam for SQL Server 2016 certification.

(10985) INTRODUCTION TO SQL DATABASES – 3 DAYS

This course is for those looking to move into a database professional role or whose job role is expanding to encompass database elements. Students will learn fundamental database concepts including database types, database languages, and database designs.

(20761) QUERYING DATA WITH TRANSACT-SQL – 5 DAYS

The purpose of this course is to give students a good understanding of the Transact-SQL language which is used by all SQL Server-related disciplines; namely, Database Administration, Database Development and Business Intelligence.

(20762) DEVELOPING SQL DATABASES – 5 DAYS

This course provides students with the knowledge and skills to develop a Microsoft SQL Server 2016 database. The course focuses on teaching individuals how to use SQL Server 2016 product features and tools related to developing a database.

(10987) PERFORMANCE TUNING AND OPTIMIZING SQL DATABASES – 4 DAYS

This four-day instructor-led course provides students who manage and maintain SQL Server databases with the knowledge and skills to performance tune and optimize their databases.

(20764) ADMINISTERING A SQL DATABASE INFRASTRUCTURE – 5 DAYS

This course provides students who administer and maintain SQL Server databases with the knowledge and skills to administer a SQL server database infrastructure. Additionally, it will be of use to individuals who develop applications that deliver content from SQL Server databases. ILT

(20765) PROVISIONING SQL DATABASES – 5 DAYS

This course provides students with the knowledge and skills to provision a Microsoft SQL Server 2016 database. The course covers SQL Server 2016 provision both on-premise and in Azure, and covers installing from new and migrating from an existing install.

(20767) IMPLEMENTING A SQL DATA WAREHOUSE – 5 DAYS

This course describes how to implement a data warehouse platform to support a BI solution. Students will learn how to create a data warehouse with SQL Server 2016 and with Azure SQL Data Warehouse, to implement ETL with SQL Server Integration Services, and to validate and cleanse data with SQL Server Data Quality Services and SQL Server Master Data Services.

(20768) DEVELOPING SQL DATA MODELS – 3 DAYS

This course is aimed at database professionals who fulfil a Business Intelligence (BI) developer role. This course looks at implementing multidimensional databases by using SQL Server Analysis Services (SSAS), and at creating tabular semantic data models for analysis with SSAS.

(10988) MANAGING SQL BUSINESS INTELLIGENCE OPERATIONS – 3 DAYS

This three-day instructor-led course is aimed at database professionals who manage Business Intelligence (BI) operations. This course looks at various options that provide the ability of business users to analyze data and share their findings, starting with managed BI data sources and expanding to personal and external/public data sources.

(10989) ANALYZING DATA WITH POWER BI – 2 DAYS

This two-day instructor-led course provides students with the knowledge and skills analyze data with Power BI.

(10990) ANALYZING DATA WITH SQL SERVER REPORTING SERVICES – 3 DAYS

This course teaches students how to implement a SQL Server 2016 Reporting Services solution for data analysis in an organization. The course discusses how to

use the Reporting Services development tools to create and manage reports and implement self-service BI solutions.

SYSTEM CENTER

(20745) IMPLEMENTING A SOFTWARE-DEFINED DATACENTER – 5 DAYS

This course explains how to implement and manage virtualization infrastructure in a software-defined datacenter by using System Center 2016 Virtual Machine Manager. The course also describes how to monitor the infrastructure by using System Center Operations Manager and protect it by using Data Protection Manager.

(20696) ADMINISTERING SYSTEM CENTER CONFIGURATION MANAGER AND INTUNE – 5 DAYS

In this course, students will learn day-to-day management tasks including how to manage software client health, hardware and software inventory, applications and integration with Windows Intune.

(10965) IT SERVICE MANAGEMENT WITH SYSTEM CENTER SERVICE MANAGER 2016 – 5 DAYS

This course will provide students with the key knowledge required to deploy and configure System Center 2016 Service Manager.

(10748) DEPLOYING SYSTEM CENTER 2012 CONFIGURATION MANAGER – 3 DAYS

This course describes how to plan and deploy a System Center 2012 Configuration Manager hierarchy, including the central administration site, one or more primary sites and secondary sites, and all associated site systems.

(20246) MONITORING AND OPERATING A PRIVATE CLOUD – 5 DAYS

This course describes how to monitor and operate a cloud with Microsoft System Center 2012 R2. It focuses on how to manage and administer a cloud environment and describes how you can monitor key infrastructure elements and applications.

(20247) CONFIGURING AND DEPLOYING A PRIVATE CLOUD – 5 DAYS

This course equips students with the skills they require to configure and deploy a cloud using Microsoft System Center 2012 R2.

(20696) ADMINISTERING SYSTEM CENTER CONFIGURATION MANAGER AND INTUNE – 5 DAYS

In this course, students will learn day-to-day management tasks including how to manage software client health, hardware and software inventory, applications, and integration with Windows Intune.

(10964) CLOUD & DATACENTER MONITORING WITH SYSTEM CENTER OPERATIONS MANAGER – 5 DAYS

This course equips students with the skills they require to deploy and configure System Center 2012 R2 Operations Manager.

WINDOWS 8.1

(20687) CONFIGURING WINDOWS 8.1 – 5 DAYS

Students will learn how to install and customize Windows 8.1 operating systems and apps, integrate and control access to domains and cloud services, and migrate and synchronize settings across multiple devices.

(20688) SUPPORTING WINDOWS 8.1 – 5 DAYS

In this course, students will gain the knowledge and skills you need to support the Windows 8.1 operating system and solve technical troubleshooting problems in a Windows 8.1 and Windows Server 2012 R2 networking environment.

(20695) DEPLOYING WINDOWS DEVICES AND ENTERPRISE APPS – 5 DAYS

This course describes how to assess operating system and application deployment options, determine the most appropriate deployment strategy, and then implement a lite-touch or zero-touch deployment solution for Windows devices and apps.

WINDOWS 10

(20697-1) IMPLEMENT AND MANAGING WINDOWS 10 – 5 DAYS

Students will gain the knowledge and skills required to install and configure Windows 10 desktops and devices in a Windows Server domain corporate environment. ILT

(20697-2) DEPLOYING AND MANAGING WINDOWS 10 USING ENTERPRISE SERVICES – 5 DAYS

This course, designed for administrators, provides the practical skills required to plan and implement Windows 10 deployments in large organizations.

(20698) INSTALLING AND CONFIGURING WINDOWS 10 – 5 DAYS

This course provides IT professionals with the knowledge and skills required to install and configure Windows 10 desktops in a Windows Server small to medium-sized AD DS domain environment.

(10982) SUPPORTING AND TROUBLESHOOTING WINDOWS 10 – 5 DAYS

Students acquire the knowledge required to successfully install and customize Windows 10 operating systems and apps, configure local and remote network connectivity and storage, configure security, and maintain, update, and recover Windows 10.

(20398) PLANNING FOR AND MANAGING DEVICES IN THE ENTERPRISE: ENTERPRISE MOBILITY SUITE (EMS) AND ON-PREMISES TOOLS – 5 DAYS

Students learn how to design and implement cloud-based and on-premises solutions for managing Windows-based, iOS, and Android devices.

WINDOWS POWERSHELL

(10961) AUTOMATING ADMINISTRATION WITH WINDOWS POWERSHELL – 5 DAYS

Learn how, with Windows PowerShell 4.0, to remotely manage single or multiple Windows-based servers and automate day-to-day management and administration tasks.

(10962) ADVANCED AUTOMATED ADMINISTRATION WITH WINDOWS POWERSHELL – 3 DAYS

This course is built on Windows Server 2012 R2 and Windows 8.1 and while it is specifically focused on Windows PowerShell v4.0, is also relevant in v2.0 and v3.0

Windows PowerShell environments.

(55039) WINDOWS POWERSHELL SCRIPTING AND TOOLMAKING – 5 DAYS

This course is intended for IT Professionals who have a working knowledge of Windows PowerShell techniques and technologies, and who want to build reusable tools by using Windows PowerShell.

WINDOWS SERVER 2012

(20410) INSTALLING AND CONFIGURING WINDOWS SERVER 2012 – 5 DAYS

This course primarily covers the initial implementation and configuration of core services including Active Directory Domain Services (AD DS), networking services, and Microsoft Hyper-V Server 2012 configuration.

(20411) ADMINISTERING WINDOWS SERVER 2012 – 5 DAYS

This course focuses on the administration tasks necessary to maintain a Windows Server 2012 infrastructure such as configuring and troubleshooting name resolution, user and group management with Active Directory Domain Services (AD DS) and Group Policy.

(20412) CONFIGURING ADVANCED WINDOWS SERVER 2012 SERVICES – 5 DAYS

Students will learn advanced configuration and services tasks necessary to deploy, manage and maintain Windows Server 2012 infrastructure, such as identity management, rights management, Federated services, network load balancing, and failover clustering.

(20413) DESIGNING AND IMPLEMENTING A SERVER INFRASTRUCTURE – 5 DAYS

This course provides students with the skills and knowledge needed to plan, design, and deploy a physical and logical Windows Server 2012 Active Directory Domain Services (AD DS) infrastructure.

(20414) IMPLEMENTING AN ADVANCED SERVER INFRASTRUCTURE – 5 DAYS

Students learn skills to plan and implement a highly available, secure infrastructure with focus on Active Directory Federation Service (AD FS), public key infrastructure (PKI), and Active Directory Rights Management Services (AD RMS).

(20415) IMPLEMENTING A DESKTOP INFRASTRUCTURE – 5 DAYS

This course provides guidance on planning and deploying desktops by using several technologies such as User State Migration Tool (USMT), Microsoft Deployment Toolkit (MDT), Virtual Desktop Infrastructure (VDI), and more.

(20416) IMPLEMENTING DESKTOP APPLICATION ENVIRONMENTS – 5 DAYS

This course provides students with the skills needed to design, deploy, and manage a physical and virtual Windows Server 2012 application management infrastructure, and focus on using Microsoft System Center 2012 Service Pack 1 (SP1).

(10971) STORAGE AND HIGH AVAILABILITY WITH WINDOWS SERVER – 4 DAYS

In this course, you will learn traditional storage topologies such as Direct Attached Storage (DAS), Network Attached Storage (NAS), Storage Area Networks (SANs), and bus technologies such as Fibre Channel and Internet SCSI (iSCSI).

(10972) ADMINISTERING THE WEB SERVER (IIS) ROLE OF WINDOWS SERVER – 5 DAYS

This course provides students with the fundamental knowledge to configure and manage IIS. It provides pre-requisite skills supporting a broad range of Internet web applications, security, and knowledge to help support other products that use IIS.

(55021) CONFIGURING AND ADMINISTERING HYPER-V IN WINDOWS SERVER 2012 – 3 DAYS

Students will learn the history of Virtualization as it pertains to Microsoft

technologies. Students will learn the new features of Hyper-V in Windows Server 2012.

(10969) ACTIVE DIRECTORY SERVICES WITH WINDOWS SERVER – 5 DAYS

Students will learn the skills you need to better manage and protect data access and information, simplify deployment and management of your identity infrastructure, and provide more secure access to data from virtually anywhere.

(10970) NETWORKING WITH WINDOWS SERVER – 5 DAYS

Students will learn how to automate and consolidate networking processes and resources, more easily connect private clouds with public cloud services, and more easily connect users to IT resources and services across physical boundaries.

(10967) FUNDAMENTALS OF A WINDOWS SERVER INFRASTRUCTURE – 5 DAYS

This five day course provides the networking, security, and system administration information that you need to implement a Windows Server infrastructure. It covers the basics of installation and configuration, storage, network infrastructure, network components, network protocols, server roles, Active Directory Domain Services (AD DS), Group Policy, IT security, server security, network security, security software, monitoring server performance, and maintaining a Windows Server.

(20417) UPGRADING YOUR SKILLS TO MCSA WINDOWS SERVER 2012 – 5 DAYS

This course explains new features and functionality in Windows Server 2012 around management, networking infrastructure, storage, access control, Hyper-V, high availability, and identity federation.

(40389) WINDOWS SERVER 2016 FIRST LOOK CLINIC – 5 DAYS

This Microsoft First Look Clinic introduces IT Professionals to the new features and capabilities of Windows Server 2016. It's designed to provide a broad range of knowledge across a broad array of technologies focusing on the pillars Identity,

Compute & Networking. No topic is covered fully, but students will finish the clinic with an understanding of the new and improved features and capabilities of Windows Server 2016. This course is based on Windows Server 2016 Technical Preview 4, and the technologies are subject to change in the final release.

WINDOWS SERVER 2016

(20740) INSTALLATION, STORAGE, AND COMPUTE WITH WINDOWS SERVER 2016 – 5 DAYS

This course is for professionals who will be responsible for managing storage and compute by using Windows Server 2016, and who need to understand the scenarios, requirements, and storage and compute options that are available and applicable to Windows Server 2016.

(20741) NETWORKING WITH WINDOWS SERVER 2016 – 5 DAYS

This course provides the fundamental networking skills required to deploy and support Windows Server 2016 in most organizations. It covers IP fundamentals, remote access technologies, and more advanced content including Software Defined Networking.

(20742) IDENTITY WITH WINDOWS SERVER 2016 – 5 DAYS

This course teaches IT Pros how to deploy and configure Active Directory Domain Services (AD DS) in a distributed environment, how to implement Group Policy, how to perform backup and restore, and how to monitor and troubleshoot Active Directory–related issues with Windows Server 2016.

(20744) SECURING WINDOWS SERVER 2016 – 5 DAYS

This course begins by emphasizing the importance of assuming that network breaches have occurred already, and then teaches you how to protect administrative credentials and rights to ensure that administrators can perform only the tasks that they need to, when they need to.

(20743) UPGRADING YOUR SKILLS TO MCSA: WINDOWS SERVER 2016 – 5 DAYS

This course is for information technology (IT) professionals who want to upgrade their technical skills from Windows Server 2008 or Windows Server 2012 to

Windows Server 2016. This course presumes a high level of knowledge about previous Windows Server technologies and skills equivalent to the Microsoft Certified Solutions Associate (MCSA): Windows Server 2008 or Windows Server 2012 credential.

JAVA

INTRODUCTION TO PROGRAMMING USING JAVA SE 7 – 1 DAY

Students will learn the basic concepts of programming using Java as the tool for learning.

JAVA FUNDAMENTALS (JAVA SE 7) – 5 DAYS

Students will create basic applications using the Java SE 7 programming language and describe object-oriented concepts, Unified Modeling Language (UML) representation of object-oriented programming (OOP) concepts, and Java platforms and technologies.

JAVA PROGRAMMING (JAVA SE 7) – 5 DAYS

Students will work with advanced features of Java.

AJAX TRAINING USING JSP – 3 DAYS

Students learn to make calls to the server with JavaScript and to manipulate XML content returned from the server.

JAVASCRIPT ADVANCED PROGRAMMING AND AJAX – 2 DAYS

In this course, students will use the advanced techniques in JavaScript programming and Ajax to make your web pages highly functional.

PROGRAMMING FUNDAMENTALS

(10958) PROGRAMMING FUNDAMENTALS OF WEB APPLICATIONS – 5 DAYS

Students will learn basic web development, including CSS, plug-ins, scripting, basic data access, how to use Windows Azure for application hosting, and how to move beyond WebMatrix 2 into Visual Studio.

RED HAT SYSTEM ADMINISTRATION I (RH124) – 5 DAYS

This course will actively engage students in task-focused activities, lab-based knowledge checks, and facilitative discussions to ensure maximum skill transfer and retention.

RED HAT SYSTEM ADMINISTRATION II (RH134) – 4 DAYS

This course is designed for IT professionals working to become full-time enterprise Linux system administrators. The course is a follow-up to System Administration I.

RED HAT SYSTEM ADMINISTRATION III (RH254) – 4 DAYS

This course is designed for experienced Linux administrators who require networking and security administration skills.

RED HAT ENTERPRISE STORAGE MANAGEMENT (RH436) – 4 DAYS

This hands-on Red Hat Enterprise Clustering and Storage Management course teaches storage management, the Red Hat High Availability Add-On, and the shared storage technology delivered by Red Hat Global File System 2 (GFS2) and Red Hat Storage Server.

RED HAT RHCE RAPID TRACK COURSE (RH299) – 4 DAYS

This course is designed for senior Linux system administrators who want to validate their competencies by earning the RHCSA and RHCE credentials.

RED HAT RHCSA RAPID TRACK COURSE (RH199) – 4 DAYS

This course is designed for experienced Linux System Administrators who want to harden their technical skill sets and become accredited with the RHCSA certification.

RED HAT LINUX TROUBLESHOOTING (RH242) – 4 DAYS

System administrators will learn techniques for troubleshooting a Linux system and how to use the troubleshooting tools available on Red Hat Enterprise Linux.

RED HAT OPENSTACK ADMINISTRATION (CL210) – 4 DAYS

This course teaches system administrators how to implement a cloud-computing environment using Red Hat OpenStack Platform, including installation, configuration, and maintenance and helps you prepare for the Red Hat Certified System Administrator in Red Hat OpenStack exam (EX210).

BUSINESS ANALYSIS

ESSENTIALS– 2 DAYS

This introductory course is designed to provide participants with a basic understanding of the benefits, functions and impact a Business Analyst has within an organization.

(BA02) STRATEGIC BUSINESS

ANALYSIS– 2 DAYS

This course provides the knowledge and skills to gain a clear understanding and systematic approach to Strategic Enterprise Business Analysis.

(BA03) WRITING EFFECTIVE BUSINESS CASES – 2 DAYS

Acquire the practical skills and techniques needed to make high-impact recommendations and receive full management support for your ideas.

(BA04) ELICITING AND WRITING EFFECTIVE REQUIREMENTS – 3 DAYS

This course provides the skills to write well-formed, testable, verifiable user requirements that can translate client needs into clear and measurable metrics.

(BA05) PROCESS MODELING USING BPMN – 2 DAYS

Gain the hands-on skills required to map business processes easily and efficiently using the industry standard Business Process Modeling Notation (BPMN) format.

(BA06) MANAGING AND COMMUNICATING REQUIREMENTS FOR PROJECTS – 2 DAYS

Learn to develop a plan that includes determining the requirements activities a Business Analyst will perform on a particular project and how to control and manage changes to the deliverables.

(BA07) IMPLEMENTING AN AGILE PROJECT – 2 DAYS

Learn to plan, manage and close requirements for software development projects in reduced time using Agile practices. Learn the agile methodology in this hands-on, skills-building course.

(BA08) AGILE FOR BUSINESS ANALYSIS – 2 DAYS

In this advanced business analysis course you will explore and apply proven techniques to help you to understand and apply business analysis techniques within the context of an Agile software development project.

(BA09) MANAGING REQUIREMENTS FOR SHAREPOINT PROJECTS – 2 DAYS

For those leading, managing and analyzing SharePoint initiatives, this course provides the knowledge and skills required to successfully manage requirements in an effective SharePoint environment.

(BA10) UNDERSTANDING ROOT CAUSE ANALYSIS – 2 DAYS

In this course, students will learn to apply several practical, systematic methods for analyzing incidents and problems to uncover root causes. ILT

(BA15) PLANNING AND MANAGING AGILE PROJECTS – 3 DAYS

This course is a more elaborate version of the Certified Scrum Master training as it discusses how to plan and manage Agile practices, not only those in Scrum. The course also goes into greater depth about all the roles and responsibilities on the team and not just the Scrum Master and Product Owner roles.

(BA16) MANAGING SW PROJECTS USING SCRUM – 2 DAYS

This 2-day course will prepare you to manage, lead, or participate on Scrum

projects. You will learn how to apply the practices of Scrum to achieve software success.

(BA17) PROBLEM DETERMINATION ROOT CAUSE ANALYSIS – 2 DAYS

Experienced professionals will learn to find and fix root causes and develop corrective actions that will effectively eliminate or control costly problems.

(BA19) USER ACCEPTANCE TESTING (UAT) FOR BUSINESS ANALYSTS (BAS) – 2 DAYS

This course is designed to help the Business Analyst (BA) to develop an understanding of his role, the process, and the deliverables associated with UAT.

(BA20) BUSINESS PROCESS IMPROVEMENT – 2 DAYS

Students will gain a strong understanding of how to manage and implement BPI to effectively lead teams to deliver on initiatives.

(BA25) MANAGING THE AGILE PRODUCT DEVELOPMENT LIFE CYCLE – 4 DAYS

This 4-day course explores how adapting Agile values and principles will improve product development within an enterprise. It contrasts traditional SDLC methods with the most popular Agile methods to set the stage for benchmarking performance.

(BA26) REQUIREMENTS ELICITING – 2 DAYS

In this highly interactive course, students will learn how to enhance and refine their elicitation skills using proven industry best practices augmented with professional tips and methods.

(BA27) WRITING AND MANAGING EFFECTIVE REQUIREMENTS – 3 DAYS

This course provides the techniques to help Business Analysts write well-formed, verifiable requirements that translate stakeholder needs into clear and testable solutions.

(BA28) REQUIREMENTS ANALYSIS AND USE CASES WORKSHOP – 2 DAYS

This course provides a strong hands-on foundation in the mechanics of use case diagramming and writing textual descriptions of use cases.

(BA29) USER ACCEPTANCE TESTING FOR BUSINESS ANALYSTS – 2 DAYS

Students discover the business issues which drive the need for a fully functional UAT process and gain the practical knowledge of the components of such a process.

(BA30) FOUNDATIONS OF BUSINESS ANALYSIS – 4 DAYS

In this course, students will learn how to perform stakeholder analysis, utilize techniques to elicit the needs of these stakeholders, translate their needs into solution requirements, and confirm these requirements are well-written, correct, and precise.

(BACP02) CBAP AND CCBA EXAM PREPARATION – 4 DAYS

This intensive exam preparation course is designed for experienced Business Analysts who are preparing to sit either the CCBA or CBAP certification exam.

(BAPB04) PMI PROFESSIONAL IN BUSINESS ANALYSIS (PMI-PBA) EXAM PREPARATION – 4 DAYS

This course is an in-depth review of the PMI business analysis standard Business Analysis for Practitioners: A Practice Guide, to prepare students to sit the PMI-PBA exam.

PROJECT MANAGEMENT ESSENTIALS – 3 DAYS

In this course, students will identify and apply generally recognized practices in project management. ILT

PROJECT MANAGEMENT FUNDAMENTALS – 1 DAY

In this course, students will identify effective project management practices and their related processes. They will examine the elements of sound project

management and apply the generally recognized practices to successfully manage projects.

PROJECT MANAGEMENT SKILLS FOR NON-PROJECT MANAGERS – 0.5 DAY

In this course, students will identify methods of effectively managing small- to medium-sized projects and achieving their stated objectives.

PRINCE2® AGILE – 3 DAYS

PRINCE2® Agile enables students to apply the project management principles of PRINCE2® whilst combining the flexibility and responsiveness of agile concepts such as Scrum and Kanban.

PRINCE2 FOUNDATION – 3 DAYS

PRINCE2 is a process-based approach for project management providing an easily tailored and scalable method for all types of projects. Foundation is suitable for people requiring a solid grounding in the PRINCE2 project management methodology.

PRINCE2 PRACTITIONER – 2 DAYS

PRINCE2 Practitioner course covers best practice guidance on project management. Practitioner is suitable for people requiring a solid grounding on PRINCE2 project management methodology and those requiring the depth of the Practitioner program.

PRINCE2 BOOTCAMP – 5 DAYS

This combination bootcamp course covers both PRINCE2 Foundation and Practitioner and prepares students to pass both PRINCE2 exams.

PROJECT MANAGEMENT SKILLS FOR

NON-PROJECT MANAGERS – 1 DAY

Learn how to strategically plan a project so you can achieve the desired results on

time and on budget. Identify project requirements and resources, monitor the project's progress, and mitigate related obstacles so you can lead a team in bringing the project to a successful completion.

CERTIFIED ASSOCIATE IN PROJECT MANAGEMENT (CAPM) - FOURTH EDITION – 3 DAYS

In this course students will apply the generally recognized practices of project management acknowledged by the Project Management Institute (PMI) to manage projects successfully.

INTRODUCTION TO AGILE PROJECT MANAGEMENT – 1 DAY

In this course, students become familiar with the concepts of traditional project management and may have used the concepts to manage multiple projects. Students will use Agile project management.

INTRODUCTION TO PROJECT PORTFOLIO MANAGEMENT – 1 DAY

In this course, students become familiar with the basic concepts of Project Portfolio Management (PPM).

RISK MANAGEMENT PROFESSIONAL

(PMI-RMP) CERTIFICATION – 4 DAYS

In this course, students will apply the generally recognized practices of project risk management acknowledged by the Project Management Institute (PMI) to manage project risks successfully.

PROJECT MANAGEMENT PROFESSIONAL (PMP) CERTIFICATION PREPARATION – 5 DAYS

In this course, students will apply the generally recognized practices of project management acknowledged by the Project Management Institute (PMI) to successfully manage projects. ILT

PMI AGILE CERTIFIED PROFESSIONAL (PMI-ACP) EXAM PREPARATION – 3 DAYS

This three-day course provides participants with a solid foundation of the PMI-ACP exam. During class, participants will be introduced to PMI Agile concepts and practices with banks of sample questions.

INTRODUCTION TO AGILE PROJECT MANAGEMENT – 1 DAY

This course is designed for Project Managers, Program Managers, or anyone who wants to efficiently manage projects that experience frequent changes in user requirements.

IT PROJECTS - INFLUENCING WITHOUT AUTHORITY – 1 DAY

In this course, students will influence others to get results in their IT projects without any formal authority.

MANAGING OUTSOURCED PROJECTS AS AN IT VENDOR – 1 DAY

In this course, students will examine the management of outsourced projects as an IT vendor.

MANAGING PROJECT TEAMS – 1 DAY

In this course, students will determine how to manage the team so that it remains effective. They will identify ways of building a team, apply strategies for managing a working team, and identify ways of effectively decommissioning a team.

COMPTIA PROJECT+

In this course, students will apply recognized practices of project management and understand a project's life cycle and roles and skills necessary to effectively initiate, plan, execute, monitor and control, and close a project.

SAP BUSINESSOBJECTS ANALYSIS, EDITION FOR MICROSOFT OFFICE (BOAN10) – 2 DAYS

Students will learn to analyze OLAP sources in MS Excel and create intuitive presentations with MS PowerPoint using SAP BusinessObjects Analysis Addins.

SAP BUSINESSOBJECTS DESIGN STUDIO (BOD310) – 3 DAYS

This course is ideal for students requiring a deep level of knowledge in designing applications with SAP BusinessObjects Design Studio.

SAP BUSINESSOBJECTS BUSINESS INTELLIGENCE PLATFORM: ADMINISTRATION AND SECURITY (BOE310) – 2 DAYS

This course prepares students to perform key administrative tasks in SAP BusinessObjects Business Intelligence platform to manage users, groups, and objects, and to distribute contents to users. ILT

SAP BUSINESSOBJECTS BUSINESS INTELLIGENCE PLATFORM: ADMINISTERING SERVERS (WINDOWS) (BOE320) – 3 DAYS

This course teaches students how to perform common server management and administrative tasks in SAP BusinessObjects Business Intelligence platform.

SAP BUSINESSOBJECTS INFORMATION DESIGN TOOL (BOID10) – 5 DAYS

This course is designed to give the student the comprehensive skills and in-depth knowledge needed to create SAP BusinessObjects universes using the SAP BusinessObjects Information Design Tool.

SAP WEB INTELLIGENCE: REPORT DESIGN I (BOW310) – 2 DAYS

This course teaches the comprehensive skills and in-depth knowledge needed to access, analyze and share data using SAP BusinessObjects BI launch pad and SAP BusinessObjects Web Intelligence.

SAP BUSINESSOBJECTS WEB INTELLIGENCE: ADVANCED REPORT DESIGN (BOW320) – 2 DAYS

Students will gain the comprehensive skills and in-depth knowledge needed to apply alternative query and reporting techniques when creating complex Web Intelligence documents.

SAP INTRODUCTION TO SAP BUSINESSOBJECTS BI SOLUTIONS (SAPBI) – 3 DAYS

Students will learn about the use cases and get an overview of basic functions of the most important BusinessObjects reporting tools.

SAP BUSINESS PLANNING AND CONSOLIDATION (BPC420) – 5 DAYS

This course will prepare students to set up and manage an SAP Business Planning and Consolidation environment as application administrator.

SAP BUSINESS PLANNING AND CONSOLIDATION: REPORTING AND PLANNING (BPC430) – 5 DAYS

Students of this class will learn all of the key reporting skills and some planning

skills that apply to both the SAP Business Planning and Consolidation, version for SAP NetWeaver and version for the Microsoft platform.

SAP DATA SERVICES - PLATFORM AND TRANSFORMS (DS10) – 3 DAYS

Students will define Data Services and Source and Target Connections; trace, validate and debug data services jobs; use Data Services Transforms; Implement Change Data Capture in Data Services.

SAP BUSINESSOBJECTS DASHBOARDS 4.1 (BOX310) – 3 DAYS

In this course, students are enabled to transform Excel workbooks into captivating dashboards for executives and business users.

SAP ABAP OBJECTS (BC401) – 5 DAYS

Students will strengthen their ABAP skills by gaining a full understanding of the use of object-oriented programming techniques, and how to apply them practically in ABAP applications.

SAP OVERVIEW (SAP01) – 3 DAYS

This course provides an overview on SAP applications and components.

SAP FINANCIALS (SAPFIN) – 2 DAYS

Students will learn the key functional areas of the SAP ERP Financials solution.

SAP PRODUCTION PLANNING IN ERP FOR FUNCTIONAL CONSULTANT (SCM241) – 5 DAYS

Students will gain detailed working knowledge of Demand Management (DM), Materials Requirement Planning (MRP), Master Production Scheduling (MPS) and demonstrate how to configure MRP in SAP ERP.

SAP SALES PROCESSING IN SAP ERP (SCM605) – 5 DAYS

Students will learn detailed knowledge about customizing of sales processes and basic functions.

SAP BUSINESS PROCESSES IN PLANT MAINTENANCE (PLM300) – 5 DAYS

Students will learn the maintenance and repair business processes within SAP ERP. This foundation knowledge is mandatory in order to have the confidence to complete the subsequent configuration courses.

SAP PROCESSES IN PROCUREMENT (SCM500) – 5 DAYS

This course will give the student the fundamental knowledge and a comprehensive overview of the processes in procurement in SAP.

SAP WAREHOUSE MANAGEMENT (SCM630) – 5 DAYS

Students will learn to set up organizational structures in Warehouse Management, configure control of pick, putaway, and stock transfer activities at master data and customizing level, and integrate Warehouse Management into other logistics applications in SAP ERP.

SAP ASSET ACCOUNTING (AC305) – 5 DAYS

This course gives you a thorough overview of the SAP ERP asset accounting offering. You will learn how to configure asset accounting, manage asset master data, and perform day to day and periodic asset transactions. The course focuses on the accounts solution for parallel accounting.

SAP BASICS OF CUSTOMIZING FOR FINANCIAL ACCOUNTING: GENERAL LEDGER, ACCOUNTS RECEIVABLE, ACCOUNTS PAYABLE (AC200) – 5 DAYS

This course is the essential prerequisite for most follow on training in financial accounting. This course provides the mandatory foundation knowledge required in order to understand and configure business processes for the SAP ERP application financials module in the areas of general ledger, accounts payable, and accounts receivable accounting.

SAP MAINTENANCE PROCESSING: OPERATIONAL FUNCTIONS (PLM315) – 3 DAYS

In this course, students will learn to to make all the basic customizing settings for maintenance processing.

SAP BUSINESS PROCESSES IN HCM PAYROLL (HR110) – 2 DAYS

This course provides the mandatory foundation knowledge required for processing payroll transactions in SAP HCM. You will learn how to automate your payroll process and complete financial postings.

SAP SALES PROCESSING IN SAP ERP (SCM605) – 5 DAYS

This course is ideal for persons requiring detailed knowledge about customizing of sales processes and basic functions.

SAP PRICING IN SALES AND DISTRIBUTION (SCM620) – 3 DAYS

Students will learn to successfully set up functions and customizing settings for pricing in Sales and Distribution within SAP ERP.

SAP INVENTORY MANAGEMENT AND PHYSICAL INVENTORY (SCM510) – 5 DAYS

This course will give you a comprehensive overview and in depth knowledge of the inventory management process in SAP.

SAP HANA - INTRODUCTION (HA100) – 2 DAYS

The student will get an overview of SAP HANA SPS09 and in-memory computing.

SAP HANA - OPERATIONS & ADMINISTRATION (HA200) – 5 DAYS

The course covers the most important tasks for the daily work of an SAP HANA system administrator.

SAP HANA - IMPLEMENTATION AND MODELING (HA300) – 3 DAYS

This course teaches how to optimize reporting performance using SAP HANA and builds on the introduction provided in the HA100 course, and deals with more advanced modeling and structuring techniques.

SAP HANA - DATA PROVISIONING (HA350) – 2 DAYS

Students will learn the essential techniques and tools of data provisioning and

data transformation for SAP HANA and identify the most effective data provisioning solutions for an SAP HANA project.

SAP ABAP PROGRAMMING FOR SAP HANA (HA400) – 3 DAYS

This course will prepare the student to develop and optimize ABAP applications that access data stored in the SAP HANA Database.

SAP HANA MONITORING AND PERFORMANCE ANALYSIS (HA215) – 2 DAYS

In this course you will learn how to analyze performance problems, models and statement on your SAP HANA System and manage the workload in order to secure the healthy operations of your SAP HANA system.

AUTHORIZATION, SECURITY AND SCENARIOS (HA240) – 2 DAYS

This training course is focusing on the authorization, security and integrated scenarios for SAP HANA, release HANA 1.0 SPS12 and also HANA 2.0 SPS00.

SAP AS ABAP - ADMINISTRATION (ADM100) – 5 DAYS

This course teaches the many different tasks encountered by those technically responsible for SAP systems based on SAP NetWeaver Application Server ABAP (“AS ABAP”).

SAP ABAP WORKBENCH FOUNDATIONS (BC400) – 5 DAYS

Students will gain a detailed knowledge of the fundamental concepts of ABAP, and learn how to comfortably and efficiently work with the ABAP Workbench tools, in order to undertake custom developments with confidence.

SAP PROCESS INTEGRATION (BIT400) – 5 DAYS

Students will gain knowledge in configuring SAP Process Integration and learn how to implement different integration scenarios with SAP and non-SAP applications.

SAP INTRODUCTION TO PROGRAMMING WITH ABAP (BC100) – 2 DAYS

Students will learn simple ABAP code and be able to trace the flow of a program and troubleshoot simple problems.

SAP FIORI – FOUNDATION (UX100) – 3 DAYS

This course provides participants with an overview of Fiori Design Principles,

usage, Fiori LPD to cover personalization and end user feedback, and other topics such as application, application categories, and intent based navigation, and semantic objects.

SAP BW - ENTERPRISE DATA WAREHOUSING (BW310) – 5 DAYS

Students will gain SAP NetWeaver Business Warehouse knowledge necessary for successful implementation and administration within a heterogeneous SAP NetWeaver BW system landscape. The knowledge the student will acquire will form the basis for more advanced courses in the BW curriculum.

SAP SUCCESSFACTORS EMPLOYEE CENTRAL ACADEMY (THR81) – 10 DAYS

This course teaches the basic configurations necessary in SuccessFactors Employee Central.

SAP NETWEAVER INTEGRATION TECHNOLOGY OVERVIEW (BIT100) – 3 DAYS

Students will gain knowledge about the different SAP integration technology components and identify the technical communications modes and processes.

SAP LUMIRA 1.0 (BOL201) – 1 DAY

In this course, students will learn how to create stunning and interactive visualizations by choosing a rich library of visualization types, ranging from scatter plots, heat and geo maps to tag clouds, box plots and network charts.

SAP PROCESS CONTROL 10.1 IMPLEMENTATION AND CONFIGURATION (GRC330) – 5 DAYS

This course offers hands on configuration and implementation of SAP Process Control 10.1, as well as important concepts you will need to know in order to prepare for implementation and ongoing prevention of process risk.

SAP AGILE PROJECT DELIVERY (ACT200) – 2 DAYS

Students will learn about the SAP Activate methodology in agile implementation techniques in SAP projects.

SAP ARIBA PROCUREMENT: BUYING (AR510) – 2 DAYS

This course covers all of the functions of SAP Ariba Buying related to the creation

of requisitions, the issuing of purchase orders, and receiving against purchase orders. The training material discusses the business processes automated by SAP Ariba Buying, and explains how to use each feature.

SAP INTRODUCTION TO SAP SUCCESSFACTORS ACADEMY (THR80)– 5 DAYS

This course teaches implementation consultants, implementation partners, and support representatives basic configurations necessary in the Introduction to SAP SuccessFactors Academy.

Salesforce TRAINING

ADMINISTRATION ESSENTIALS FOR NEW ADMINS (ADM201) – 5 DAYS

This course for new administrators is the core training that ensures success with Salesforce. It is recommended before starting a Salesforce deployment or when taking over an existing deployment.

ADMINISTRATION ESSENTIALS FOR NEW ADMINS (PROFESSIONAL EDITION) (ADM202) – 2 DAYS

This course will focus on the features and tools needed to manage Salesforce Professional Edition implementation.

ADMINISTRATION ESSENTIALS FOR EXPERIENCED ADMINS (ADM211) – 4 DAYS

This course is for administrators who are ready to significantly ramp up their skills and knowledge about using Salesforce to solve their most pressing business needs.

PREPARING FOR YOUR SALESFORCE ADMINISTRATOR CERTIFICATION (CRT101) – 1 DAY

By covering the details around the exam objectives, this course will help hone problem-solving skills and reinforce knowledge of key topics in preparation for the certification exam.

SALES CLOUD ADMINISTRATION: PRODUCTS, QUOTES, ORDERS AND COLLABORATIVE FORECASTS (ADM251) – 1 DAY

This course will teach administrators how to set up products, price books, quotes, and orders to streamline their processes.

SERVICE CLOUD ADMINISTRATION (ADM261) – 2 DAY

This course will teach how to configure Salesforce Knowledge, set up service contracts with milestones and entitlements, create the Console for Service application, configure the SoftPhone using Open CTI, and set up Live Agent.

GET STARTED WITH COMMUNITIES (ADM271) – HALF DAY

This course teaches how to enable communities in an organization, create communities for partner and customers, add members to these communities, and gauge participation.

SALESFORCE ADMINISTRATION ESSENTIALS FOR NEW ADMINS IN LIGHTNING EXPERIENCE (ADX201) – 5 DAYS

This course is the core training that ensures your success with Salesforce Lightning. It's a must for new administrators, and we recommend completing this course before starting a Salesforce deployment or when taking over an existing deployment.

DEVELOPERS

INTRODUCTION TO OBJECT-ORIENTED PROGRAMMING WITH APEX CODE (ADM231) – 5 DAYS

This course will teach learn the basics of implementing business logic using Apex, the primary programming language of the Salesforce platform.

LIGHTNING COMPONENTS IMPLEMENTATION FOR PLATFORM DEVELOPERS (DEV460) – 1 DAYS

Students will learn how to develop responsive applications using the Lightning Component Framework.

PROGRAMMATIC DEVELOPMENT USING APEX AND VISUALFORCE (DEV450) – 5 DAYS

In this course, students will learn the core of the Apex programming language and Visualforce markup in order to customize Force.com applications.

PROGRAMMING LIGHTNING COMPONENTS (DEV-601) – 5 DAYS

Students learn how to program Lightning Components with markup, Javascript, CSS, Apex, and the Salesforce Lightning Design System.

INTEGRATING WITH FORCE.COM (DEV502) – 4 DAYS

This course introduces the major integration mechanisms available on the Force.com platform, such as the APIs and the built-in declarative functionalities.

DECLARATIVE DEVELOPMENT FOR PLATFORM APP BUILDERS (DEV402) – 5 DAYS

Master Salesforce's suite of click-not-code options for developing valuable apps and functionality over five days of guided scenarios, lectures, and discussion. Build your knowledge of app deployment, automation tools, security & more!

END USERS

WORKING WITH DATA AND DASHBOARDS IN WAVE ANALYTICS (ANC-301) – 1 DAY

Students will learn how to set up users in Wave, load and transform Salesforce and external data in Wave with JSON metadata files, and configure data security with apps and row-level security.

REPORTING FUNDAMENTALS (RPT101) – 1 DAY

This course covers Salesforce's existing reports as well as the Salesforce reporting toolset, designed to help customize existing reports and create new reports.

SALESFORCE REPORTING FUNDAMENTALS IN LIGHTNING EXPERIENCE (RPX101)

This course will teach you how to customize existing reports as well as use the Salesforce reporting toolset to create your own reports.

SALES CLOUD TRAINING FOR SALES REPS (SLS101) – 1 DAY

This course teaches how to use the Sales Cloud to track prospective clients, manage accounts and opportunities, manage their workflow, communicate with clients, and run reports.

SALES CLOUD TRAINING FOR SALES REPS USING LIGHTNING (SLX-101) – 1 DAY

Sales Reps will learn how to use the Sales Cloud to track prospective clients, manage accounts and opportunities, manage their workflow, communicate with clients, and run reports using the Lightning Experience. ILT

SALESFORCE SALES CLOUD TRAINING FOR SALES MANAGERS IN LIGHTNING EXPERIENCE (SLX201) – 1 DAY

In this course, you will discuss best practices and gain hands-on experience running sales reports, forecasting with real-time data, tracking quota attainment, and using productivity tools to successfully manage sales teams.

SALES CLOUD TRAINING FOR SALES MANAGERS (SLS201) – 1 DAY

This course teaches Sales Managers how to analyze and improve sales processes from lead assignment to deal closure.

SERVICE CLOUD ESSENTIALS FOR AGENTS (SVC101) – 2 DAYS

In this course, support agents will gain hands-on experience using Service Cloud to share knowledge with each other and with customers.

SERVICE CLOUD ESSENTIALS FOR MANAGERS (SVC201) – 2 DAYS

In this course, support managers will gain hands-on experience overseeing the deployment of the Service Cloud to facilitate collaboration among agents and customers.

MOBILE AND DESKTOP EXPLORATION IN WAVE ANALYTICS (ANC101) – 1 DAY

This course teaches how to explore data through lenses and interactive dashboards from a desktop or mobile device, and how to share insights in Chatter or email.

EMAIL ESSENTIALS (EEB101) – 3 DAYS

In this course, email marketers will gain hands-on experience on creating emails, sending and tracking results, managing subscriber data, segmenting data to deliver targeted, relevant messages and discover automation tools that allow them to automate campaigns and daily tasks.

SALESFORCE CONTENT BUILDER ESSENTIALS FOR THE DIGITAL MARKETER (EML101) – 1 DAY

In this interactive course, email marketers will gain hands-on experience creating relevant emails based on subscriber data and learn how to use enhanced functionality in Email Studio to test and send emails.

JOURNEY BUILDER 101 (JB101) – 1 DAY

This course teaches the fundamentals of setting up a customer journey within the Marketing Cloud.

MOBILE MESSAGES 101 (MBC101) – 1 DAY

This comprehensive and hands-on course is the core training that ensures success with Marketing Cloud MobileConnect and MobilePush products.

SALESFORCE MARKETING CLOUD CONNECT ESSENTIALS (MCC201) – 4 DAY

This course is designed to give students in-depth knowledge of the functionality available when you connect your Salesforce org to your Marketing Cloud account.

IMPLEMENTATION EXPERTS

WHAT'S POSSIBLE: SALESFORCE FUNDAMENTALS (STR101) – 3 DAYS

This course provides the information to enable students to effectively engage with business stakeholders. The course walks through a series of typical business challenges to provide the background to solve specific business needs.

GET STARTED WITH SALESFORCE AND THE NONPROFIT STARTER PACK (NPO101) – 2 DAYS

This course teaches how the Salesforce Foundation's Nonprofit Starter Pack

(NPSP) can help keep better track of contacts, maximize donations, and even import existing donor data.

IMPLEMENTING A REPORTING STRATEGY FOR THE SALES CLOUD (STR301) – 3 DAYS

This course teaches the tools to analyze key sales metrics, including lead generation, pipeline and trends, closed business, and sales team performance.

PREPARING FOR YOUR SALESFORCE.COM SALES CLOUD CONSULTANT CERTIFICATION (CRT251) – 1 DAY

This course provides an overview of the exam objectives to help focus efforts to prepare for the Salesforce Sales Cloud Consultant Certification exam.

PREPARING FOR YOUR SALESFORCE SERVICE CLOUD CONSULTANT CERTIFICATION (CRT261) – 1 DAY

This course provides an overview of the exam objectives to help focus efforts to prepare for the Salesforce Service Cloud Consultant Certification exam.

BUILDING LENSES, DASHBOARDS AND APPS IN WAVE ANALYTICS (ANC201) – 1 DAY

In this course, support agents will gain hands-on experience using Service Cloud to share knowledge with each other and with customers.

SALESFORCE IMPLEMENTING FIELD SERVICE LIGHTNING (FSL201) – 3 DAYS

In this hands-on course, you will learn about Field Service Lightning components and even have the opportunity to implement Field Service Lightning for AW Computing, our fictitious company.

SALESFORCE ESSENTIALS OF PARDOT FOR DIGITAL MARKETERS (PDT101) – 5 DAYS

This course will show you how to effectively design, build, and implement marketing workflows, as well as use Pardot-generated reports to make data-driven decisions.

DATA CENTER VIRTUALIZATION

VMWARE VSPHERE: INSTALL, CONFIGURE, MANAGE (V6.5) (V6.0) (V5.5) – 5 DAYS

This course focuses on installing, configuring, and managing vSphere, which includes ESXi and vCenter Server. This course prepares the student to administer a vSphere infrastructure for an organization of any size. It is the foundation for most other VMware technologies in the software-defined data center.

VMWARE VSPHERE: WHAT'S NEW (V6.5 TO V5.5) – 3 DAYS

Students will explore the new features and enhancements in VMware vCenter Server 6.5 and VMware ESXi 6.5. Real-world use case deployment scenarios, hands-on lab exercises, and lectures will teach the skills needed to effectively implement and configure VMware vSphere 6.5. This class is recommended for customers who want to deploy vSphere 6.5 into their existing vSphere environment.

VMWARE VSPHERE: OPTIMIZE AND SCALE (V6.5) (V6.0) (V5.5) – 5 DAYS

This course teaches experienced VMware vSphere users advanced skills for configuring and optimizing the vSphere features that build a foundation for a truly scalable infrastructure and discusses when and where these features have the greatest effect.

VMWARE VSPHERE: FAST TRACK (V5.5) (V6.0) (V6.5) – 5 DAYS

This intensive, extended-hours course combines instructor training with hands-on labs to focus on how to install, configure, manage, and troubleshoot VMware vSphere, including VMware ESXi and VMware vCenter Server.

VMWARE VSPHERE: INSTALL, CONFIGURE, MANAGE PLUS VIRTUAL SAN FAST TRACK (V6.5) (V6.0) – 5 DAYS

This extended-hours course combines the content of our best-selling VMware vSphere: Install, Configure, Manage course with deploying and managing a software-defined storage solution with VMware Virtual SAN 6.2.

VMWARE SECURITY OPERATIONS FOR THE SOFTWARE-DEFINED DATA CENTER – 5 DAYS

Students will learn how to use the VMware Software-Defined Data Center (SDDC) product portfolio and tools to better manage administrator access, harden the VMware vSphere environment, and secure data at rest and in motion.

VMWARE VSPHERE DESIGN WORKSHOP (V6.5) (V5.5) – 3 DAYS

The goal of this course is to equip consulting professionals with the knowledge, skills, and abilities to achieve competence in designing a VMware vSphere virtual infrastructure.

VMWARE VSPHERE: SKILLS FOR OPERATORS (V6.0) (V5.5) – 2 DAYS

This course is designed to help operators and administrators who create and manage virtual machines. By combining lecture and hands-on labs the course will help students gain the skills required to work effectively with VMware virtual machines.

VMWARE VSPHERE: TROUBLESHOOTING WORKSHOP (V6.5) (V6.0) (V5.5) – 5 DAYS

This hands-on training workshop provides students with the advanced knowledge, skills, and abilities to achieve competence in troubleshooting the VMware vSphere environment.

VMWARE VSPHERE: DESIGN & DEPLOY FAST TRACK V6.0 – 5 DAYS

This course equips you with the knowledge, skills, & abilities to design & deploy a VMware vSphere® 6.0 virtual infrastructure. You follow an approach to design & deploy a virtualization solution that is available, scalable, manageable, & secure.

VMWARE VCENTER SITE RECOVERY MANAGER: INSTALL, CONFIGURE, MANAGE (6.1) (V5.8) – 2 DAYS

This hands-on training course equips experienced VMware vSphere administrators with the knowledge to install, configure, and manage VMware vCenter Site Recovery Manager and equips administrators with the knowledge to assist in writing and testing disaster recovery plans. ILT

VMWARE SAN: DEPLOY AND MANAGE (V6.6) (V6.2) (V5.5) – 3 DAYS

This training course focuses on deploying and managing a software-defined storage solution with VMware Virtual SAN. This course looks at how Virtual SAN is used as an important component in the VMware software-defined data center (SDDC).

VMWARE VSPHERE: INSTALL, CONFIGURE AND MANAGE PLUS OPTIMIZE AND SCALE FAST TRACK (V6.5) (V6.0) – 5 DAYS

This intensive, extended-hours and hands-on lab training course focuses on installing, configuring, managing and mastering VMware vSphere®, including VMware ESXi™ and VMware vCenter™.

VMWARE VSPHERE: OPTIMIZE AND SCALE PLUS TROUBLESHOOTING FAST TRACK (V6.5) (V6.0) – 5 DAYS

This extended hours course is a blend of the vSphere: Optimize & Scale and vSphere Troubleshooting classes. It brings the best of each of these courses into a single unique offering that equips experienced VMware administrators with advanced VMware knowledge.

DESKTOP & MOBILITY

VMWARE HORIZON 7: INSTALL, CONFIGURE, MANAGE – 5 DAYS

This course gives students the skills to deliver virtual desktops and applications through a single virtual desktop infrastructure (VDI) platform. This course teaches you how to configure and deploy pools of virtual machines, how to manage access and security of the machines, and how to provide a customized desktop environment to end users.

VMWARE HORIZON (WITH VIEW): INSTALL, CONFIGURE, MANAGE (V6.2) – 4 DAYS

This hands-on training course builds students skills in installing, configuring, and managing the Horizon View component of VMware Horizon.

VMWARE HORIZON 7: TROUBLESHOOTING AND PERFORMANCE OPTIMIZATION (V7.0) – 5 DAYS

During this course, students will gain the advanced knowledge, skills, methodology, and abilities to achieve competence in troubleshooting the View component of VMware Horizon 7.

VMWARE HORIZON 7: DESIGN WORKSHOP [V7] – 3 DAYS

This course presents a methodology for designing a VMware Horizon solution. The design methodology includes recommendations for the type of information and data that must be gathered and analyzed to make sound design decisions for client systems, desktop options, VMware vSphere infrastructure, and VMware Horizon components.

VMWARE HORIZON 7: INSTALL, CONFIGURE, MANAGE PLUS APP VOLUMES FAST TRACK [V7] – 5 DAYS

This intensive extended-hours course gives you the skills to deliver virtual desktops and applications through a single virtual desktop infrastructure platform. You will learn how to configure and deploy pools of virtual machines and how to manage access and security of the machines. You will also gain skills in

application management using VMware App Volumes and VMware User Environment Manager.

VMWARE HORIZON: DESIGN AND DEPLOY (V6.0) – 5 DAYS

This course presents a methodology for designing and deploying a VMware Horizon solution. During this class, students apply new knowledge by working with other students to design and deploy a Horizon solution for a real-world project.

VMWARE WORKSPACE ONE: DEPLOY AND MANAGE – 4 DAYS

Students will gain the necessary skills to effectively implement Workspace ONE to manage digital workspaces across all devices and empower employees with conditional access to the applications and content that they need.

VMWARE APPLICATION VIRTUALIZATION WITH VMWARE THINAPP (V5.0) – 1 DAY

This course will provide applications-oriented administrators with the knowledge and skills to virtualize Windows applications with VMware ThinApp, modify the Package.ini parameters to handle special circumstances, and choose the best deployment and updating processes for their environment.

VMWARE AIRWATCH: BOOTCAMP – 4 DAYS

This extended hours course is a combination of the VMware AirWatch: Configure and Manage course and the VMware AirWatch: Configure and Deploy Integrated Solutions course. Students will learn foundational skills needed as well as advanced operations, how to enable containerized applications, deploy and manage corporate email, and integrate VMware AirWatch with your enterprise resources.

VMWARE AIRWATCH: CONFIGURE AND MANAGE – 2 DAYS

Students will gain a comprehensive view of all AirWatch Enterprise Mobility Management solutions and key device platforms, as well as an overview of VMware AirWatch architecture. This course provides the foundational skills necessary to manage the VMware AirWatch platform.

VMWARE AIRWATCH: CONFIGURE AND DEPLOY INTEGRATED SOLUTIONS – 2 DAYS

This course will provide students with the skills required to configure and provision VMware AirWatch cloud deployments. It will cover the enablement of containerized applications, deployment and management of corporate email, and integration with enterprise resources. You will access hands-on labs and learn best practices for mobile deployment, with a focus on how to deploy and manage VMware AirWatch applications.

VMWARE AIRWATCH: INSTALL AND DEPLOY ON PREMISES SOLUTIONS – 1 DAY

This one-day course is designed to equip you with the skills to install, configure, and upgrade an on-premise VMware AirWatch® server.

VMWARE IDENTITY MANAGER: DEPLOY AND MANAGE WITH AIRWATCH – 2 DAY

This course focuses on the basic skills students need to effectively implement VMware Identity Manager. The course includes a hands-on component in which students will install and implement an instance of VMware Identity Manager, gaining the skills to effectively integrate this tool with an existing VMware AirWatch® environment.

VMWARE HORIZON 7: SKILLS FOR PUBLIC SECTOR ADMINISTRATORS [V7] – 5 DAYS

You will learn how to use App Volumes to deliver applications and data to desktops and users in seconds and how to manage application lifecycles from installation to update and replacement. You will also learn how to use User Environment Manager to provide personalization and dynamic policy configuration across virtual, physical, and cloud-based environments to simplify end-user profile management.

VMWARE APP VOLUMES: APPLICATION AND USER PROFILE MANAGEMENT (V2.X) – 3 DAYS

Students will learn how to use App Volumes to deliver applications and data to desktops and users in seconds and at scale; gain skills in managing application lifecycles from installation to update and replacement; learn how to use User Environment Manager to provide personalization and dynamic policy configuration across virtual, physical, and cloud-based environments to simplify end-user profile management.

VMWARE MIRAGE (V5.0) AND HORIZON WITH VIEW (V6.0): FAST TRACK – 5 DAYS

This extended-hours, hands-on training course provides students with skills that they need to deploy a unified image management system using VMware Mirage as well as installing, configuring, and managing the VMware Horizon View component of VMware Horizon.

VMWARE MIRAGE: INSTALL, CONFIGURE, MANAGE (V5.0) – 3 DAYS

This hands-on training course provides students with skills that they need to deploy a unified image management system using VMware Mirage™. After installing Mirage 5.0, students learn how to configure security, manage images, perform a Windows migration, set up endpoint protection, and perform various management functions.

CLOUD MANAGEMENT

VMWARE VCENTER CONFIGURATION MANAGER: INSTALL, CONFIGURE, MANAGE (V5.7) – 3 DAYS

This course provides students with the knowledge and skills to install and configure vCenter Configuration Manager, navigate the user interface, manage compliance, and perform administrative and configuration tasks against your infrastructure.

VCLLOUD DIRECTOR: INSTALL, CONFIGURE, MANAGE (V8.2) (V8.1) (5.5) – 5 DAYS

This course focuses on designing, installing, configuring, and managing VMware vCloud Director for service providers. This course also covers interfacing vCloud Director with other systems through the use of various APIs.

VMWARE VCLLOUD NETWORKING & SECURITY FOR VSPHERE PROFESSIONALS (V5.5) – 3 DAYS

This course focuses on installing, configuring, and managing VMware vCloud Networking and Security for the VMware vSphere professional.

VMWARE CLOUD ORCHESTRATION AND EXTENSIBILITY (V7.1) – 5 DAYS

This course focuses on extensibility and advanced administration through the use of vRealize Orchestrator workflows in vRealize Automation.

VMWARE VREALIZE AUTOMATION: INSTALL, CONFIGURE, MANAGE (V7.3) (V7.0) (V6.2) – 5 DAYS

This training course focuses on installing, configuring, and managing VMware vRealize Automation. This course covers the configuration and use of the vRealize Automation platform, including self-service provisioning and the creation of multivendor cloud services.

VMWARE VREALIZE OPERATIONS: INSTALL, CONFIGURE, MANAGE [V6.6] – 5 DAYS

This course is designed for experienced VMware vSphere users and teaches you how to use VMware vRealize Operations as a forensic and predictive tool.

VMWARE VREALIZE OPERATIONS MANAGER: INSTALL, CONFIGURE, MANAGE (V6.6) (V6.2) (V6.0) – 5 DAYS

This course is designed for experienced VMware vSphere users and teaches how to use VMware vRealize Operations Manager as a forensic and predictive tool.

VMWARE CLOUD AUTOMATION: DESIGN AND DEPLOY [V7.1] – 5 DAYS

This course focuses on designing and deploying an enterprise cloud by using a distributed architecture deployment of VMware vRealize Automation.

DATA CENTER AUTOMATION WITH VREALIZE ORCHESTRATOR AND VSPHERE POWERCLI – 5 DAYS

This course teaches experienced VMware vSphere administrators how to use the powerful automation tools that all vSphere customers have access to. Using real-world use cases and examples, students will learn how to automate day-to-day administration tasks with VMware vSphere PowerCLI and VMware vRealize Orchestrator.

NETWORK VIRTUALIZATION

VMWARE NSX FOR INTERNETWORKING EXPERTS FAST TRACK (V6.2) (V6.1) (V6.0)– 5 DAYS

This fast-paced course is designed for advanced Cisco network administrators who want a comprehensive understanding of how to use the power of the NSX network virtualization and security platform and covers NSX as a part of the software-defined data center, implementation, use cases, features, and functionality operating at layer 2 through layer 7 of the OSI model.

VMWARE NSX: TROUBLESHOOTING AND OPERATIONS (V6.3) (V6.2) – 4 DAYS

This course prepares attendees to troubleshoot and operate a VMware NSX deployment. Students learn how to isolate problems and identify resolutions through a systematic process.

VMWARE NSX: INSTALL, CONFIGURE, MANAGE (V6.2) (V6.1) (V6.0) – 5 DAYS

This comprehensive, fast-paced training course focuses on installing, configuring, and managing VMware NSX.

VMWARE NSX: DESIGN AND DEPLOY (V6.2) – 5 DAYS

This course prepares students to lead VMware NSX design and deployment projects by providing an understanding of general design processes and frameworks. Students look at the design and deployment considerations for network virtualization as part of an overall software-defined data center design.

VMWARE NSX: INSTALL, CONFIGURE, MANAGE PLUS TROUBLESHOOTING & OPERATIONS FAST TRACK [V6.2] – 5 DAYS

This intensive five-day, extended-hours course focuses on installing, configuring, and managing VMware NSX, details logical routing to enable you to dynamically route between different virtual environments, logical switching to virtualize your switching environment, and how to use gateway services, firewall configurations, and security services to help secure and optimize your VMware NSX environment.