I have received a copy of the Career Development Solutions Catalog which contains the rules, regulations, course completion requirements and costs for the specific course in which I am interested.

I am aware that I am not responsible for the tuition cost of my training program which is covered by the State or Federal agency that has contracted with Career Development Solutions to pay for the cost of my program.

eCourseware

Career Development Solutions is committed to doing our part to conserve the environment and provide our students with the most technologically advanced "Best Practices" in IT training.

With this in mind, our students will have the benefit of utilizing electronic courseware.

With eCourseware, you'll be able to:

- Access course material on-the-go from your home or office
- Courseware can be stored in the cloud, on a flash or thumb drive, so there is no need to tote around heavy books
- Ability to annotate or take notes directly in the eCourseware for future reference
- Download course content to hand-held and other personal electronic devices
- Interactive multimedia functions let you search through text to quickly find topics and answers

Print Name: _____

Signature: _____

Career Consultant _____

Date: _____

Career Development Solutions Catalog 1/1/2026-12/31/2026

Effective 1/1/2026

Volume Revised 2/26/2026

Career Development Solutions

Powered by QuickStart Academy, Inc.

Delivered at the Following Locations:

Anaheim	Burbank
Administrative Campus	**Branch Campus**
333 City Boulevard West,	333 N. Glenoaks Blvd.,
17th Floor	Suite 400
Orange, California 92868	Burbank, CA 91502
(714) 221-3100	**(818) 333-4600**
BPPE # 3012321	BPPE # 1926221

San Diego
Branch Campus
10620 Treena Street,
Suite 230
San Diego, California 92131
(858) 880-2200
BPPE # 29965875

Website
www.careerdevelopmentsolutions.com

All courses are also available online

Contents

Revised 07/30/2025

Career Development Solutions has grown to become a leader in computer software and hardware instruction.
Courses offered include PC software applications, networking, operating systems, graphics, internetworking, hardware and client/server programming along with Project Management and Six Sigma.

Career Development Solutions provides a first rate, quality education, to students entering the Information Systems field for the first time, as well as supplementing the existing knowledge of experienced users. Our goal is to provide the student with a foundation of working knowledge that will allow them to be a success in the workplace.

HISTORY

New Horizons Computer Learning Centers, Inc. was founded in 1982, and in 2007 KML Enterprises Career Development acquired the Greater Los Angeles and Orange County franchise of Centers.
In August 2009, Riverside and San Bernardino Counties joined the KML family. Just 4 months later San Diego and Imperial County centers came on board.
In 2015, the growth, success and excitement continued, first with a name change to New Horizons Career Development Solutions and then with the acquisition of the Tucson and Sierra Vista Arizona franchise.
In August 2016, Sacramento, Reno, and Las Vegas franchises joined our team. Most recently, in October of 2017 we added our Salt Lake City franchise and in 2023, our name offically changed to Career Development Solutions.
Our growth from a one-room classroom in 1982 to 10 centers in four states: Arizona, California, Utah is a direct result of our determination and commitment to "Empower People to Succeed through Learning".
In December 2024, Career Development Solutions was acquired by QuickStart Academy, Inc., providing us with an enhanced infrastructure that can further support our students' journeys.

MISSION STATEMENT

Due to the ever-increasing need for well-trained and skilled computer professionals, Career Development Solutions develops and effectively delivers well-structured courses where the focus is on increasing the student's growth opportunities by making them more employable and increasing opportunities for career advancement. Career Development Solutions maintains awareness of the Information Technology (IT) market demands, through relationships with corporate employers. Students are equipped with cutting-edge, specialized, and marketable skills. Career Development Solutions is committed to maintaining its position as a worldwide industry leader in providing quality training.

Career Development Solutions provides a cost-effective, compelling education solution for those wanting a career change or enhancement in, Project Management, Business Skills and Information Technology (IT) industries. If you have a strong desire to make a career change, or if you are looking to upgrade your career prospects by pursuing a certification in IT, Business Skills or Project Management, Career Development Solutions can help.

Career Development Solutions is a private institution, it is approved to operate by the Bureau Of Private Post Secondary Education (BPPE), and that approval to operate means compliance with state standards as set forth in the CEC and 5, CCR.

WHY CAREER DEVELOPMENT SOLUTIONS?

If you are looking to upgrade your skills or begin a career in the Information Technology or Information Management fields, Career Development Solutions can give you the training which businesses are looking to hire. Career Development Solutions offers a complete, simplified learning solution that focuses on knowledge transfer, retention and skills development.

- Career Development Solutions' training programs are based on our corporate clients' hiring needs. With business partners input, we tailor our training programs to the needs of the industry, giving our students a distinct advantage.
- You will be trained and prepared to pass the industry certifications required by employers, setting you apart from the competition.
- Our programs are short and intensive so you can get the critical skills and prepare for the certifications y to help you enter the job market or enhanse your resume.
- Career Development Solutions is part of the world's largest independent training company, offering more courses at more times and in more locations to individuals and businesses than any company in the industry.
- We are the complete solution:
  - o We start with the instructor-led training delivered by vendor-approved instructors.
  - o We give you our Virtual Labs to practice what you've learned.
  - o We provide you with test preparation tools to assist you in preparing for your exams.
  - o We assist you in entering the workforce. Our extensive corporate relationships allow us to design our programs around industry demand. These relationships also open the door for our graduates.

STUDENT SERVICES

At Career Development Solutions, we understand no two people learn the same way. To help you meet your training goals, we provide a comprehensive learning experience to effectively maximize your potential. A Guidance Counselor will assist you assuring your studies are on track and you are preparing properly for your exams.

At completion of your training Career Development Solutions offers placement assistance. Our Placement Specialist works with businesses we train to find job opportunities for our students, It is the student's responsibility to work in conjunction with our team to prepare themselves for employment. Our placement assistance services include a Job Portal which is only available to our students who have completed our program. The jobs listed on the Portal are with companies who have requested to advertise jobs on the Portal. We also conduct job fairs for our completed students with companies who have job openings. Our job fairs are conducted on a supply and demand basis.

Authorized Prometric Testing Center

These centers are available for our students' convenience. Additionally, Pearson Vue tests may be taken atother Pearson Vue Testing Centers locations locally. Career Development Solutions is a Thomson/Prometric Authorized Testing Center which enables students to take Certification tests for Microsoft®, Novell® CISCO®, CIW® and Comptia®. The purchase of test vouchers and registration for exams must be made through the Prometric® website or via telephone at (800) 733-3926.

Class Repeat Privilege

Students may retake courses listed on the public schedule free of charge within 6 months of the original attempt, limited to one retake attempt per class. Students who are retaking classes must use original courseware or may purchase new courseware.

INTEGRATED LEARNING

Career Development Solutions offers a professional learning experience and the flexibility to fit your busy schedule. Career Development Solutions Integrated Learning is a comprehensive approach to learning that guides you through all stages of your learning lifecycle, and allows you to choose convenient delivery methods for your training:

Live Instructor Led Training

- Classroom Learning: traditional instructor-led classroom learning. May be taken at our centers or through distance learning
- Instructor led labs with a hands-on approach to assure students are mastering the technology they are learning
- Our Learn while doing approach increases retention
- Post-assessments track progress and return on investment.
- Certification Exam Preps are included in all programs which train for Industry Recognized Certifications

Hands-On Instructor-Led Training

Our classroom training gives you hands-on training from professional, certified Instructors, who are constantly re-tested and evaluated by every student to keep our quality of instruction at the highest level. Our student to computer ratio is one-to-one.

CCTV Lab

The CCTV lab is great for those who want to focus in areas they need additional support e. Our team of Mentors are available for one on one help for our students . This approach allows you to work with your mentor to strengthen your weaknesses and pay attention to areas for improvement.

To Obtain a Catalog

Individuals interested in obtaining a Career Development Solutions Catalog can visit one of our campuses , or may download our catalog by visiting our website at www.careerdevelopmentsolutions.com refer to our CA Career Development Catalogue at
https://www.careerdevelopmentsolutions.com/career-training-program-catalogs
Individuals can also obtain a catalog by calling us at 714-221-3100 and request a catalog to be mailed to their home address.

Enrollment Requirements

All Classes taught at Career Development Solutions are taught in English. Students enrolling in programs and courses at Career Development Solutions must be proficient in the English language and must possess a Basic knowledge of PC desktop operation or its legal equivalent, or pass the entrance exam with a score of 70% or better. Career Development Solutions Learning Group reserves the right to refuse enrollment of students.

Career Development Solutions does not admit students from other countries. English language services (ESL) are not provided to students

"Programs Eligible for Veteran Educational Benefits"

"Programs that have the U.S. American flag are approved for veteran educational benefits."
These programs are delivered through our Hosted Distance Learning, CCTV modality. **All students (regardless of the funding source)** attending these programs must attend class in our center. Students who are not attending class in our center will be marked absent.
*Chapter 30, 32, 33, 35 and 1606 Students MAY NOT use Mentored Learning Lab Classroom for Educational Clock Hours.

PROGRAM DESCRIPTIONS

MCAS/MOS –with Business Skills
CalJOBS# 52040821000000   CRM ID: P27Socal

General Course Description

Microsoft Office Specialist (MOS) with an emphasis on Business Skills. This credential is a globally recognized standard that validates skills with using the Microsoft Office system.

The MOS credential validates the skills that individuals and organizations depend on. Candidates who successfully complete the program by passing a certification exam prove that they meet globally recognized performance standards and can work productively and efficiently.

Admissions Requirement: See Page 288 "Admissions Process"

Minimum of prior education: Must verify that they have a basic knowledge of PC desktop operation
Minimum graduation requirements: Attendance 80 % Exams passed at 70%
Instruction Mode: Classroom, Online, Hybrid

Prerequisites

Must verify that they have a basic knowledge of PC desktop operation

Acquired Skills

Students will begin with learning basic computer skills along with mastering Microsoft Application Skills of Power Point, Word, Outlook, Excel and Access. Students will also be trained in basic business skills involving communication skills, both written and verbal. Business writing skills including proper business email use. This program works with both Microsoft Office Skills and Professional Skills.

Job Titles (Job Titles related to IT Training stretch Horizontally, they can vastly vary, the list below is a sampling but not limited to)

(SOC) 43-0000 Office and Administrative Support Occupations

Executive Assistant	First-Line Supervisors Managers	Managers of Office and Administrative Support Sales	Receptionists Clerks Shipping and Receiving

Course Information

Hours: 448	Approximately 23 weeks of instruction	
Course		**Hours**
Microsoft Windows Levels One and Two		20
Microsoft Word Levels One, Two and Three		60
Microsoft Excel Levels One, Two and Three		60
Microsoft Power Point Levels One and Two		40

Microsoft Access Levels One, Two and Three	120
Microsoft Outlook Levels One and Two	60
Advanced Interpersonal Communication	22
Business Writing	22
Presentation Skills	22
Time Management or Organizational Skills	22
*One Microsoft Exam Voucher and Exam Prep	
Total charges for Tuition	**$5,835.00**
Courseware	**Courseware Price**
Microsoft Windows Levels One and Two ($20x2)	$40.00
Microsoft Word Levels One, Two and Three ($20x3)	$60.00
Microsoft Excel Levels One, Two and Three ($20x3)	$60.00
Microsoft Power Point Levels One and Two ($20x2)	$40.00
Microsoft Access Levels One, Two and Three ($20x2)	$40.00
Microsoft Outlook Levels One and Two ($20x2)	$40.00
Advanced Interpersonal Communication	$20.00
Business Writing	$20.00
Presentation Skills	$20.00
Total Textbook Cost (required and non-refundable)	**$340.00**
Exam (non-refundable)	**$200.00**
Registration Fee (non-refundable)	**$75.00**
Total charges for a period of attendance	**$6,450.00**
Estimated Total Charges for the Entire Educational Program	**$6,450.00**

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be approved by the Management Team.

MCSA – Microsoft® SQL Database Administrator with Business Intelligence (Entry Level)

CalJOBS# 11080212000000   CRM ID: C11SoCal   iTrain Program Number: 11030117300100   SBY: 3080

General Course Description
Program is designed as an entry level into the Microsoft SQL environment. Students will begin with Access and Crystal Reports training then will take the T-SQL coding along with XML syntax. Students will earn a Database Administration Certification and a Business Intelligence Certification. Business Intelligence uses Analysis, Integration, Data Warehousing and Reporting Services to produce knowledge and company planning.

Admissions Requirement: See Page 288 "Admissions Process"

Minimum of prior education: Basic knowledge of PC desktop operation or equivalence
Minimum graduation requirements: Attendance 80%, Exams passed at 70%
Instruction Mode: Classroom, Online, Hybrid

Prerequisites
A Basic knowledge of PC desktop operation or equivalency is required.

Acquired Skills
Select SQL Server services to support an organization's business needs, plan for source control, unit testing, and deployment to meet an organization's needs. • Evaluate advanced query techniques. • Evaluate advanced XML techniques. Approach database design from a systematic perspective, gather database requirements, and formulate a conceptual design. • Analyze and evaluate a logical database design. • Design a database access strategy. • Design a normalized database, Optimize a database design by demoralizing

Job Titles (Job Titles related to IT Training stretch Horizontally, they can vastly vary, the list below is a sampling but not limited to)
(SOC) 15-1200 Computer Occupations

Database Administrators	Network Systems and Data Communications Analysis	Network and Systems Administrators

Course Information

Hours: 426	Approximately 22 weeks of training	
Course		**Hours**
Microsoft Access Levels One, Two and Three		96
Crystal Reports Levels One and Two		64
Introduction to Programming (No Courseware Included)		56
DP-080 Querying Data with Microsoft Transact SQL		70
Administering a SQL Database Infrastructure		70

Implementing a SQL Data Warehouse	70
*Three Microsoft Exam Vouchers and Exam Prep	
Total charges for courses	**$5,325.00**
Courseware	**Courseware Price**
Microsoft Access Levels One, Two and Three ($20x2)	$40.00
Crystal Reports Levels One and Two ($65x2)	$130.00
Introduction to Programming (No Courseware Included)	$0.00
DP-080 Querying Data with Microsoft Transact SQL	$250.00
Administering a SQL Database Infrastructure	$250.00
Implementing a SQL Data Warehouse	$250.00
Total Textbook Cost (required and non-refundable)	**$920.00**
Exams (non-refundable)	**$675.00**
Registration Fee (non-refundable)	**$75.00**
Total charges for a period of attendance	$6,995.00
Estimated Total Charges for the Entire Educational Program	$6,995.00

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be approved by the Management Team .

EC Council - CEH Certified Ethical Hacker
CalJOBS# 43011611000003   CRM ID: P20SoCal

General Course Description
This class will immerse the student into an interactive environment where they will be shown how to scan, test, hack and secure their own systems. Students then learn how intruders escalate privileges and what steps can be taken to secure a system.

Admissions Requirement: See Page 288 "Admissions Process"

Minimum of prior education: Basic knowledge of PC desktop operation or equivalence
Minimum graduation requirements: Attendance 80%, Exams passed at 70%
Instruction Mode: Classroom, Online, Hybrid

Prerequisites
A Basic knowledge of PC desktop operation or equivalency is required.
Acquired Skills
Students will learn about Intrusion Detection, Policy Creation, Social Engineering, DDoS Attacks, Buffer Overflows and Virus Creation. Students will have hands on understanding and experience in Ethical Hacking.
Job Titles (Job Titles related to IT Training stretch Horizontally, they can vastly vary, the list below is a sampling but not limited to)
(SOC) 15-1200 Computer Occupations

IT Security Specialist   Systems Security Analyst   Network Administrator

Program Information

Hours: 160	Approximately 10 weeks of instruction	
Course		**Hours**
Certified Ethical Hacker		160
*One Exam Voucher and Exam Prep		
Total charges for courses		**$2,870.00**
Courseware		**Courseware Price**
Certified Ethical Hacker		$300.00
Total Textbook Cost (required and non-refundable)		**$300.00**
Exam (non-refundable)		**$750.00**
Registration Fee (non-refundable)		**$75.00**
Total charges for a period of attendance		**$3,995.00**
Estimated Total Charges for the Entire Educational Program		$3,995.00

*It is the student responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers expire. All extension must be approved by the Management Team.

Cisco® Certified Networking Administrator (CCNA)

CalJOBS# 11100112000001   CRM ID: P10SoCal   iTrain Program Number: 11050117300100   SBY: 3030

Certification Cisco CCNA

General Course Description

The Cisco CCNA network associate certification validates the ability to install, configure, operate, and troubleshoot medium-size routed and switched networks, including implementation and verification of connections to remote sites in a WAN. This new curriculum includes basic mitigation of security threats, introduction to wireless networking concepts and terminology, and performance-based skills.

Admissions Requirement: See Page 288 "Admissions Process"

Minimum of prior education: Basic knowledge of PC desktop operation or equivalence
Minimum graduation requirements: Attendance 80%, Exams passed at 70%
Instruction Mode: Classroom, Online, Hybrid

Prerequisites

A Basic knowledge of PC desktop operation or equivalency is required.

Acquired Skills

Students will learn networks function, network components and their functions, TCP/IP networking, addressing and routing, remote access services, LAN/WAN, VPN, Cisco IOS (software language).

Job Titles (Job Titles related to IT Training stretch Horizontally, they can vastly vary, the list below is a sampling but not limited to)

(SOC) 15-1200 Computer Occupations

Network Administrator   Support Engineer   Network Technician   LAN/WAN Administrator

Course Information

Hours: 210	Approximately 12 weeks of instruction	
Course		**Hours**
Implementing and Administering Cisco Solutions (CCNA) 200-301 (CCTV Content)		105
Implementing and Administering Cisco Solutions (CCNA) 200-301		105
*One Cisco Exam Voucher and Exam Prep		
Total charges for courses		**$4,770.00**
Courseware		**Courseware Price**
Implementing and Administering Cisco Solutions (CCNA) 200-301		$500.00
Total Textbook Cost (required and non-refundable)		**$500.00**
Exam (non-refundable)		**$350.00**
Registration Fee (non-refundable)		**$75.00**
Total charges for a period of attendance		**$5,695.00**
Estimated Total Charges for the Entire Educational Program		**$5,695.00**

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be approved by the Management Team

Cisco® Certified Networking Administrator Program (CCNA) with CompTIA - Network+

CalJOBS# 11100112000002   CRM ID: P11Socal   iTrain Program Number: 47010417300100   SBY: 3055
Certification Cisco CCNA, CompTIA Network+

General Course Description CompTIA Network+ validates the knowledge and skills of networking professionals. It is an international, vendor-neutral certification that recognizes a technician's ability to describe the features and functions of networking components and to install, configure and troubleshoot basic networking hardware, protocols and services.

The Cisco CCNA network associate certification validates the ability to install, configure, operate, and troubleshoot medium-size routed and switched networks, including implementation and verification of connections to remote sites in a WAN. This new curriculum includes basic mitigation of security threats, introduction to wireless networking concepts and terminology, and performance-based skills.

Admissions Requirement: See Page 288 "Admissions Process"

Minimum of prior education: Basic knowledge of PC desktop operation or equivalence
Minimum graduation requirements: Attendance 80%, Exams passed at 70%
Instruction Mode: Classroom, Online, Hybrid

Prerequisites
A Basic knowledge of PC desktop operation or equivalency is required.

Acquired Skills
Students will learn how networks function, network components and their functions, TCP/IP networking, addressing and routing, remote access services, LAN/WAN, VPN, Cisco IOS (software language).

Job Titles (Job Titles related to IT Training stretch Horizontally, they can vastly vary, the list below is a sampling but not limited to)
(SOC) 15-1200 Computer Occupations
Network Administrator   Support Engineer   Network Technician   LAN/WAN Administrator

Course Information

Hours: 320	Approximately 16 weeks of instruction	
Course		**Hours**
CompTIA Network+		110
Implementing and Administering Cisco Solutions (CCNA) 200-301 (CCTV)		105
Implementing and Administering Cisco Solutions (CCNA) 200-301		105
*One Cisco, One CompTIA Exam Voucher and Exam Prep		
Total charges for courses		**$5,652.00**
Courseware		**Courseware Price**
CompTIA Network+ Training		$68.00
Implementing and Administering Cisco Solutions (CCNA) 200-301		$500.00
Total Textbook Cost (required and non-refundable)		**$568.00**
Exam (non-refundable)		**$700.00**
Registration Fee (non-refundable)		**$75.00**
Total charges for a period of attendance		**$6,995.00**
Estimated Total Charges for the Entire Educational Program		**$6,995.00**

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be approved by the Management Team.

Office Administrator Certificate Program

CalJOBS#   CRM ID:

43-9061.00- Office Clerks, General

General Course Description

The Office Administrator Certificate Program gives students the foundations they need to begin a career performing general office duties. This program includes training is the four most used Microsoft Office Software Programs. Students will also be trained in Business Skills to help them be effective and efficient in a professional work environment.

Included in the Certification Program is an exam prep and exam voucher for a Microsoft Specialist Certification. The MOS credential validates the skills that as a specialist in Microsoft Excel.

Admissions Requirement: See Page 288 "Admissions Process"

Minimum of prior education: Basic knowledge of PC desktop operation
Minimum graduation requirements: Attendance 80%, Exams passed at 70%
Instruction Mode: Classroom, Online, Hybrid

Prerequisites

Basic knowledge of PC desktop operation

Acquired Skills

Students will begin with learning basic computer skills along with mastering Microsoft Application Skills of Power Point, Word, Outlook, Excel and Access. Students will also be trained in basic business skills involving communication skills, both written and verbal. Business writing skills including proper business email use.

Job Titles (Job Titles related to IT Training stretch Horizontally, they can vastly vary, the list below is a sampling but not limited to)

(SOC) 43-0000 Office and Administrative Support Occupations (SOC) 13-1000 Business Operations Specialists
(SOC) 15-1200 Computer Occupations

| Executive Assistant | Office Clerk | Managers of Office and Administrative Support | Information Clerks |
| Office Administrator | Receptionist | | Shipping and Receiving |

Course Information

Hours: 204	Approximately 12 weeks of instruction	
Course		Hours
Microsoft Windows Part One		12
Microsoft Word Levels One, Two and Three		36
Microsoft Outlook Levels One and Two		24
Microsoft PowerPoint Levels One and Two		24
Microsoft Excel Levels One, Two and Three		36
Pivot Tables		6

Acrobat One and Two	24
Email Etiquette	12
Communication Strategies	12
Time Management	12
Professional Prep	6
*MOS Certification Prep and Exam Voucher for MS Excel	
Total charges for courses	**$5,460.00**
Courseware	**Courseware Price**
Microsoft Windows Part One ($20x1)	$20.00
Microsoft Word Levels One, Two and Three ($20x3)	$60.00
Microsoft Outlook Levels One and Two ($20x2)	$40.00
Microsoft PowerPoint Levels One and Two ($20x2)	$40.00
Microsoft Excel Levels One, Two and Three ($20x3)	$60.00
Pivot Tables ($20x1)	$20.00
Acrobat One and Two ($20x2)	$40.00
Email Etiquette ($20x1)	$20.00
Communication Strategies ($20x1)	$20.00
Time Management ($20x1)	$20.00
Total Textbook Cost (required and non-refundable)	**$340.00**
Exam	No Charge
Total charges for a period of attendance	**$5,800.00**
Estimated Total Charges for the Entire Educational Program	**$5,800.00**

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be approved by the Management Team.

Data Analyst (Entry Level)

CalJOBS#   CRM ID:

15-1121.00- Computer Systems Analysts : 15-1199.08- Business Intelligence Analysts

General Course Description

The need for IT departments and Business Units to monitor and analyze data is increasing daily.   There is currently an unprecedented demand for the skills required to manage and leverage large data sets into a competitive advantage. . Professionals completing our certificate program will understand how to automate methods of collecting and analyzing data and utilizing the findings to create a business recommendation.

Admissions Requirement: See Page 288 "Admissions Process"

Minimum of prior education: Basic knowledge of PC desktop operation
Minimum graduation requirements: Attendance 80%, Exams passed at 70%
Instruction Mode: Classroom, Online, Hybrid

Prerequisites

Basic knowledge of PC desktop operation

Acquired Skills

Students will master Excel from learning to navigate the User Interface to using the software for Data Mining, Machine learning and predictive analytics utilizing toolsets including Analysis Services and Power Pivots and Pivot Tables. Microsoft Access will be used to manage data including creating a new database, constructing tables, designing forms and reports. Students will be able to expand their knowledge of database design, write advanced queries, structure existing data, share data across applications, and customize reports. Students will create a basic report by connecting to a database and modifying the report's presentation. Information is critical to making sound business decisions. Understand the role of the business analyst. Acquire a solid understanding of the various tasks/activities that comprises business analysis. Recognize the pre and post project business analysis activities. Develop requirements for software-intensive systems using proven methodologies. Build a use case-based requirements model Write user stories and brief, casual, fully developed use cases Validate requirements, manage the changes and keep traceability Learn how to initiate a root cause analysis and gather data for investigating process and non-process incidents. Apply powerful techniques to identify and know the difference between symptoms and root causes Learn how to avoid future incidents by developing appropriate recommendations to address causal factors and root causes. Develop a process to identify systemic problem areas. Students will also identify the processes, requirements, time, cost and manage projects.

Job Titles (Job Titles related to IT Training stretch Horizontally, they can vastly vary, the list below is a sampling but not limited to)

(SOC) 15-1200 Computer Occupations

| Business Analysts | Data Analyst | Research Analyst | Business Intelligence Analyst |

Course Information

Hours: 288	Approximately 16 weeks of instruction	
Course		**Hours**
Microsoft Excel Levels One, Two and Three		36
Microsoft Access Levels One,Two and Three		48
Crystal Reports Levels One and Two		48
Data Analysis with Pivot Tables		12
Data Analysis with Power Pivot		12
BA01 – Business Analysis Essentials		36

BA17 – Understanding Root Cause Analysis	36
BA30 – Foundation of Business Analyst	48
Project Management Fundamentals	12
*MOS Excel Certification exam prep and exam voucher	
Total charges for courses	**$8,070.00**
Courseware	**Courseware Price**
Microsoft Excel Levels One, Two and Three	$60.00
Microsoft Access Levels One, Two and Three	$40.00
Crystal Reports Levels One and Two ($65x2)	$130.00
Data Analysis with Pivot Tables	$20.00
Data Analysis with Power Pivot	$20.00
BA01 – Business Analysis Essentials	$100.00
BA17 – Understanding Root Cause Analysis	$100.00
BA30 – Foundation of Business Analyst	$100.00
Project Management Fundamentals	$20.00
Total Textbook Cost (required and non-refundable)	**$430.00**
Exam	No Charge
Total charges for a period of attendance	**$8,500.00**
Estimated Total Charges for the Entire Educational Program	**$8,500.00**

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be approved by the Management Team.

Data Analyst (Level Two) MCSA/ MTA – Microsoft SQL Business Intelligence Development

General Course Description
SQL Server is a vital tool for businesses and large organizations around the world, as it allows them to gain better insight into their data and leverage the information to make more informed decisions. This information can mean the difference between success and failure as businesses continually work to understand industry trends, customer behavior, and more. Earning an MCSA: SQL 2016 Business Intelligence Development certification validates your extract, transform, and load (ETL) and data warehouse skills, along with those for implementing BI solutions using multidimensional and tabular data models and online analytical processing (OLAP) cubes. This certification will qualify you for a position as a BI developer.

Admissions Requirement: See Page 288 "Admissions Process"

Minimum of prior education: Basic knowledge of PC desktop operation
Minimum graduation requirements: Attendance 80%, Exams passed at 70%
Instruction Mode: Classroom, Online, Hybrid

Prerequisites
Basic knowledge of PC desktop operation

Acquired Skills
Skills acquired are not limited to, but include: Create Transact-SQL SELECT queries. Query data by using subqueries and APPLY. Create database programmability objects by using Transact-SQL. Implement error handling and transactions. Implement data types and NULLs
Design and implement dimension tables. Design and implement fact tables. Design and implement indexes for a data warehouse workload. Design storage for a data warehouse. Design and implement partitioned tables and views. Design and implement an extract, transform, and load (ETL) control flow by using a SQL Server Integration Services (SSIS) package. Design and implement an ETL data flow by using an SSIS package. Implement an ETL solution that supports incremental data extraction. Create a multidimensional database by using Microsoft SQL Server Analysis Services (SSAS). Design and publish a tabular data model. Configure memory limits, configure Non-Union Memory Architecture (NUMA), configure disk layout, determine SSAS instance placement .

Job Titles (Job Titles related to IT Training stretch Horizontally, they can vastly vary, the list below is a sampling but not limited to)
(SOC) 43-0000 Office and Administrative Support Occupations
(SOC) 15-1200 Computer Occupations
(SOC) 11-0000 Management Occupations

Data Warehousing Specialist	Business Intelligence Analysts	Data Management Specialist
Statisticians	Computer and Information Systems Specialist	

Course Information

Hours: 324	Approximately 18 Weeks	
Course		**Total Hours**
Database Fundamentals		36
Intro to SQL Databases		36
DP-900T00 Azure Data Fundamentals		18
SQL Querying - Level 1 Fundamentals of Querying		18
SQL Querying - Level 2 Advanced Querying		18

DP-080T00 Querying Data with Transact SQL	45
DP-203T00 Data Engineering on Microsoft Azure	45
DP-100T01 Designing and Implementing a Data Science Solution on Azure	36
Communication Strategies	24
Developing Successful Interpersonal Skills	24
Writing for the Business Professional	24
*THREE Microsoft Exam Vouchers and Exam Prep (Microsoft Azure,DP-100, DP-900, DP-203)	
Total charges for courses	**$7,300.00**
Courseware	**Courseware Price**
Database Fundamentals	$20.00
Intro to SQL Databases	$150.00
SQL Querying –Level 1 Fundamentals of Querying	$20.00
SQL Querying - Level 2 Advanced Querying	$20.00
DP-080T00 Querying Data with Transact SQL	$250.00
Developing SQL Data Models	$250.00
DP-100T01 Designing and Implementing a Data Science Solution on Azure	$250.00
Communication Strategies	$20.00
Developing Successful Interpersonal Skills	$20.00
Writing for the Business Professional	$100.00
Total Textbook Cost (required and non-refundable)	**$1,100.00**
Exam	No Charge
Total charges for a period of attendance	**$8,400.00**
Estimated Total Charges for the Entire Educational Program	**$8,400.00**

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be approved by the Management Team.

CompTIA A+, Network+, Security+ Certification (DOD 8570)

CalJOBS# 11100112000004   CRM ID: P15SoCal

General Course Description

CompTIA A+ is a program curriculum sponsored by CompTIA that increases the knowledge and technical competency of entry-level computer service technicians. A+ covers two main areas of competency: The Essentials class is followed by: IT Technician, Remote Support Technician, and Depot Technician. A+ is a non-vendor, non-product specific program. It provides industry-recognized valuable knowledge that may open doors with prospective employers or leads to job advancement opportunities. **CompTIA Network+** validates the knowledge and skills of networking professionals. It is an international, vendor-neutral certification that recognizes a technician's ability to describe the features and functions of networking components and to install, configure and troubleshoot basic networking hardware, protocols and services. **CompTIA Security+** validates the knowledge and skills of a professional in the field of security, one of the fastest-growing fields in IT. Security + proves competency in system security, network infrastructure, access control and organizational security.

Admissions Requirement: See Page 288 "Admissions Process"

Minimum of prior education: Basic knowledge of PC desktop operation or equivalence
Minimum graduation requirements: Attendance 80%, Exams passed at 70%
Instruction Mode: Classroom, Online, Hybrid

Prerequisites

A Basic knowledge of PC desktop operation or equivalency is required.

Acquired Skills

Students will be able to identify different types of computers, hardware components, manipulate and control Windows desktop, files, and disks, and change system settings. In addition, students will gain an understanding of how software applications work and how to install and configure them. For every devise and process students will have a conceptual and hands on troubleshooting experience. Understanding networking and networking cabling, hubs, switches, routers, bridges, servers, workstations, IP subnetting, WAN/LAN typology, and firewalls. Students will be able to identify fundamental concepts of computer security. - identify security threats. - harden internal systems and services. - harden internetwork devices and services. - secure network communications. - manage public key infrastructure (PKI). - manage certificates. - enforce organizational security policies. - monitor the security infrastructure.

Job Titles (Job Titles related to IT Training stretch Horizontally, they can vastly vary, the list below is a sampling but not limited to)

(SOC) 15-1200 Computer Occupations

Computer Repair Technician   PC / Network Support   Systems Support PC Field Technician

Course Information

Hours: 350	Approximately 19 weeks of instruction	
Course		**Hours**
CompTIA A+		140
CompTIA Network+		105
CompTIA Security+		105
*Four CompTIA Exam Vouchers and Exam Preps		
Total charges for courses		**$5,569.00**
Courseware		**Courseware Price**
CompTIA A+		$68.00
CompTIA Network+		$68.00
CompTIA Security+		$68.00
Total Textbook Cost (required and non-refundable)		$204.00
Exams (non-refundable)		$1,225.00
Registration Fee (non-refundable)		$75.00
Total charges for a period of attendance		$7,073.00
Estimated Total Charges for the Entire Educational Program		$7,073.00

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be approved by the Management Team.

Information Technology Network Support Specialist Certificate Program

CalJOBS#   CRM ID:

General Course Description

Student will receive Basic Computer training to Networking to Cloud Administration. This program offers a rounded education in the IT World. This is a beginning course that will introduce the student to basic hardware and software with CompTIA A+ then introduce them to basic networking with CompTIA Network+. Students will round out their training with IT Security training. Training will be completed with an introduction to computing within the Cloud.

Admissions Requirement: See Page 288 "Admissions Process"

Minimum of prior education: Basic knowledge of PC desktop operation or equivalence
Minimum graduation requirements: Attendance 80%, Exams passed at 70%
Instruction Mode: Classroom, Online, Hybrid

Prerequisites
A Basic knowledge of PC desktop operation or equivalency is required.

Acquired Skills

Students will learn how networks function, network components and their functions, TCP/IP networking, addressing and routing, remote access services, LAN/WAN, VPN, and Cisco IOS (software language). A junior Hardware installation, configuring and troubleshooting, Software installation, configuring and troubleshooting, Networking basics, IP addressing and services, Monitoring network services, Names resolution, IP addressing and services, File and print services, Network and remote access. Basic IT Security fundamentals will be mastered along with the foundations of Cloud computing.

Job Titles (Job Titles related to IT Training stretch Horizontally, they can vastly vary, the list below is a sampling but not limited to)
(SOC) 15-1200 Computer Occupations

Computer Specialist	Computer Support Specialist	Computer Technician
Information Technology Specialist	Network Technician Specialist	Help Desk Analyst

Course Information

Hours: 252	Approximately 14 weeks of instruction	
Course		**Hours**
CompTIA A+ Training – Essentials IT/Remote/Depot/Technician		90
CompTIA Network+ Training		54
CompTIA Security+		54
CompTIA Cloud+		54
Total charges for courses		$8,628.00

Courseware	Courseware Price
CompTIA A+ Training – Essentials IT/Remote/Depot/Technician	$68.00
CompTIA Network+ Training	$68.00
CompTIA Security+	$68.00
CompTIA Cloud+	$68.00
Total Textbook Cost (required and non-refundable)	**$272.00**
Exam	**No Charge**
Total charges for a period of attendance	**$8,900.00**
Estimated Total Charges for the Entire Educational Program	**$8,900.00**

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be approved by the Management Team.

INFORMATION TECHNOLOGY NETWORK SUPPORT SPECIALIST PROGRAM - SECURITY ADMINISTRATOR
(Track Four)

General Course Description
Cybersecurity professionals require a well-rounded understanding of the tools, processes, and strategies that can be employed to defend their information systems from constantly evolving threats. CyberSec First Responder ® (CFR) is a comprehensive course designed to validate the knowledge and skills required to protect these critical information systems before, during, and after an incident. CompTIA CySA+ is the only intermediate high-stakes cybersecurity analyst certification with performance-based questions covering security analytics, intrusion detection and response. CySA+ is the most up-to-date security analyst course that covers advanced persistent threats in a post-2014 cybersecurity environment.The CompTIA PenTest+ certification verifies that successful candidates have the knowledge and skills required to plan and scope an assessment, understand legal and compliance requirements, perform vulnerability scanning and penetration testing, analyze data, and effectively report and communicate results. In the IOT course students will learn the general strategies for planning, designing, developing, implementing an IoT device to work in a sensor network. Business soft skills are also taught to ensure a well-rounded individual who will be effective communicating in the workplace.

Prerequisites
A Basic knowledge of PC desktop operation or equivalency is required.

Acquired Skills

Students will be able to identify fundamental concepts of computer security. - identify security threats. - harden internal systems and services. - harden internetwork devices and services. - secure network communications. - manage public key infrastructure (PKI). - manage certificates. - enforce organizational security policies. - monitor the security infrastructure. Assess information security risk in computing and networking environment. Analyze the cybersecurity threat landscape. Analyze post attack techniques on computing and network environments. Collect cyber security intelligence. Analyze data collection from security and event logs. Respond to and investigate cybersecurity incident. Threat Management. Security Architecture and tool sets. Vulnerability management. Cyber incident response to test devices in new environments such as the cloud and mobile, in addition to traditional desktops and servers. Students will learn general strategies for planning, designing, developing, implementing, and maintaining an IoT system through various case studies and by assembling and configuring an IoT device to work in a sensor network. Students will create an IoT device based on an ESP8266 microcontroller, implementing various common IoT features, such as analog and digital sensors, a web-based interface, MQTT messaging, and data encryption.

Job Titles (Job Titles related to IT Training stretch Horizontally, they can vastly vary, the list below is a sampling but not limited to)
(SOC) 15-1200 Computer Occupations

IT Security Analyst	Cybersecurity Analyst
Vulnerability Analyst	Operations Analyst
Threat Intelligence Analyst	Cybersecurity Specialist Security
Computer Network Administrators	Engineer
Computer Support Users	

Course Information

Hours: 288	Approx. 16 weeks	
Course		Hours
Cybersec First Responder		54
CompTIA Cybersecurity Analyst CySA+		54
CompTIA PenTest+		54
IOT Practitioner		36
IOT Security Practitioner		18
Building Successful Work Relationships		36
Developing Successful Interpersonal Skills		36
Total charges for courses		**$7701.00**
Courseware		**Courseware Price**
Cybersec First Responder		$175.00
CompTIA Cybersecurity Analyst CySA+		$68.00
CompTIA PenTest+		$68.00
IOT Practitioner		$150.00
IOT Security Practitioner		$138.00
Building Successful Work Relationships		$100.00
Developing Successful Interpersonal Skills		$100.00
Total Textbook Cost (required and non-refundable)		**$799.00**
Total charges for a period of attendance		**$8,500.00**
Estimated Total Charges for the Entire Educational Program		**$8,500.00**

Information Technology Network Support Specialist Program - Security Expert
(Track Five)

General Course Description

This program addresses information technology security at the top level. The CompTIA Advanced Security Practitioner (CASP+) course designates IT professionals with advanced-level security skills and knowledge. The CHFI Course 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. The Certified Ethical Hacker (CEH) course will immerse the students into a hands-on environment where they will be shown how to conduct ethical hacking. They will be exposed to an entirely different way of achieving optimal information security posture in their organizations; by hacking it. They will scan, test, hack and secure their own systems. Students will also learn business soft skills which will teach team to work under the pressure along with getting the results they want through effective communication.

Admissions Requirement: See Page 288 "Admissions Process"

Minimum of prior education: Basic knowledge of PC desktop operation or equivalence
Minimum graduation requirements: Attendance 80%, Exams passed at 70%
Instruction Mode: Classroom, Online, Hybrid

Prerequisites
A Basic knowledge of PC desktop operation or equivalency is required.

Acquired Skills
Students will learn to analyze and apply advanced security concepts, principles, and implementations that contribute to enterprise-level security. You will: - Support IT governance in the enterprise with an emphasis on managing risk. - Leverage collaboration tools and technology to support enterprise security. - Use research and analysis to secure the enterprise. - Integrate advanced authentication and authorization techniques. - Implement cryptographic techniques, security controls for hosts and mobile devices, network security, and security in the systems and software development lifecycle. - Integrate hosts, storage, networks, applications, virtual environments, and cloud technologies in a secure enterprise architecture. - Conduct security assessments; responding to and recovering from security incidents. Computer forensics enables the systematic and careful identification of evidence in computer related crime and abuse cases. This may range from tracing the tracks of a hacker through a client's systems, to tracing the originator of defamatory emails, to recovering signs of fraud. Overview of Current Security Trends Understanding Elements of Information Security Understanding Information Security Threats and Attack Vectors Overview of hacking concepts, types, and phases Understanding ethical hacking concepts and scope Overview of information security management and defense-in-depth Overview of policies, procedures, and awareness Overview of physical security and controls Understanding incidence management process Overview of vulnerability assessment and penetration testing Overview of information security acts and laws. - Develop a leadership style that gets results - Employ suitable motivation techniques for your team - Adapt your communication style and use influence skills to drive direction - Empower your team to get the results you want

Job Titles (Job Titles related to IT Training stretch Horizontally, they can vastly vary, the list below is a sampling but not limited to)
(SOC) 15-1200 Computer Occupations

IT Security Analyst	Cybersecurity Analyst
Vulnerability Analyst	Cybersecurity Specialist
Threat Intelligence Analyst	Security Engineer

Course Information

Hours: 288	Approximately 16 weeks of instruction	
Course		**Hours**
CompTIA SecurityX		54
Computer Hacking Forensic Investigation		72
Certified Ethical Hacker CEH		72
Thinking with Critical Insight		36
Making the Right Decisions Under Pressure		18
Accomplishing the Results You Want		36
Total charges for courses		**$7,932.00**
Courseware		**Courseware Price**
CompTIA SecurityX		$68.00.
Computer Hacking Forensic Investigation		$300.00
Certified Ethical Hacker CEH		$300.00
Thinking with Critical Insight		$100.00
Making the Right Decisions Under Pressure		$100.00
Accomplishing the Results You Want		$100.00
Total Textbook Cost (required and non-refundable)		**$968.00**
Total charges for a period of attendance		**$8,900.00**
Estimated Total Charges for the Entire Educational Program		**$8,900.00**

Information Technology Network Support Specialist Program - Network Cloud Administrator

(Track Six)

General Course Description

The Cloud Administer program is a balanced program designed to give students the knowledge to streamline cloud implementation and administration. CompTIA Cloud Essentials is an internationally recognized vendor-neutral class which creates a common language to the fundamental approach to cloud computing. CompTIA Linux+ addresses managing a vast array of areas using Linux, including cars, smartphones, servers and supercomputers as a vast number of enterprises use Linux in cloud, cybersecurity, mobile and web administration applications. The Fundamentals of AWS brings students an understanding of Cloud Technologies. Students will be introduced to Microsoft Azure allowing them to become familiar with how cloud principals have been implemented in Microsoft Azure. The course will explain how to implement the core Azure infrastructure, consisting of virtual networks and storage, cloud services, virtual networks, storage and data services along with recovery solutions and monitoring. Students will also be trained in professional business skills including customer service and positive assertiveness.

Admissions Requirement: See Page 288 "Admissions Process"

Minimum of prior education: Basic knowledge of PC desktop operation or equivalence
Minimum graduation requirements: Attendance 80%, Exams passed at 70%
Instruction Mode: Classroom, Online, Hybrid

Prerequisites
A Basic knowledge of PC desktop operation or equivalency is required.

Acquired Skills
Students will gain the knowledge needed to help streamline cloud implementation, create a common language for staff and improve productivity across varying levels of business professionals. Cloud Essentials ensures that you and all other necessary staff members—not just the IT specialists—understand the fundamental approach to cloud computing and the work it takes to move and govern the cloud. Students will also learn to use Linux to manage everything from cars and smartphones to servers and supercomputers, as a vast number of enterprises use Linux in cloud, cybersecurity, mobile and web administration applications. Students will learn how to create the most common Azure services, including Azure Virtual Machines, Web Apps, and Azure SQL Database. The course will conclude by describing features of Azure AD and methods of integrating it with on-premises Active Directory. Overview of cloud computing and Azure Overview of the Azure deployment models Lab : Use Azure portal, Azure PowerShell, and Microsoft Visual Studio to deploy and manage Azure resources. Students will also Develop the necessary skills to communicate with confidence - Apply communication styles that maximize benefits - Augment your listening and hearing skills to increase engagement - Utilize that art of asking questions to elicit more from others - Leverage body language for full communication - Make the best first impressions by looking, sounding and being confident.

Job Titles (Job Titles related to IT Training stretch Horizontally, they can vastly vary, the list below is a sampling but not limited to)
(SOC) 15-1200 Computer Occupations

Computer User Support Specialist	Computer and Information Systems Managers
Network Administrator	
Computer Analyst	Data Analysts
Information Technology Specialist	Desktop Support

Course Information

Hours: 270	Approx. 17	
Course		**Hours**
AZ-800T00 Administering Windows Server Hybrid Core Infrastructure		36
CompTIA Cloud Essentials		36
AWS Cloud Practitioner Essentials		12
Google Cloud Fundamentals – Core Infrastructure		12
AZ-900T00 Microsoft Azure Fundaments		12
CompTIA Linux +		54
AZ-801T00 Configuring Windows Server Hybrid Advanced Services		36
Expanding your Emotional Intelligence		36
Mastering Positive Assertiveness		18
Proving Outstanding Customer Service		18
Total charges for courses		**$7,482.00**
Courseware		**Courseware Price**
AZ-800T00 Administering Windows Server Hybrid Core Infrastructure		$121.00
CompTIA Cloud Essentials		$68.00
AWS Cloud Practitioner Essentials		$110.00
Google Cloud Fundamentals – Core Infrastructure		$51.00
AZ-900T00 Microsoft Azure Fundaments		$60.00
CompTIA Linux +		$68.00
AZ-801T00 Configuring Windows Server Hybrid Advanced Services		$40.00
Expanding your Emotional Intelligence		$100.00
Mastering Positive Assertiveness		$100.00
Proving Outstanding Customer Service		$100.00
Total Textbook Cost (required and non-refundable)		**$818.00**
Total charges for a period of attendance		**$8,300.00**
Estimated Total Charges for the Entire Educational Program		**$8,300.00**

Six Sigma Lean Black Belt with Project Management

CalJOBS# 52021111000006 CRM ID: P64Socal iTrain Program Number: 52020117300100 SBY: 3072

General Course Description

This Project oriented program includes Lean Six Sigma Black Belt training. Microsoft Project, which is a necessary tool for Project Management and Six Sigma Professionals, will be taught to the advanced level. Student will learn the basics of Lean Six Sigma and by the end will be able to apply Lean Six Sigma methodologies into a project. Students will be awarded their belt from the instructor upon approval of the project. Students will learn the PMBOK methods of Project Management.

Admissions Requirement: See Page 288 "Admissions Process"

Minimum of prior education: Basic knowledge of PC desktop operation or equivalence
Minimum graduation requirements: Attendance 80%, Exams passed at 70%
Instruction Mode: Classroom, Online, Hybrid

Prerequisites

A Basic knowledge of PC desktop operation or equivalency is required

Acquired Skills

Learn the DMAIC Methodology
Define Phase Project Report and pass Define Tollgate, Measure Phase Project Report and pass Measure Tollgate, Analyze Phase Project Report and pass Analyze TollgateControl, Improve Phase Project Report and pass Improve Tollgate, Control Phase Project Report and pass Control Tollgate, Be able to lead a Six Sigma Project, ,
Statistical Software
MiniTab, SigmaXL
PMBOK methods of Project Management.
Define project management fundamentals., Define project management within the organization., Define the project management methodology., Initiate a project., Develop a project management plan and plan components., Plan a project schedule., Plan project costs., Plan for quality, resources, and procurements., Plan for risk.

Job Titles (Job Titles related to Six Sigma, Project Management and IT Training stretch Horizontally, they can vastly vary, the list below is a sampling but not limited to)

(SOC) 13-1000 Business Operations Specialists
(SOC) 11-0000 Management Occupations
(SOC) 15-1200 Computer Occupations

Project Managers	Computer Systems Analyst
Medical and Health Services Manager	Management Analysis

Course Information

Hours: 137	Approximately 7 weeks of training	
Course		**Hours**
Six Sigma Green Belt		21
Project Management Professional		35
Six Sigma Lean Black Belt		35
Microsoft Project Levels One and Two		46
Total charges for courses		**$7,230.00**
Courseware		**Courseware Price**
Six Sigma Green Belt		$50.00

Project Management Professional	$100.00
Six Sigma Lean Black Belt	$50.00
Microsoft Project Levels One and Two	$40.00
Total Textbook Cost (required and non-refundable)	**$270.00**
Exams for Six Sigma are Included with the training (No PMP Exam Included)	**$0.00**
Total charges for a period of attendance	**$7,500.00**
Estimated Total Charges for the Entire Educational Program	**$7,500.00**

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be approved by the Management Team .

Process Management Certificate Program

General Course Description

This Management oriented program teaches students the fundamentals of Lean Six Sigma, Project Management and Agile. Students will learn management skills along with the valuable tools of Lean Six Sigma which help with organization with production along with waste reduction by applying Lean Six Sigma methodologies into business management. The Process Management Professional course qualifies as the hours required by PMI to sit for a PMP Exam. The PMI Agile Certified Practitioner training focuses on agile principles and skills with agile techniques.

Admissions Requirement: See Page 288 "Admissions Process"

Minimum of prior education: Basic knowledge of PC desktop operation or equivalence
Minimum graduation requirements: Attendance 80%, Exams passed at 70%
Instruction Mode: Classroom, Online, Hybrid

Prerequisites

A Basic knowledge of PC desktop operation or equivalency is required

Acquired Skills

Students will learn both Lean and Six Sigma methodologies including the DMAIC Model and how to use the model in business analysis and process improvement. Change Management and Project Selection Strategies along with Measurement Systems Analysis, Histograms, Pareto, Box Plot and Scatter Plot. Generating Root Cause Hypothesis, Testing and Process Control. Project Communication and Replication. Project Management will be taught from the Basics including identifying concepts of project management, defining the project, initiating the project, planning the project and planning the project schedule. Additionally, students will learn to plan for quality, resources, procurements, risk, stakeholder engagement and communications. Executing a project and working with stakeholders along with controlling and closing the project. In the Agile course students will learn Core Agile Concepts, the Agile Manifesto, common Agile methodology elements, Agile Planning, Interactions, and the Interpersonal Aspects of Agile. Effective Communications skills along with Management and Presentation skills will also be taught.

Job Titles (Job Titles related to Six Sigma, Project Management stretch Horizontally, they can vastly vary, the list below is a sampling but not limited to)

(SOC) 11-0000 Management Occupations

Supervisors	Systems Analyst
First Line Managers	Management Analysis

Course Information

Hours: 297	Approx. 17	
Course		**Hours**
Six Sigma Green Belt		45
Project Management Professional		54
Six Sigma Lean Black Belt		54
PMI Agile Certified Professional		36
Evolving into a Manager Role		36
Communicating Across Your Organization		36

The Art of Effective Presentations	36
Total charges for courses	**$7,885.00**
Courseware	**Courseware Price**
Six Sigma Green Belt	$50.00
PMI Agile Certified Professional	$160.00
Project Management Professional	$55.00
Six Sigma Lean Black Belt	$50.00
Evolving into a Manager Role	$100.00
Communicating Across Your Organization	$100.00
The Art of Effective Presentations	$100.00
Total Textbook Cost (required and non-refundable)	**$615.00**
Exams (Six Sigma Green Belt and Six Sigma Black Belt)	**No Charge**
Total charges for a period of attendance	**$ 8,500.00**
Estimated Total Charges for the Entire Educational Program	**$ 8,500.00**

INDIVIDUAL COURSE ENROLLMENT

Career Development Solutions offers our students many training options. In addition to our approved programs, BPPE approved courses offerings are available which include individual courses.

CLASSROOM LEARNING

As the foundation of Integrated Learning, the classroom experience is enriching, dynamic, and valuable for our students. Our traditional classroom delivery method includes instructor lecture and demonstration, followed by student practice through hands on labs. All Below Course may be taken (Classroom, Online, Hybrid)

Career Development Solutions does not issue letter grades. We are a pass/fail school. A Completion Certificate is granted when a student completes 80% attendance and passes the Career Development Solutions mid-term and final exams assessments with an overall score of 70% or better. . A Completion Certificate is not issued when a student is absent more than 20% of the course or does not pass the post class assessment exams with an overall score of 70% or better.

For additional detail about below Individual Course see attached Descriptions and Acquired Skills Pages 176-267 or visit our web site https://nhlearninggroup.com/ and search for the course at the top center of the page

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DESKTOP APPLICATIONS

Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
Apple							
Mac Final Cut Pro	3	24 Hours	$1010.00	$100.00	$75.00	$1185.00	$ 1,185.00
Mac OS Support Essentials	3	24 Hours	$1720.00	$100.00	$75.00	$1895.00	$ 1,895.00
AutoCAD							
AutoCAD Level 1: Essentials	3	24 Hours	$1370.00	$50.00	$75.00	$1495.00	$ 1,495.00
AutoCAD Level 2: Intermediate	2	16 Hours	$1070.00	$50.00	$75.00	$1195.00	$ 1,195.00
AutoCAD Level 3: Creating and Presenting 3D Models	3	24 Hours	$1370.00	$50.00	$75.00	$1495.00	$ 1,495.00
Business Skills							
10 Soft Skills You Need	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Accounting Essentials	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Business Etiquette	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Business Writing	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Change Management	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Coaching and Mentoring	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Communication Strategies	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Conflict Resolution	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00

Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
Creative Problem Solving	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Critical Thinking	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Customer Service	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Email Etiquette	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Employee Motivation	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Excellence in Service - Advanced	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Excellence in Service - Basic	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Grammar Essentials	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Handling a Difficult Customer	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Interpersonal Skills	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Leadership and Influence	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Negotiation Skills	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Organizational Skills	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Performance Management	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Personal Productivity	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Presentation Skills	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Project Management Skills for Non-Project Managers	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Public Speaking	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Salesforce.com - Sales Cloud for Sales Representatives	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Supervising Others	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Team Building for Managers	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Teamwork and Team Building	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Telephone Etiquette	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Time Management	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Accomplishing the Results You Want	3	24 Hours	$2075.00	$100.00	$75.00	$2250.00	$ 2,250.00
Becoming a Transformational Leader	2	16 Hours	$1325.00	$100.00	$75.00	$1500.00	$ 1,500.00
Building Successful Work Relationships	3	24 Hours	$2075.00	$100.00	$75.00	$2250.00	$ 2,250.00
Communicating Across Your Organization	3	24 Hours	$2075.00	$100.00	$75.00	$2250.00	$ 2,250.00
Constructive Conflict Management	2	16 Hours	$1325.00	$100.00	$75.00	$1500.00	$ 1,500.00
Critical Facilitation Skills for Leaders	2	16 Hours	$1325.00	$100.00	$75.00	$1500.00	$ 1,500.00

Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
Developing Successful Interpersonal Skills	3	24 Hours	$2075.00	$100.00	$75.00	$2250.00	$ 2,250.00
Discovering Your Leadership Voice	2	16 Hours	$1325.00	$100.00	$75.00	$1500.00	$ 1,500.00
Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
Effective Leadership through Coaching	3	24 Hours	$2075.00	$100.00	$75.00	$2250.00	$ 2,250.00
Evolving into the Manager Role	3	24 Hours	$2075.00	$100.00	$75.00	$2250.00	$ 2,250.00
Expanding Your Emotional Intelligence	3	24 Hours	$2075.00	$100.00	$75.00	$2250.00	$ 2,250.00
Extending Your Sphere of Influence	2	16 Hours	$1325.00	$100.00	$75.00	$1500.00	$ 1,500.00
Leadership Excellence for Senior Management	3	24 Hours	$2075.00	$100.00	$75.00	$2250.00	$ 2,250.00
Making the Right Decisions Under Pressure	2	16 Hours	$1325.00	$100.00	$75.00	$1500.00	$ 1,500.00
Managing Remote and Virtual Teams	2	16 Hours	$1325.00	$100.00	$75.00	$1500.00	$ 1,500.00
Mastering Positive Assertiveness	2	16 Hours	$1325.00	$100.00	$75.00	$1500.00	$ 1,500.00
Navigating The Modern Workforce - Diversity, Culture, Generations	2	16 Hours	$1325.00	$100.00	$75.00	$1500.00	$ 1,500.00
Prioritizing Your Time Effectively	2	16 Hours	$1325.00	$100.00	$75.00	$1500.00	$ 1,500.00
Providing Outstanding Customer Service	2	16 Hours	$1325.00	$100.00	$75.00	$1500.00	$ 1,500.00
Salesforce.com - Sales Cloud Administration Essentials	5	40 Hours	$3575.00	$100.00	$75.00	$3750.00	$ 3,750.00
Strategic Negotiation Skills	2	16 Hours	$1325.00	$100.00	$75.00	$1500.00	$ 1,500.00
The Art of Effective Presentations	3	24 Hours	$2075.00	$100.00	$75.00	$2250.00	$ 2,250.00
Thinking with Critical Insight	2	16 Hours	$1325.00	$100.00	$75.00	$1500.00	$ 1,500.00
Transitioning into Leadership for an IT Manager	3	24 Hours	$2075.00	$100.00	$75.00	$2250.00	$ 2,250.00
Writing for the Business Professional	2	16 Hours	$1325.00	$100.00	$75.00	$1500.00	$ 1,500.00
BA01 - Business Analysis Essentials	2	16 Hours	$1220.00	$100.00	$75.00	$1395.00	$ 1,395.00
BA02 - Strategic Business Analysis	2	16 Hours	$1220.00	$100.00	$75.00	$1395.00	$ 1,395.00
BA03 - Writing Effective Business Cases	2	16 Hours	$1220.00	$100.00	$75.00	$1395.00	$ 1,395.00
BA04 - Eliciting and Writing Effective Requirements	3	24 Hours	$1820.00	$100.00	$75.00	$1995.00	$ 1,995.00

Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
BA05 - Process Modeling Using BPMN	2	16 Hours	$1220.00	$100.00	$75.00	$1395.00	$ 1,395.00
BA06 - Managing and Communicating Requirements for Projects	2	16 Hours	$1220.00	$100.00	$75.00	$1395.00	$ 1,395.00
BA08 - Agile for Business Analysts	2	16 Hours	$1220.00	$100.00	$75.00	$1395.00	$ 1,395.00
BA10 - Understanding Root Cause Analysis	2	16 Hours	$1220.00	$100.00	$75.00	$1395.00	$ 1,395.00
BA17 - Advanced Root Cause Analysis	2	16 Hours	$1220.00	$100.00	$75.00	$1395.00	$ 1,395.00
BA29 - User Acceptance Testing for Business Analysts	2	16 Hours	$1220.00	$100.00	$75.00	$1395.00	$ 1,395.00
BACP02 - Certified Business Analysis Professional (CBAP) Exam Preparation	4	32 Hours	$2265.00	$320.00	$75.00	$2660.00	$ 2,660.00
Databases							
Access 2016 - Part 1	2	16 Hours	$495.00	$20.00	$75.00	$590.00	$ 590.00
Access 2016 - Part 2	2	16 Hours	$495.00	$20.00	$75.00	$590.00	$ 590.00
Access 2019 - Part 1	2	16 Hours	$495.00	$20.00	$75.00	$590.00	$ 590.00
Access 2019 - Part 2	2	16 Hours	$495.00	$20.00	$75.00	$590.00	$ 590.00
Access for Office 365 - Part 1	2	16 Hours	$695.00	$20.00	$75.00	$790.00	$ 790.00
Access for Office 365 - Part 2	2	16 Hours	$695.00	$20.00	$75.00	$790.00	$ 790.00
Crystal Reports 2016 - Part 1	2	16 Hours	$850.00	$65.00	$75.00	$990.00	$ 990.00
Crystal Reports 2016 - Part 2	2	16 Hours	$850.00	$65.00	$75.00	$990.00	$ 990.00
Database Design - A Modern Approach	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Data Analysis using Power BI Desktop - Level 1	2	16 Hours	$300.00	$20.00	$75.00	$395.00	$ 990.00
Data Model Design using Power BI Desktop - Level 2	1	8 Hours	$500.00	$20.00	$75.00	$590.00	$ 595.00
Desktop Presentations							
PowerPoint 2016 - Part 1	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
PowerPoint 2016 - Part 2	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
PowerPoint for Office 365 - Part 1	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
PowerPoint for Office 365 - Part 2	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00

Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
Microsoft Office PowerPoint 2019 - Part 1	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Microsoft Office PowerPoint 2019 - Part 2	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Program Name	**Days of Instruction**	**Length of Instruction**	**Total charges for courses**	**Total Textbook Cost (required and non-refundable)**	**Registration Fee (non-refundable)**	**Total charges for a period of attendance**	**Estimated Total Charges for the Entire Educational Program**
Desktop/Web Publishing							
Adobe Acrobat Pro DC - Advanced	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Adobe Acrobat Pro DC - Introduction	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Adobe Captivate 2019 - Beyond The Essentials	2	16 Hours	$665.00	$50.00	$75.00	$790.00	$ 790.00
Adobe Captivate 2019 - The Essentials	2	16 Hours	$665.00	$50.00	$75.00	$790.00	$ 790.00
Adobe Dreamweaver CC - Part 1	2	16 Hours	$695.00	$20.00	$75.00	$790.00	$ 790.00
Adobe Dreamweaver CC - Part 2	2	16 Hours	$695.00	$20.00	$75.00	$790.00	$ 790.00
Adobe Illustrator CC - Part 1	2	16 Hours	$695.00	$20.00	$75.00	$790.00	$ 790.00
Adobe Illustrator CC - Part 2	2	16 Hours	$695.00	$20.00	$75.00	$790.00	$ 790.00
Adobe InDesign CC - Part 1	2	16 Hours	$695.00	$20.00	$75.00	$790.00	$ 790.00
Adobe InDesign CC - Part 2	2	16 Hours	$695.00	$20.00	$75.00	$790.00	$ 790.00
Adobe Photoshop CC - Part 1	2	16 Hours	$695.00	$20.00	$75.00	$790.00	$ 790.00
Adobe Photoshop CC - Part 2	2	16 Hours	$695.00	$20.00	$75.00	$790.00	$ 790.00
Microsoft Office Publisher 2016/2019	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Publisher 2016/2019	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Developer							
HTML5 - Content Authoring Fundamentals	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
HTML5 - Content Authoring with New and Advanced Features	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Fundamentals							
Using Microsoft Windows 10	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Google Application							
Using Google G Suite	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Personal Productivity							

Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
OneNote 2016	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Outlook 2016 - Part 1	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Outlook 2016 - Part 2	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Outlook 2019 - Part 1	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Outlook 2019 - Part 2	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Microsoft Outlook for Office 365 - Part 1	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Microsoft Outlook for Office 365 - Part 2	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Project Management							
Project 2016 - Part 1	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Project 2016 - Part 2	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Project 2019 - Part 1	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Project 2019 - Part 2	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Project Management Essentials	3	24 Hours	$1010.00	$100.00	$75.00	$1185.00	$ 1,185.00
Project Management Fundamentals	1	8 Hours	$400.00	$20.00	$75.00	$495.00	$ 495.00
Project Communications and Stakeholder Management	2	16 Hours	$1103.00	$20.00	$75.00	$1198.00	$ 1,198.00
Project Management Professional (PMP) Certification Preparation Course	5	40 Hours	$2820.00	$100.00	$75.00	$2995.00	$ 2,995.00
Project Scope and Schedule Management	2	16 Hours	$1095.00	$20.00	$75.00	$1190.00	$ 1,190.00
Certified Associate in Project Management (CAPM) Course - Sixth Edition	4	32 Hours	$2205.00	$100.00	$75.00	$2380.00	$ 2,380.00
Visio 2016 - Part 1	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Visio 2016 - Part 2	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Six Sigma							
Lean Six Sigma Black Belt	5	40 Hours	$3375.00	$50.00	$75.00		$ 3,500.00
Lean Six Sigma Green Belt	4	32 Hours	$2675.00	$50.00	$75.00		$ 2,800.00
Spreadsheets							
Excel 2016 - Formulas and Charts	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Excel 2016 - Part 1	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00

Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
Excel 2016 - Part 2	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Excel 2016 - Part 3	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Excel 2016/2019: Data Analysis with Pivot Tables	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
Excel 2016/2019: Data Analysis with Pivot Tables	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Excel 2016: Formulas and Charts	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Excel 2016: Tables, Pivot Tables and Conditional Formatting	0.5	4 Hours	$100.00	$20.00	$75.00	$195.00	$ 195.00
Excel 2019 - Part 1	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Excel 2019 - Part 2	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Excel 2019 - Part 2	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Excel 2019 - Part 3	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Microsoft Excel for Office 365 - Part 1	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Microsoft Excel for Office 365 - Part 2	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Microsoft Excel for Office 365 - Part 3	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Excel 2013/2016 Programming with VBA	3	24 Hours	$1035	$75.00	$75.00	$1185.00	$ 1,185.00
Data Analysis using Excel 2016 – Level 1	2	16 Hours	$895.00	$20.00	$75.00	$990.00	$ 990.00
Data Model Design Using Excel 2016 – Level 2	1	8 Hours	$400.00	$20.00	$75.00	$495.00	$ 495.00
Introduction to DAX for Excel 2016 Users – Level 3	2	16 Hours	$895.00	$20.00	$75.00	$990.00	$ 990.00
Word Processing							
Microsoft Word for Office 365 - Part 1	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Microsoft Word for Office 365 - Part 2	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Microsoft Word for Office 365 - Part 3	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Word 2016 - Part 1	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Word 2016 - Part 2	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Word 2016 - Part 3	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Word 2019 - Part 1	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Word 2019 - Part 2	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00
Word 2019 - Part 3	1	8 Hours	$200.00	$20.00	$75.00	$295.00	$ 295.00

Additional Desktop Applications						
Get Going with QuickBooks	2	16 Hours	$695.00	$20.00	$75.00	$790.00	$ 790.00
Keep Going with QuickBooks	2	16 Hours	$695.00	$20.00	$75.00	$790.00	$ 790.00
Microsoft Power BI - Data Analysis Practitioner	2	16 Hours	$695.00	$20.00	$75.00	$790.00	$ 790.00
Microsoft Teams	1	8 Hours	$300.00	$20.00	$75.00	$395.00	$ 395.00
Cyber Secure Coder	3	24 Hours	$1390.00	$20.00	$75.00	$1485.00	$ 1,485.00

TECHNICAL TRAINING CLASSES

Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
Agile							
Introduction to Agile and Scrum Methodologies	1	8 Hours	$380.00	$20.00	$75.00	$475.00	$ 475.00
PMI Agile Certified Professional (PMI-ACP) Exam Preparation	3	24 Hours	$1562.00	$160.00	$75.00	$1797.00	$ 1,797.00
Agile Master Certified	3	24 Hours	$2015.00	$160.00	$75.00	$2250.00	$ 2,250.00
Agile Project Management Methodologies	2	16 Hours	$955.00	$160.00	$75.00	$1190.00	$ 1,190.00
AWS							
Data Warehousing on AWS	3	24 Hours	$1840.00	$110.00	$75.00	$2025.00	$ 2,025.00
Developing on AWS	3	24 Hours	$1840.00	$110.00	$75.00	$2025.00	$ 2,025.00
Fundamentals of AWS	1	8 Hours	$514.00	$110.00	$75.00	$699.00	$ 699.00
Azure							
AZ-300 Azure Architect Technologies	5	40 Hours	$2670.00	$230.00	$75.00	$2975.00	$ 2,975.00
AZ-301 Azure Solutions Architect - Design	4	32 Hours	$2095.00	$210.00	$75.00	$2380.00	$ 2,380.00
AZ-400 Azure DevOps Engineer	5	40 Hours	$2840.00	$60.00	$75.00	$2975.00	$ 2,975.00
AZ-500T00 Microsoft Azure Security Technologies	4	32 Hours	$2245.00	$60.00	$75.00	$2380.00	$ 2,380.00
AZ-900T00 Microsoft Azure Fundamentals	2	16 Hours	$1055.00	$60.00	$75.00	$1190.00	$ 1,190.00
AZ-900T01 Microsoft Azure Fundamentals	1	8 Hours	$460.00	$60.00	$75.00	$595.00	$ 595.00
Cisco							
Cisco Configuring Cisco MDS 9000 Series Switches v3.1 (DCMDS)	4	32 Hours	$3170.00	$350.00	$75.00	$3595.00	$ 3,595.00
Cisco Implementing and Operating Cisco Data Center Core Technologies (DCCOR)	5	40 Hours	$4070.00	$350.00	$75.00	$4495.00	$ 4,495.00
Cisco Implementing and Operating Cisco Enterprise Network Core Technologies (ENCOR)	5	40 Hours	$3570.00	$350.00	$75.00	$3995.00	$ 3,995.00
Cisco Implementing Cisco Enterprise Advanced Routing and Services (ENARSI)	5	40 Hours	$3570.00	$350.00	$75.00	$3995.00	$ 3,995.00
Cisco Designing Cisco Enterprise Networks (ENSLD)	5	40 Hours	$3570.00	$350.00	$75.00	$3995.00	$ 3,995.00

Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
Cisco Designing Cisco Enterprise Wireless Networks (ENWLSD)	5	40 Hours	$3570.00	$350.00	$75.00	$3995.00	$ 3,995.00
Cisco Implementing Cisco Enterprise Wireless Networks (ENWLSI)	5	40 Hours	$3570.00	$350.00	$75.00	$3995.00	$ 3,995.00
Cisco Understanding Cisco Wireless Fundamentals v1.0 (WLFNDU)	5	40 Hours	$3570.00	$350.00	$75.00	$3995.00	$ 3,995.00
Cisco Troubleshooting Cisco Data Center Infrastructure v7.0 (DCIT)	5	40 Hours	$4070.00	$350.00	$75.00	$4495.00	$ 4,495.00
Cisco Securing Cloud Deployments with Cisco Technologies v1.0 (SECCLD)	4	32 Hours	$3570.00	$350.00	$75.00	$3995.00	$ 3,595.00
Cisco Implementing Automation for Cisco Service Provider Solutions (SPAUI)	3	24 Hours	$2270.00	$350.00	$75.00	$2695.00	$ 2,695.00
Cisco Implementing and Operating Cisco Collaboration Core Technologies (CLCOR)	5	40 Hours	$3570.00	$350.00	$75.00	$3995.00	$ 3,995.00
Cisco Understanding Cisco Collaboration Foundations v1.0 (CLFNDU)	5	40 Hours	$3570.00	$350.00	$75.00	$3995.00	$ 3,995.00
Cisco Implementing Cisco Application Centric Infrastructure (DCACI)	5	40 Hours	$4070.00	$350.00	$75.00	$4495.00	$ 4,495.00
Cisco Implementing and Operating Cisco Security Core Technologies (SCOR)	5	40 Hours	$4070.00	$350.00	$75.00	$4495.00	$ 4,495.00
Cisco Implementing and Configuring Cisco® Identity Services Engine v3.0 (SISE)	5	40 Hours	$4070.00	$350.00	$75.00	$4495.00	$ 4,495.00
Cisco Securing Email with Cisco® Email Security Appliance v3.0 (SESA)	3	24 Hours	$2265.00	$355.00	$75.00	$2695.00	$ 2,695.00
Cisco Securing the Web with Cisco® Web Security Appliance v3.0 (SWSA)	2	16 Hours	1448.00	$275.00	$75.00	$1798.00	$ 1,798.00
Cisco Configuring Cisco NX-OS Switches and Fabrics in the Data Center (DCCNX) v1.0	3	24 Hours	$2270.00	$350.00	$75.00	$2695.00	$ 2,695.00
Cisco Configuring Cisco Unified Computing System (DCCUCS)	3	24 Hours	$2270.00	$350.00	$75.00	$2695.00	$ 2,695.00
Cisco Designing Cisco Data Center Infrastructure v7.0 (DCID)	5	40 Hours	$4070.00	$350.00	$75.00	$4495.00	$ 4,495.00

Cisco Implementing and Administering Cisco Solutions v1.0 (CCNA)	5	40 Hours	$3220.00	$500.00	$75.00	$3795.00	$ 3,795.00
Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
Cisco Deploying Basic Cisco Wireless LANs v1.2 (WDBWL)	3	24 Hours	$1970.00	$350.00	$75.00	$2395.00	$ 2,395.00
Cisco Implementing Advanced Cisco ASA Security v2.1 (SASAA)	5	40 Hours	$3870.00	$350.00	$75.00	$4295.00	$ 4,295.00
Citrix							
CMB-318 Citrix Virtual Apps and Desktops 7, App Layering, and WEM Administration (Fast-Track)	5	40 Hours	$5325.00	$600.00	$75.00	$6000.00	$ 6,000.00
CNS-219 Citrix ADC 12.x Traffic Management	2	16 Hours	$1525.00	$400.00	$75.00	$2000.00	$ 2,000.00
CNS-221 Citrix Gateway 12.x	2	16 Hours	$1525.00	$400.00	$75.00	$2000.00	$ 2,000.00
CNS-222 Citrix ADC 12.x Essentials and Citrix Gateway	5	40 Hours	$4225.00	$700.00	$75.00	$5000.00	$ 5,000.00
CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and In Citrix Cloud	5	40 Hours	$4325.00	$600.00	$75.00	$5000.00	$ 5,000.00
CWS-313 Citrix Virtual Apps and Desktops 7 Advanced Deployment, Troubleshooting, Security and Administration	3	24 Hours	$2525.00	$400.00	$75.00	$3000.00	$ 3,000.00
CWS-314 Citrix App Layering and WEM Administration	2	16 Hours	$1525.00	$400.00	$75.00	$2000.00	$ 2,000.00
CWS-315 Citrix Virtual Apps and Desktops 7 Advanced Administration	5	40 Hours	$3675.00	$1250.00	$75.00	$5000.00	$ 5,000.00
CXD-252 Moving to the Citrix Virtual Apps and Desktops Service on Citrix Cloud with Microsoft Azure	5	40 Hours	$4225.00	$700.00	$75.00	$5000.00	$ 5,000.00
CompTIA							
CompTIA A+ - Part 1	5	40 Hours	$2332.00	$68.00	$75.00	$2475.00	$ 2,475.00
CompTIA A+ - Part 2	5	40 Hours	$2332.00	$68.00	$75.00	$2475.00	$ 2,475.00
CompTIA A+ Certification (Exams 220-1001 and 220-1002)	5	40 Hours	$2332.00	$68.00	$75.00	$2475.00	$ 2,475.00
CompTIA Cloud Essentials Certification	3	24 Hours	$1342.00	$68.00	$75.00	$1485.00	$ 1,485.00
CompTIA Cloud+ Certification	5	40 Hours	$2332.00	$68.00	$75.00	$2475.00	$ 2,475.00
CompTIA IT Fundamentals+	5	40 Hours	$2332.00	$68.00	$75.00	$2475.00	$ 2,475.00

Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
CompTIA Linux+ Certification	5	40 Hours	$2332.00	$68.00	$75.00	$2475.00	$ 2,475.00
CompTIA Network+ Certification	5	40 Hours	$2332.00	$68.00	$75.00	$2475.00	$ 2,475.00
CompTIA Project+ Certification	5	40 Hours	$2332.00	$68.00	$75.00	$2475.00	$ 2,475.00
CompTIA Security+ Certification	5	40 Hours	$2332.00	$68.00	$75.00	$2475.00	$ 2,475.00
CompTIA Penetration Tester+ (PenTest+) Certification	5	40 Hours	$2832.00	$68.00	$75.00	$2975.00	$ 2,975.00
CompTIA Server+ Certification	5	40 Hours	$2832.00	$68.00	$75.00	$2975.00	$ 2,975.00
CompTIA Advanced Security Practitioner (CASP+)	5	40 Hours	$3152.00	$68.00	$75.00	$3295.00	$ 3,295.00
CompTIA Cybersecurity Analyst (CySA+) Certification	5	40 Hours	$2332.00	$68.00	$75.00	$2475.00	$ 2,475.00
DevOps							
DevOps Continuous Delivery Architect (CDA)	2	16 Hours	$1225.00	$195.00	$75.00	$1495.00	$ 1,495.00
DevOps Foundation	2	16 Hours	$1225.00	$195.00	$75.00	$1495.00	$ 1,495.00
DevOps Leader (DOL)	2	16 Hours	$1225.00	$195.00	$75.00	$1495.00	$ 1,495.00
DevOps Test Engineering (DTE)	2	16 Hours	$1225.00	$195.00	$75.00	$1495.00	$ 1,495.00
EC-Council							
EC-Council Certified Ethical Hacker (CEH)	5	40 Hours	$3020.00	$300.00	$75.00	$3395.00	$ 3,395.00
EC-Council Certified Network Defender	5	40 Hours	$3020.00	$300.00	$75.00	$3395.00	$ 3,395.00
EC-Council Computer Hacking Forensics Investigator (CHFI)	5	40 Hours	$3020.00	$300.00	$75.00	$3395.00	$ 3,395.00
Exchange							
20345-1 Administering Microsoft Exchange Server 2016/2019	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
20345-2 Designing and Deploying Microsoft Exchange Server 2016/2019	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
Google							
Google Cloud Platform Fundamentals - Core Infrastructure	1	8 Hours	$473.00	$51.00	$75.00	$599.00	$ 599.00
ITIL							
ITIL 4 Awareness	1	8 Hours	$570.00	$150.00	$75.00	$795.00	$ 795.00
ITIL 4 Create, Deliver and Support (CDS)	3	24 Hours	$2160.00	$150.00	$75.00	$2385.00	$ 2,385.00

Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
ITIL 4 Direct, Plan and Improve (DPI)	3	24 Hours	$2160.00	$150.00	$75.00	$2385.00	$ 2,385.00
ITIL 4 Drive Stakeholder Value (DSV)	3	24 Hours	$2160.00	$150.00	$75.00	$2385.00	$ 2,385.00
Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
ITIL 4 Foundation	2	16 Hours	$1470.00	$150.00	$75.00	$1695.00	$ 1,695.00
ITIL 4 Managing Professional Transition	5	40 Hours	$3750.00	$150.00	$75.00	$3975.00	$ 3,975.00
Microsoft Programming/Web							
10975 Introduction to Programming	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
20480 Programming in HTML5 with JavaScript and CSS3	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
20483C Programming in C#	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
20486 Developing ASP.NET Core MVC Web Applications	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
20487 Developing Windows Azure and Web Services	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
Microsoft MD/MS							
MD-100 - Windows 10	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
MD-101 Managing Modern Desktops	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
MS-030T00 Office 365 Administrator	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
MS-100 Microsoft 365 Identity and Services	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
MS-101 Microsoft 365 Mobility and Security	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
MS-101T00 Microsoft 365 Mobility and Security	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
MS-200 Planning and Configuring a Messaging Platform	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
MS-201 Implementing a Hybrid and Secure Messaging Platform	4	32 Hours	$2105.00	$200.00	$75.00	$2380.00	$ 2,380.00
MS-301 Deploying SharePoint Server Hybrid	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
MS-500 Microsoft 365 Security Administrator	4	32 Hours	$2105.00	$200.00	$75.00	$2380.00	$ 2,380.00
MS-700T00 Microsoft 365 Teams Administrator	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
MS-900T01 Microsoft 365 Fundamentals	1	8 Hours	$470.00	$50.00	$75.00	$595.00	$ 595.00

Microsoft SharePoint							
20339-1 Planning and Administering SharePoint 2016	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
20339-2 Advanced Technologies of SharePoint 2016	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
55197 Microsoft SharePoint Server 2016 for the Site Owner/Power User	2	16 Hours	$1015.00	$100.00	$75.00	$1190.00	$ 1,190.00
55215 SharePoint Online Power User	4	32 Hours	$2105.00	$200.00	$75.00	$2380.00	$ 2,380.00
55234 SharePoint 2016 Site Collections and Site Owner Administration	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
55238 SharePoint Online for Administrators	3	24 Hours	$1560.00	$150.00	$75.00	$1785.00	$ 1,785.00
Microsoft SQL							
SQL Querying Fundamentals - Part 1	1	8 Hours	$370.00	$50.00	$75.00	$495.00	$ 495.00
SQL Querying Fundamentals - Part 2	1	8 Hours	$370.00	$50.00	$75.00	$495.00	$ 495.00
10985 Introduction to SQL Databases	3	24 Hours	$1560.00	$150.00	$75.00	$1785.00	$ 1,785.00
10987 Performance Tuning and Optimizing SQL Databases	4	32 Hours	$2105.00	$200.00	$75.00	$2380.00	$ 2,380.00
10990 Analyzing Data with SQL Server Reporting Services	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
10998 Updating Your Skills to SQL Server 2017	2	16 Hours	$1015.00	$100.00	$75.00	$1190.00	$ 1,190.00
20761 Querying Data with Transact SQL	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
20762 Developing SQL Databases	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
20764 Administering a SQL Database Infrastructure	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
20765 Provisioning SQL Databases	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
20767 Implementing a SQL Data Warehouse	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
20768 Developing SQL Data Models	3	24 Hours	$1560.00	$150.00	$75.00	$1785.00	$ 1,785.00
Microsoft System Center							
10964 Cloud & Datacenter Monitoring with System Center Operations Manager	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00

Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
10965 IT Service Management with System Center Service Manager	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
20703-1 Administering System Center Configuration Manager	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
55133 PowerShell for System Center Configuration Manager Administrators	3	24 Hours	$1560.00	$150.00	$75.00	$1785.00	$ 1,785.00
Microsoft Windows Server							
10967 Fundamentals of a Windows Server Infrastructure	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
10969 Active Directory Services with Windows Server	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
20410 Installing and Configuring Windows Server 2012	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
20411 Administering Windows Server 2012	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
20412 Configuring Advanced Windows Server 2012 Services	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
20740 Installation, Storage, and Compute with Windows Server 2016	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
20741 Networking with Windows Server 2016	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
20742 Identity with Windows Server 2016	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
20744 Securing Windows Server 2016	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
Microsoft Writing Report							
55123 Writing Reports with Report Builder and SSRS Level 1	2	16 Hours	$1015.00	$100.00	$75.00	$1190.00	$ 1,190.00
55128 Writing Reports with Report Builder and SSRS Level 2	2	16 Hours	$1015.00	$100.00	$75.00	$1190.00	$ 1,190.00
Microsoft Additional Tech Courses							
10961 Automating Administration with Windows PowerShell	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00
10962 Advanced Automated Administration with Windows PowerShell	3	24 Hours	$1560.00	$150.00	$75.00	$1785.00	$ 1,785.00
10982 Supporting and Troubleshooting Windows 10	5	40 Hours	$2650.00	$250.00	$75.00	$2975.00	$ 2,975.00

Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
10994 Data Analysis Fundamentals using Excel	2	16 Hours	$1015.00	$100.00	$75.00	$1190.00	$ 1,190.00
10997 Office 365 Administration	3	24 Hours	$1560.00	$150.00	$75.00	$1785.00	$ 1,785.00
20778 Analyzing Data with Power BI	3	24 Hours	$1560.00	$150.00	$75.00	$1785.00	$ 1,785.00
20779 Analyzing Data with Excel	3	24 Hours	$1560.00	$150.00	$75.00	$1785.00	$ 1,785.00
55205 Mastering Microsoft Project 2016	3	24 Hours	$1560.00	$150.00	$75.00	$1785.00	$ 1,785.00
55265 Microsoft PowerApps	2	16 Hours	$1015.00	$100.00	$75.00	$1190.00	$ 1,190.00
55268 Microsoft Flow	1	8 Hours	$470.00	$50.00	$75.00	$595.00	$ 595.00
Oracle							
Oracle 12c - PL/SQL Fundamentals	5	40 Hours	$2470.00	$150.00	$75.00	$2695.00	$ 2,695.00
Palo Alto Networks							
Palo Alto Networks - Firewall Essentials - Configuration and Management v9.0 (EDU-210)	5	40 Hours	$4770.00	$150.00	$75.00	$4995.00	$ 4,995.00
Palo Alto Networks - Panorama™ Managing Firewalls at Scale v9.0 (EDU-220)	2	16 Hours	$1870.00	$50.00	$75.00	$1995.00	$ 1,995.00
Programing							
Cyber Secure Coder	3	24 Hours	$1360.00	$50.00	$75.00	$1485.00	$ 1,485.00
Python							
Python Programming - Advanced	3	24 Hours	$1610.00	$100.00	$75.00	$1785.00	$ 1,785.00
Python Programming - Introduction	2	16 Hours	$1065.00	$50.00	$75.00	$1190.00	$ 1,190.00
Python With Data Science	2	16 Hours	$1065.00	$50.00	$75.00	$1190.00	$ 1,190.00
Python 3 Essentials	5	40 Hours	$3270.00	$150.00	$75.00	$3495.00	$ 3,495.00
Data Wrangling with Python	3	24 Hours	$1610.00	$100.00	$75.00	$1785.00	$ 1,785.00
Red Hat							
Red Hat RHCSA Rapid Track Course (RH199)	4	32 Hours	$3625.00	N/A	$75.00	$3700.00	$ 3,700.00
Red Hat RHCSA Rapid Track Course with Exam (RH200)	5	40 Hours	$3820.00	N/A	$75.00	$3895.00	$ 3,895.00
Red Hat System Administration I (RH124)	5	40 Hours	$3325.00	N/A	$75.00	$3400.00	$ 3,400.00

Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
Red Hat System Administration II (RH134)	4	32 Hours	$3325.00	N/A	$75.00	$3400.00	$ 3,400.00
Red Hat System Administration II with RHCSA Exam (RH135)	5	40 Hours	$3725.00	N/A	$75.00	$3800.00	$ 3,800.00
Red Hat System Administration III - Linux Automation (RH294)	4	32 Hours	$3325.00	N/A	$75.00	$3400.00	$ 3,400.00
Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
Scrum							
Scrum Developer Certified	2	16 Hours	$1245.00	$175.00	$75.00	$1495.00	$ 1,495.00
Scrum Master	2	16 Hours	$1245.00	$175.00	$75.00	$1495.00	$ 1,495.00
Scrum Product Owner	2	16 Hours	$1245.00	$175.00	$75.00	$1495.00	$ 1,495.00
Security							
Certified Artificial Intelligence (AI) Practitioner	5	40 Hours	$3250.00	$150.00	$75.00	$3475.00	$ 3,475.00
Certified Information Security Manager (CISM)	3	24 Hours	$1770.00	$150.00	$75.00	$1995.00	$ 1,995.00
Certified Information Systems Auditor (CISA)	5	40 Hours	$3250.00	$150.00	$75.00	$3475.00	$ 3,475.00
Certified Information Systems Security Professional (CISSP)	5	40 Hours	$3170.00	$60.00	$75.00	$3395.00	$ 3,395.00
SharePoint							
Microsoft SharePoint 2016 - Advanced Site Owner with Workflow Administration	1	8 Hours	$370.00	$50.00	$75.00	$495.00	$ 495.00
Microsoft SharePoint 2016 - Site Owner	1	8 Hours	$370.00	$50.00	$75.00	$495.00	$ 495.00
Microsoft SharePoint 2016 - Site User	1	8 Hours	$370.00	$50.00	$75.00	$495.00	$ 495.00
SharePoint - Advanced Site Owner	1	8 Hours	$370.00	$50.00	$75.00	$495.00	$ 495.00
SharePoint - Site Owner with Microsoft Forms and Flow	1	8 Hours	$370.00	$50.00	$75.00	$495.00	$ 495.00
SharePoint - Site User	1	8 Hours	$370.00	$50.00	$75.00	$495.00	$ 495.00
VMWare							
VMware Cloud™ on AWS - Deploy and Manage	3	24 Hours	$1875.00	$600.00	$75.00	$2550.00	$ 2,550.00
VMware Horizon 7 - Install, Configure, Manage	5	40 Hours	$3575.00	$600.00	$75.00	$4250.00	$ 4,250.00
VMware vSphere: Install, Configure, Manage	5	40 Hours	$3950.00	$600.00	$75.00	$4625.00	$ 4,625.00

Additional Tech Courses							
Cyber Secure Coder	3	24 Hours	$1310.00	$100.00	$75.00	$1485.00	$ 1,485.00
CyberSec First Responder™ (Exam CFR-310)	5	40 Hours	$2800.00	$100.00	$75.00	$2975.00	$ 2,975.00
Tableau Desktop - Part 1	2	16 Hours	$1015.00	$100.00	$75.00	$1190.00	$ 1,190.00
Tableau Desktop - Part 2	2	16 Hours	$1015.00	$100.00	$75.00	$1190.00	$ 1,190.00
Program Name	Days of Instruction	Length of Instruction	Total charges for courses	Total Textbook Cost (required and non-refundable)	Registration Fee (non-refundable)	Total charges for a period of attendance	Estimated Total Charges for the Entire Educational Program
Advanced Java 9	4	32 Hours	$2621.00	$100.00	$75.00	$2796.00	$ 2,796.00
Android Studio Development Essentials	5	40 Hours	$3320.00	$100.00	$75.00	$3495.00	$ 3,495.00
CRISC Certified in Risk and Information Systems Control	3	24 Hours	$1862.00	$100.00	$75.00	$2037.00	$ 2,037.00
Introduction to R Programming	2	16 Hours	$1015.00	$100.00	$75.00	$1190.00	$ 1,190.00
JavaScript Essentials with jQuery	5	40 Hours	$3320.00	$100.00	$75.00	$3495.00	$ 3,495.00
MS-300 Deploying Microsoft 365 Teamwork	5	40 Hours	$2800.00	$100.00	$75.00	$2975.00	$ 2,975.00
COBIT 2019 Foundation	2	16 Hours	$1155.00	$100.00	$75.00	$1330.00	$ 1,330.00
Angular 6 Essentials	3	24 Hours	$1820.00	$100.00	$75.00	$1995.00	$ 1,995.00
Certified Information Privacy Professional CIPP/US	2	16 Hours	$2420.00	$100.00	$75.00	$2595.00	$ 2,595.00

DESCRIPTION OF EDUCATIONAL PROGRAM (INDIVIDUAL COURSES)

Each educational program meets the requirements of 5 C.C.R. section 71710

Admissions Requirement: See Page 288 "Admissions Process"

Minimum of prior education: Basic knowledge of PC desktop operation or equivalence
Minimum graduation requirements: Attendance 80%, Exams passed at 70%
Instruction Mode: Classroom, Online, Hybrid

Prerequisites
A Basic knowledge of PC desktop operation or equivalency is required.

10 Soft Skills You Need
Description
In this course, students will develop a core set of soft skills by managing and looking at the way people interact and seeing things in a new light.
Acquired Skills
Communication, Teamwork, Problem Solving, Time Management, Self-Confidence, Networking

10961 Automating Administration with Windows PowerShell
Description
This course provides students with the fundamental knowledge and skills to use Windows PowerShell for administering and automating administration of Windows based servers.
Acquired Skills
CMDLETS for Administration, Working with the windows PowerShell Pipeline, Understanding how the pipeline works, Using PSProviders and PSDrives, Querying, Working with Variables, Arrays and hash Tables, Basic Scripting

10962 Advanced Automated Administration with Windows PowerShell
Description
This course that will teach students how to automate administrative tasks using Windows PowerShell 5.1. Students will learn core scripting skills such as creating advanced functions, writing controller scripts, and handling script errors. Students will learn how to works with Windows PowerShell Workflow, the REST API and XML and JSON formatted data files, Students will also learn how to use new administration tools such Desired State Configuration (DSC) and Just Enough Administration (JEA) to configure and secure servers.
Acquired Skills
Using CMDLETS, Controller Scripts, Handling Script Errors, Using XML Data Files, Managing Server Configurations, Analyzing and Debugging Scripts

10964 Cloud & Datacenter Monitoring with System Center Operations Manager
Description
This course equips students with the skills they require to deploy and configure System Center 2012 R2 Operations Manager.
Acquired Skills
Configure integration between System Center 2012 R2 Operations Manager and other System Center 2012 R2 components., Architect a highly available System Center and Microsoft SQL Server platform utilizing Microsoft SQL Server AlwaysOn, Planning for migration and upgrade scenarios to System Center 2012 R2 Operations Manager., Customize the Operations Console with User Roles, Implement key Management Pack concepts, Implement key Management Pack concepts, Configure integration between System Center 2012 R2 Operations Manager and other System Center 2012 R2 components

10965 IT Service Management with System Center Service Manager
Description

provide students with the key knowledge required to deploy and configure System Center 2016 Service Manager.

Acquired Skills

Describe Service Manager 2016., Upgrade to Service Manager 2016., Install Service Manager 2016., Describe Service Manager usage cases., Configure base settings in Service Manager 2016., Configure Incident and Problem Management., Configure Activity, Change, and Release Management., Configure and Manage Service Requests., Automate business processes with Service Manager and Orchestrator., Configure Service Level Management., Customize the Self-Service Portal., Use Reports and Analyze Data in Service Manager., Perform advanced troubleshooting and disaster recovery in Service

10967 Fundamentals of a Windows Server® Infrastructure

Description

Students will learn basic skills and knowledge required to build a Windows Server Infrastructure, as well as networking architecture and topologies, security considerations and best practices and Windows Server administration skills and technologies.

Acquired Skills

Perform a local media-based installation of Windows Server 2012., Select appropriate storage technologies and configure storage on Windows Server., Describe fundamental network components and terminology, Implement a network by selecting network hardware components, Describe the protocols and services within the Transmission Control Protocol/Internet Protocol (TCP/IP) suite of protocols and implement IPv4, Describe server roles, identify the network-related security features in Windows Server, Identify and implement additional software components to enhance your organization's security., Monitor a server to determine the performance level.

10969 Active Directory® Services with Windows Server®

Description

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.

Acquired Skills

Understand available solutions for identity management and be able to address scenarios with appropriate solutions., Deploy and administer AD DS in Windows Server 2012., Secure AD DS deployment., Monitor, troubleshoot and establish business continuity for AD DS services., Implement AD DS sites, configure and manage replication, Implement and manage GPOs., Manage user settings with GPOs., Secure and provision data access using technologies such as Dynamic Access Control, Work Folders and Workplace Join, Implement certification authority (CA) hierarchy with AD CS and how to manage CAs., Implement certificates., Implement and manage AD RMS., Implement and administer AD FS., Implement Windows Azure Active Directory., Implement and administer Active Directory Lightweight Directory Services (AD LDS).

10975 Introduction to Programming

Description

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.

Acquired Skills

Explain computer number systems such as binary., Create and use variables and constants in programs., Explain how to create and use functions in a program., Create and use decisions structures in a computer program., Create and use repetition (loops) in a computer program., Explain pseudocode and its role in programming., Explain the basic computer data structures such as arrays, lists, stacks, and queues., Implement object-oriented programming concepts., Create and use classes in a computer program., Implement encapsulation, inheritance, and polymorphism., Describe the base class library (BCL) in the .NET Framework., Explain the application security concepts., Implement simple I/O in a computer program., Identify application errors and explain how to debug an application and handle errors., Identify the performance considerations for applications.

10982 Supporting and Troubleshooting Windows 10

Description

This course is designed to provide students with the knowledge and skills required to support and troubleshoot Windows 10 PCs and devices in a Windows Server domain environment. These skills include understanding of Windows 10 features, how they can be used in an Active Directory environment and how to troubleshoot them.

Describe the processes for planning and using a Windows 10 troubleshooting methodology., Troubleshoot startup issues and operating system services on a Windows 10 device., Resolve issues that pertain to hardware devices and device drivers., Troubleshoot Windows 10 devices remotely., Troubleshoot issues that pertain to network connectivity., Troubleshoot client-configuration failures and issues with application of Group Policy Objects (GPOs)., Troubleshoot issues related to user settings. , Troubleshoot remote-connectivity issues., Resolve issues that pertain to accessing resources from devices that are domain-joined., Resolve issues that pertain to accessing resources from devices that are not domain-joined., Troubleshoot issues that pertain to application installation and operation., Maintain a device that is running Windows 10., Recover a device that is running Windows 10.

10985 Introduction to SQL Databases
Description
Course is aimed at people looking to move into a database professional role or whose job role is expanding to encompass database elements. The course describes fundamental database concepts including database types, database languages, and database design
Acquired Skills
Describe key database concepts in the context of SQL Server 2016, Describe database languages used in SQL Server 2016, Describe data modelling techniques, Describe normalization and de-normalization techniques, Describe relationship types and effects in database design, Describe the effects of database design on performance, Describe commonly used database objects

10987 Performance Tuning and Optimizing SQL Databases
Description
provides students who manage and maintain SQL Server databases with the knowledge and skills to performance tune and optimize their databases.
Acquired Skills
Describe the high level architectural overview of SQL Server and its various components., Describe the SQL Server execution model, waits and queues., Describe core I/O concepts, Storage Area Networks and performance testing., Describe architectural concepts and best practices related to data files for user databases and TempDB., Describe architectural concepts and best practices related to Concurrency, Transactions, Isolation Levels and Locking., Describe architectural concepts of the Optimizer and how to identify and fix query plan issues. ,Describe architectural concepts, troubleshooting scenarios and best practices related to Plan Cache., Describe architectural concepts, troubleshooting strategy and usage scenarios for Extended Events., Explain data collection strategy and techniques to analyze collected data., Understand techniques to identify and diagnose bottlenecks to improve overall performance.

10990 Analyzing Data with SQL Server Reporting Services
Description
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.
Acquired Skills
Describe reporting services and it's components, Describe reporting services data sources, Implement paginated reports, Work with reporting services data, Visualize data with reporting services, Aggregate report data, Share reporting services reports, Administer reporting services, Expand and integrate reporting services, Describe mobile reports, Develop mobile reports.

10994 Data Analysis Fundamentals using Excel
Description
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.
Acquired Skills
Create an Excel report, Create an Excel table, Create a pivot table and pivot chart, Create a dashboard and analyze data, Create Hierarchies, Data Analysis Fundamentals using Excel

10997 Office 365 Administration

Description

This course teaches you the skills you need to in administer, configure, troubleshoot, and operate Office 365 services, including its identities, dependencies, requirements, and supporting technologies. You will develop the 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 and Teams. You will also be introduced to security and compliance features of Office 365.

Acquired Skills

Describe Office 365 services., Administer Office 365 by using graphical user interface (GUI) and Windows PowerShell., Administer and troubleshoot directory synchronization and directory objects., Administer and troubleshoot Skype for Business., Administer and troubleshoot SharePoint Online., Administer and troubleshoot Office 365 ProPlus., Administer and troubleshoot compliance and security in Office 365.

10998 Updating Your Skills to SQL Server 2017

Description

course is aimed at database professionals looking to update their skills to cover SQL Server 2017.

Acquired Skills

Describe key capabilities and components of SQL Server 2017, Describe new and enhanced features in SQL Server Performance, Availability, and Scalability, Describe new and enhanced features in SQL Server data access, Describe new and enhanced features in SQL Server reporting and BI, Describe new and enhanced features in SQL Server OLAP, Describe new and enhanced data analytics features, Describe new and enhanced features in SQL Server Cloud deployments, Describe SQL Server on Linux functionality

20339-1 Planning and Administering SharePoint 2016

Description

This course will provide students with the knowledge and skills to plan and administer a Microsoft SharePoint 2016 environment. The course teaches students how to deploy, administer, and troubleshoot their SharePoint environment.

Acquired Skills

Describe the key features of SharePoint 2016., Design an information architecture for a SharePoint 2016 deployment., Design a logical architecture for a SharePoint 2016 deployment., Design the physical architecture for a SharePoint 2016 deployment., Install and configure SharePoint 2016., Create and configure web applications and site collections., Plan and configure service applications for a SharePoint 2016 deployment., Manage users and permissions, and secure content in a SharePoint 2016 deployment., Configure authentication in a SharePoint 2016 deployment., Configure platform and farm-level security in a SharePoint 2016 deployment., Manage information taxonomy in SharePoint web applications and site collections., Configure and manage user profiles and audiences., Configure and manage the search experience in SharePoint 2016., Monitor, maintain, and troubleshoot a SharePoint 2016 deployment.

20339-2 Advanced Technologies of SharePoint 2016

Description

This course will teach students how to plan, configure, & manage the advanced features in a SharePoint 2016 environment. The areas of focus for this course include implementing high availability, disaster recovery, & service application architecture.

Acquired Skills

Describe the core SharePoint 2016 architecture and its new and improved features., Describe the key hybrid features in SharePoint 2016., Plan and design a SharePoint 2016 environment to meet requirements for high availability and,, disaster, recovery., Plan and implement Business Connectivity Services and Secure Store Service., Configure and manage productivity services for a SharePoint 2016 deployment., Manage solutions in a SharePoint 2016 deployment., Plan and configure social computing features., Plan and configure web content management for an Internet-facing environment., Plan and configure Enterprise Content Management in a SharePoint 2016 deployment., Plan and configure business intelligence solutions., Plan and configure work management, productivity, and collaboration platforms and features., Perform an upgrade or migration to SharePoint 2016.

20345-1 Administering Microsoft Exchange Server 2016/2019

Description

This course teaches IT professionals how to administer and support Exchange Server. The course covers how install and configure Exchange Server. It also covers how to manage mail recipients and public folders, including how to perform bulk operations by using Exchange Management Shell. In addition, the course covers how to manage client connectivity, message transport and hygiene, and highly available Exchange Server deployments. It also covers how to implement disaster recovery solutions. Finally, the course covers how to maintain and monitor an Exchange Server deployment and how to administer Exchange Online in an Office 365 deployment.

Acquired Skills

Deploy Exchange Server. Plan and configure storage for Exchange Server., Create and manage various recipient objects in Exchange Server., Perform recipient management and Exchange server management tasks by using Exchange Server cmdlets., Deploy Client Access services in Exchange Server., Manage high availability in Exchange Server., Implement disaster recovery for, Configure and manage message transport in Exchange Server., Configure message security in Exchange Server., Monitor and troubleshoot Exchange Server., Configure Exchange Server role-based access control permissions and configure audit logging for both administrators and users., Implement and manage integration with Exchange Online.

20345-2 Designing and Deploying Microsoft Exchange Server 2016/2019

Description

This course provides experienced Exchange Server administrators with the knowledge to design and implement an Exchange Server messaging environment. The course covers how to design and configure advanced components in an Exchange Server deployment such as site resiliency, advanced security, compliance, archiving and discovery solutions, coexistence with other Exchange organizations or Exchange Online, and migration from previous versions of Exchange server. The course also provides guidelines, best practices, and considerations that will help optimize Exchange Server deployments.

Acquired Skills

Plan for Exchange Server deployments., Plan and deploy Exchange Server hardware, virtualization, mailbox databases, and public folders., Plan message transport in Exchange Server., Plan and deploy Client Access services in Exchange Server., Design and implement a highly available Exchange Server environment., Maintain Exchange Server by using Managed Availability and Desired State Configuration (DSC)., Plan for messaging security and design and implement Active Directory Rights Management Services (AD RMS) and Microsoft Azure RMS in Exchange Server., Design and implement message retention and archiving., Design and implement data loss prevention policies, In-Place Hold, and eDiscovery., Design and implement messaging coexistence among Exchange Server organizations., Plan and implement the upgrade from previous versions of Exchange Server to Exchange Server 2019., Plan a hybrid Exchange deployment.

20410 Installing and Configuring Windows Server 2012

Description

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.

Acquired Skills

Install and Configure Windows Server 2012. ,Describe AD DS., Manage Active Directory objects. ,Automate Active Directory administration. ,Implement IPv4., Implement Dynamic Host Configuration Protocol (DHCP)., Implement Domain Name System (DNS)., Implement IPv6., Implement local storage., Share files and printers., Implement Group Policy., Use Group Policy Objects (GPOs) to secure Windows Servers., Implement server virtualization using Hyper-V.

20411 Administering Windows Server 2012

Description

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.+

Acquired Skills

Configure and Troubleshoot Domain Name System, Maintain Active Directory Domain Services, Manage User and Service Accounts, Implement Group Policy Infrastructure, Manage User Desktops using Group Policy, Install,

Access, Optimize File Services, Configure Encryption and Advanced Auditing, Deploy and Maintain Server Images, Implement Update Managements, Monitor Windows Server 2012

20412 Configuring Advanced Windows Server 2012 Services
Description
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.
Acquired Skills
Implement advanced network services., Implement advanced file services. Implement Dynamic Access Control., Implement network load balancing (NLB)., Implement failover clustering., Implement failover clustering with Hyper-V., Implement disaster recovery., Implement distributed Active Directory® Domain Services (AD DS) deployments., Implement AD DS sites and replication., Implement Active Directory Certification Services (AD CS)., Implement Active Directory Rights Management Services (AD RMS)., Implement Active Directory Federation Services (AD FS).

20480 Programming in HTML5 with JavaScript and CSS3
Description
This course provides an introduction to HTML5, CSS3, and JavaScript and helps students gain basic HTML5/CSS3/JavaScript programming skills. This course is an entry point into both the Web application and Windows Store apps training paths.
Acquired Skills
Explain how to use Visual Studio 2017 to create and run a Web application., Describe the new features of HTML5, and create and style HTML5 pages., Add interactivity to an HTML5 page by using JavaScript., Create HTML5 forms by using different input types, and validate user input by using HTML5 attributes and JavaScript code., Send and receive data to and from a remote data source by using XMLHTTP Request objects and Fetch API., Style HTML5 pages by using CSS3., Create well-structured and easily-maintainable JavaScript code., Write modern JavaScript code and use babel to make it compatible to all browsers., Use common HTML5 APIs in interactive Web applications., Create Web applications that support offline operations., Create HTML5 Web pages that can adapt to different devices and form factors., Add advanced graphics to an HTML5 page by using Canvas elements, and by using and Scalable Vector Graphics., Enhance the user experience by adding animations to an HTML5 page., Use Web Sockets to send and receive data between a Web application and a server., Improve the responsiveness of a Web application that performs long-running operations by using, Web Worker processes., Use WebPack to package web applications for production.

20483 Programming in C#
Description
This training course teaches developers the programming skills that are required for developers to create Windows applications using the C# language.
Acquired Skills
Describe the core syntax and features of C#., Create and call methods, catch and handle exceptions, and describe the monitoring requirements of large-scale applications., Implement the basic structure and essential elements of a typical desktop application., Create classes, define and implement interfaces, and create and use generic collections., Use inheritance to create a class hierarchy, extend a .NET Framework class, and create generic classes and methods., Read and write data by using file input/output and streams, and serialize and deserialize data in different formats., Create and use an entity data model for accessing a database and use LINQ to query and update data., Use the types in the System.Net namespace and WCF Data Services to access and query remote data., Build a graphical user interface by using XAML., Improve the throughput and response time of applications by using tasks and asynchronous operations., Integrate unmanaged libraries and dynamic components into a C# application., Examine the metadata of types by using reflection, create and use custom attributes, generate code at, runtime, and manage assembly versions., Encrypt and decrypt data by using symmetric and asymmetric encryption.

20486 Developing ASP.NET Core MVC Web Applications

In this course, the professional web developers will learn to develop advanced ASP.NET Core MVC applications using .NET Core tools and technologies. The focus will be on coding activities that enhance the performance and scalability of the Web site application. This course will also prepare the student for exam 70-486.

Acquired Skills
Describe the Microsoft Web Technologies stack and select an appropriate technology to use to develop any given application., Design the architecture and implementation of a web application that will meet a set of functional requirements, user interface requirements, and address business models., Configure the pipeline of ASP.NET Core web applications using middleware, and leverage dependency injection across MVC application., Add Controllers to an MVC Application to manage user interaction, update models, and select and return Views., Develop a web application that uses the ASP.NET Core routing engine to present friendly URLs and a logical navigation hierarchy to users., Create Views in an MVC application that display and edit data and interact with Models and Controllers., Create MVC Models and write code that implements business logic within Model methods, properties, and events., Connect an ASP.NET Core application to a database using Entity Framework Core., Implement a consistent look and feel across an entire MVC web application., Write JavaScript code that runs on the client-side and utilizes the jQuery script library to optimize the responsiveness of an MVC web application., Add client side packages and configure Task Runners., Run unit tests and debugging tools against a web application in Visual Studio 2017., Write an MVC application that authenticates and authorizes users to access content securely using, Identity., Build an MVC application that resists malicious attacks., Use caching to accelerate responses to user requests., Use Signal R to enable two-way communication between client and server., Describe what a Web API is and why developers might add a Web API to an application., Describe how to package and deploy an ASP.NET Core MVC web application from a development computer to a web server.

20487 Developing Windows Azure and Web Services

Description
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.

Acquired Skills
Query and manipulate data with Entity Framework, Use ASP.NET Web API to create HTTP-based services and consume them from .NET and non-.NET clients, Extend ASP.NET Web API services using message handlers, model binders, action filters, and media type formatters, Create SOAP-based services with the Windows Communication Foundation (WCF) and consume them from .NET clients, Apply design principles to service contracts and extend WCF services using custom runtime components and behaviors, Secure WCF services using transport and message security, Use Windows Azure Service Bus for relayed messaging and brokered messaging using queues and topics, Host services on on-premises servers, and on various Windows Azure environments, such as Web Roles, Worker Roles, and Web Sites, Deploy services to both on-premises servers and Windows Azure, Store and access data in Windows Azure Storage, and configure storage access rights, Monitor and log services, both on-premises and in Windows Azure, Implement federated authentication by using ACS with ASP.NET Web API services, Create scalable, load-balanced services

20703-1 Administering System Center Configuration Manager

Description
In this course, students will learn day-to-day management tasks, including how to manage applications, client health, hardware and software inventory, operating system deployment, and software updates by using Configuration Manager. You also will learn how to optimize System Center Endpoint Protection, manage compliance, and create management queries and reports.

Acquired Skills
Describe the features Configuration Manager and Intune include, and explain how you can use these features to manage PCs and mobile devices in an enterprise environment., Analyze data by using queries and reports., Prepare a management infrastructure, including configuring boundaries, boundary groups, and resourced discovery, and integrating mobile-device management with Microsoft Exchange Server., Deploy and manage the Configuration Manager client., Configure, manage, and monitor hardware and software inventory, and use Asset Intelligence and software metering., Identify and configure the most appropriate method to distribute and manage content used for deployments., Distribute, deploy, and monitor applications for managed users and systems., Maintain software updates for PCs that Configuration Manager manages., Implement Endpoint Protection for

managed PCs., Manage configuration items, baselines, and profiles to assess and configure compliance settings and data access for users and devices., Configure an operating-system deployment strategy by using Configuration Manager., Manage and maintain a Configuration Manager site.

20740 Installation, Storage, and Compute with Windows Server 2016

Description
This course is designed for students who are responsible for managing storage by using Windows Server 2016, and who need to understand the scenarios, requirements, and storage and compute options that are available in Windows Server 2016.

Acquired Skills
Prepare and install Nano Server, a Server Core installation, and plan a server upgrade and migration strategy., Describe the various storage options, including partition table formats, basic and dynamic disks, file, systems, virtual hard disks, and drive hardware, and explain how to manage disks and volumes., Describe enterprise storage solutions, and select the appropriate solution for a given situation., Implement and manage Storage Spaces and Data Deduplication., Install and configure Microsoft Hyper-V., Deploy, configure, and manage Windows and Hyper-V containers., Describe the high availability and disaster recovery technologies in Windows Server 2016., Plan, create, and manage a failover cluster., Implement failover clustering for Hyper-V virtual machines., Configure a Network Load Balancing (NLB) cluster, and plan for an NLB implementation., Create and manage deployment images., Manage, monitor, and maintain virtual machine installations.

20741 Networking with Windows Server 2016

Description
This course provides the fundamental networking skills required to deploy & support Windows Server 2016 in most organizations. It covers IP fundamentals, remote access technologies, & more advanced content including software defined networking.

Acquired Skills
Plan and implement an IPv4 network. ,Implement Dynamic Host Configuration Protocol (DHCP)., Implement IPv6., Implement Domain Name System (DNS)., Implement and manage IP address management (IPAM)., Plan for remote access., Implement DirectAccess., Implement virtual private networks (VPNs)., Implement networking for branch offices., Configure advanced networking features., Implement software defined networking.

20742 Identity with Windows Server 2016

Description
This course teaches IT Pros how to deploy and configure Active Directory Domain Services in a distributed environment, how to implement Group Policy, how to perform backup & restore, & how to troubleshoot Active Directory–related issues.

Acquired Skills
Install and configure domain controllers., Manage objects in AD DS by using graphical tools and Windows PowerShell., Implement AD DS in complex environments., Implement AD DS sites, and configure and manage replication., Implement and manage Group Policy Objects (GPOs)., Manage user settings by using GPOs., Secure AD DS and user accounts., Implement and manage a certificate authority (CA) hierarchy with AD CS., Deploy and manage certificates., Implement and administer AD FS., Implement and administer Active Directory Rights Management Services (AD RMS)., Implement synchronization between AD DS and Azure AD., Monitor, troubleshoot, and establish business continuity for AD DS services.

20744 Securing Windows Server 2016

Description
This course teaches IT professionals how they can enhance the security of the IT infrastructure that they administer. 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 help ensure that administrators can perform only the tasks that they need to, when they need to.
This course explains how you can use auditing and the Advanced Threat Analysis feature in Windows Server 2016 to identify security issues. You will also learn how to mitigate malware threats, secure your virtualization platform, and use deployment options such as Nano server and containers to enhance security. The course also explains

how you can help protect access to files by using encryption and dynamic access control, and how you can enhance your network's security.

Acquired Skills

Secure Windows Server., Secure application development and a server workload infrastructure., Manage security baselines., Configure and manage just enough and just-in-time (JIT) administration., Manage data security., Configure Windows Firewall and a software-defined distributed firewall., Secure network traffic., Secure your virtualization infrastructure., Manage malware and threats., Configure advanced auditing., Manage software updates., Manage threats by using Advanced Threat Analytics (ATA) and Microsoft Operations Management Suite (OMS).

20761 Querying Data with Transact SQL

Description

Are you ready to learn how to navigate relational databases like a pro? Transact SQL training from will prepare you to take the next step in your data career.

In this course, you will gain a comprehensive understanding of the Transact SQL language, which is used by all SQL Server-related disciplines including database administration, database development and business intelligence.

Acquired Skills

Describe the key capabilities and components of SQL Server
Confidently speak about T-SQL, sets and predicate logic
Write single- and multi-table SELECT statements
Explain how SQL Server uses data types
Manipulate set operators to combine query results
Work with and implement views and table-valued functions
Write DML statements and queries
Transform data by implementing pivot, unpivot, rollup and cube
Create and implement stored procedures
Add programming constructs such as variables, conditions and loops to T-SQL code

20762 Developing SQL Databases

Description

In the Developing SQL Databases course, you will learn how to use SQL Server 2016 features and tools and gain the knowledge and skills to develop a SQL Server database.

Acquired Skills

Design and implement tables
Confidently speak about advanced table designs
Ensure data integrity through constraints
Describe indexes, including optimized and column store indexes
Work with spatial data
Address data manipulation using triggers
Execute managed code in SQL Server
Store and query XML data, BLOBs and text documents
Design and implement views, stored procedures, user-defined functions and in-memory tables

20764 Administering a SQL Database Infrastructure

Description

In this course, you'll learn the ins and outs of database administration and gain hands-on experience automating, backing up, restoring and troubleshooting SQL Server. With expert guidance from ' certified instructors, you'll master the modern database techniques companies are desperately seeking out.

Acquired Skills

Authenticate and authorize users
Assign server and database roles
Backup and restore SQL Server databases
Protect data with encryption and auditing
Automate database management
Configure security for the SQL Server agent
Manage alerts and notifications

Monitor and troubleshoot a SQL Server infrastructure
Import and export data

20765 Provisioning SQL Databases

Description
In the Provisioning SQL Databases course, you will learn how to configure and manage SQL Server databases both on-premises and in SQL Azure.

Acquired Skills
Provision a database server
Upgrade SQL Server
Configure SQL Server
Manage shared databases and files
Set up, migrate and manage databases in the cloud

20767 Implementing a SQL Data Warehouse

Description
In the "Implementing a SQL Data Warehouse course", you'll learn how to provision a Microsoft SQL Server database both on-premises and in Azure.

Acquired Skills
Describe the main hardware required to build a data warehouse
Execute logical and physical design for a data warehouse
Create column store indexes and dynamic packages that include variables and parameters
Implement an Azure SQL Data Warehouse
Represent the key features of SSIS
Apply control flow by using tasks and precedence constraints
Debug and deploy SSIS projects
Understand the considerations to implement an ETL solution
Enable Data Quality Services and a Master Data Services model
Interpret how to use custom components to extend SSIS
Define common BI scenarios

20768 Developing SQL Data Models

Description
In the Developing SQL Data Models course, you will learn how to implement multidimensional databases and create tabular semantic data models for analysis using SQL Server Analysis Services (SSAS).

Acquired Skills
Describe the components, architecture and nature of a BI solution
Create a multidimensional database with analysis services
Implement dimensions and measures in a cube
Customize a cube
Apply MDX syntax
Implement a tabular database
Work with DAX to query a tabular model
Use data mining for predictive analysis

20778 Analyzing Data with Power BI

Description
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.

Acquired Skills
Perform Power BI desktop data transformation.
Describe Power BI desktop modelling.
Create a Power BI desktop visualization.
Implement the Power BI service.

Describe how to collaborate with Power BI data.
Connect directly to data stores.
Describe the Power BI developer API.
Describe the Power BI mobile app.

20779 Analyzing Data with Excel
Description
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.
Acquired Skills
Explore and extend a classic Excel dashboard.
Explore and extend an Excel data model.
Pre-format and import a .CSV file.
Import data from a SQL Server database
Import data from a report.
Create measures using advanced DAX functions.
Create data visualizations in Excel.
Create a Power BI dashboard with Excel.

50255 Managing Windows Environments with Group Policy
Description
In this course you will learn how to reduce costs & increase efficiencies in your network. You will discover how to consolidate the administration of an enterprise IT infrastructure with Group Policy, & you will learn to control & manage computer systems.
Acquired Skills
Features and functions of Group Policy
Use Group Policy management tools to manage security policies
Design a Group Policy infrastructure
Group Policy processing architecture
Back up, restore, import, and copy Group Policy Objects through the Group Policy
Management Console
Use Windows PowerShell to manage Group Policy
Implement security using Group Policy
Configure the desktop environment with Group Policy
Configure roaming profiles and Folder Redirection
Assign and publish software packages
Implement AppLocker and software restriction policies
Create and deploy Administrative Templates
Configure Group Policy preferences

55123 Writing Reports with Report Builder and SSRS Level 1
Description
students will continue their learning on the foundations of report writing with Microsoft® SQL Server® Report Builder and SSRS. The focus will be on report writing by connecting to a database and manipulating the data for presentation including: creating table and matrix reports, formatting reports, grouping report data, creating simple and complex expressions, displaying aggregated data, sorting and filtering data, charting data, and preparing reports for printing and exporting. Report Builder 3.0 is available for Microsoft® SQL Server® versions 2014, 2012, and 2008 R2.
Acquired Skills
Create table reports.
Format reports.
Create basic and complex expressions.
Group report data.
Create matrix reports.

Sort and filter data.
Summarize data with charts.
Print and export reports.

55128 Writing Reports with Report Builder and SSRS Level 2

Description

students will continue their learning on the foundations of report writing with Microsoft® SQL Server® Report Builder and SSRS. The focus will be on report creation by connecting to a database and manipulating the data for presentation including: creating parameter reports, creating list reports, adding complex expressions to reports, adding images and sub reports to reports, adding drilldown and drill through functionality, and adding sparklines, data bars, and indicators to reports. Report Builder 3.0 is available for Microsoft® SQL Server® versions 2014, 2012, and 2008 R2.

Acquired Skills

Create parameter reports.
Create list reports.
Format reports with complex expressions.
Add images and sub reports.
Add drilldown and drill through functionality.
Add sparklines, data bars, and indicators

55133 PowerShell for System Center Configuration Manager Administrators

Description

This course provides you with the knowledge and skills needed to use PowerShell for System Center Configuration Manager (SCCM) administration. In this course, you will learn how to access the PowerShell cmdlets included with SCCM 1802 and use them to perform configuration tasks for a primary site. Individual cmdlets will be used in working with objects such as Boundaries, Boundary Groups, Collections, Software Deployment, Patching, Compliance Settings, OSD Task Sequences, and many others. Basic scripting will also be covered so you can learn how to put PowerShell to use when working with large sets of objects.

Acquired Skills

Create additional site system roles on existing or new servers.
Modify high level site settings.
Create and modify Discovery Methods, Boundaries and Boundary Groups.
Create Collections using any of the membership rules available.
Delegate authority through Roles and Scopes.
Install the Configuration Manager client, modify client settings and restrict access to site systems.
Deploy software to clients.
Deploy software updates to clients.
Configure compliance settings targeted against collections.
Modify settings that govern monitoring functions such as Alerts and Status Settings.
Work with Task Sequences for Operating System Deployment.
Write basic PowerShell scripts using cmdlets learned and scripting constructs to accomplish configuration tasks.

55197 Microsoft SharePoint Server 2016 for the Site Owner/Power User

Description

Students should take this course if they need to know how to manage the team collaboration, document management and social features of Microsoft SharePoint 2016 sites.

Acquired Skills

Add users and groups and manage site, list, folder and item security
Add and configure web parts
Configure site options including theme, title, description and icon
Configure site navigation
View site activity reports
Customize lists and libraries
Configure Check out/in, Content Approval and Versioning
Create and modify pages and web part pages

55205 Mastering Microsoft Project 2016

Description

The course begins with the basic concepts and leads students through all the functions they'll need to plan and manage a small to medium-size project, including how to level resources and capture both cost and schedule progress.

Acquired Skills

Create a Work Breakdown Structure.
Identify Task Types & Relationships.
Define Resources within Project.
Make Work Package Estimates.
Create an Initial Schedule.
Create a Resource Leveled Schedule.
Create Projects from templates, Excel files.
Create Global templates.
Create formulas and graphical indicators.
The steps to record a macro.
Format Output and Print Reports.
Integrate Multiple Projects.
Set up a Project with a Calendar, Start date, and scheduling method.
Understand Manually Schedule vs. Auto Schedule.
Manage multiple projects.
Be able to create a master project list with shared resources.

55215 SharePoint Online Power User

Description

This course delivers the complete site owner story from start to finish in an engaging and practical way to ensure you have the confidence to plan and create new sites or manage your existing sites in SharePoint Online.

Acquired Skills

Understand the benefits of using SharePoint in real world scenarios
Create new SharePoint sites to store business information
Create pages to share news and documents
Customize the structure of a site to meet specific business requirements
Create and manage view, columns and apps
Manage the security of a site
Use social tools to communicate with groups of people or the entire organization
Use search to find business information including people to documents

55234 SharePoint 2016 Site Collections and Site Owner Administration

Description

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).

Acquired Skills

Design and implement a company portal structure using SharePoint 2016 objects including sites, libraries, lists and pages
Explain the role of security and permissions throughout SharePoint 2016
Implement guidelines for consistency in building a company portal to aid in the day-to-day administration of content in SharePoint 2016
Enhance the design and content of a company portal using SharePoint 2016 pages and web parts
Explain the importance of governance for the planning and managing future growth of the
SharePoint 2016 implementation
Identify options to integrate data from other systems such as Microsoft Office, as well as preserve existing data
Explain the role of social networking in SharePoint 2016 and its impact on collaboration

55238 SharePoint Online for Administrators

Description

This course will introduce the audience to SharePoint Online Administration in Office 365 and explain and demonstrate the configuration options for SharePoint Online.

Acquired Skills

Understand the architecture of SharePoint Online

Have knowledge of all the components in SharePoint Online

Have on hands on experience configuring the components of SharePoint Online

Have hands on experience configuring the options

Work with Site Collections and storage options

Manage user profiles and social profiling

Understand and configure data connectivity in SharePoint Online

Build a taxonomy structure

Understand and configure Search in SharePoint Online

Configure and deploy apps

Understand and define Enterprise content management and data loss prevention.

Configure additional options and features in SharePoint Online such as Information Rights Management

55265 Microsoft PowerApps

Description

Students will be taught how to design, test and publish new apps that work with a variety of data sources. We will take users through a selection of well-crafted lessons to help them build new applications for their business

Acquired Skills

Understand when to use PowerApps

Describe the components of PowerApps and their correct use

Create PowerApps from existing data sources

Brand PowerApps

Customize PowerApps beyond just using the automated wizards

Connect to a range of data sources from Excel to Azure SQL

Understand the difference between canvas apps and model-driven apps

Integrate PowerApps with other Office 365 systems – including Teams and SharePoint Online

Administer and Maintain PowerApps

55268 Microsoft Flow

Description

This course delivers an instructor-led product showcase for Microsoft Flow from start to finish in an engaging and practical way. Flow is a diverse product, turning business processes into automated, consistent and visual workflows. Flow is designed to interweave the various products in Office 365 as well as connect to other on-premises and web-based solutions. This course will give you the confidence to select the right actions and workflow logic for your business workflows.

Acquired Skills

Understand when to use Flow

Describe the components of Flow and their correct use

How to create and edit Flows

Benefits of Flow

Integration with Flow

Access 2016 - Part 1

Description

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

Acquired Skills

Navigate within the Microsoft Access application environment, create a simple database, and customize Access configuration options.

Organize and manage data stored within Access tables.

Use queries to join, sort, and filter data from different tables.
Use forms to make it easier to view, access, and input data.
Create and format custom reports.

Access 2016 - Part 2

Description

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. Knowledge of these features separate database professionals from the casual database users or occasional designers.

Acquired Skills

Customize a form layout to improve usability and efficiency of data entry.
Share data across applications.
Use macros to improve user interface design.
Use VBA to enhance tasks.
Organize data into appropriate tables to ensure data dependency and minimize redundancy.
Lock down and prepare a database for distribution to multiple users.
Create and modify a database switchboard and set the startup options.

Access 2019 - Part 1

Description

Data is everywhere. Most job roles today involve some form of data management. Virtually everyone is affected in some way by the need to manage data. A relational database application such as Microsoft® Office Access® can help you and your organization with this task.

Acquired Skills

Navigate within the Access application environment, create a simple database, and customize Access configuration options.
Organize and manage data stored within Access tables.
Use queries to join, sort, and filter data from different tables.
Use forms to make it easier to view, access, and input data.
Create and format custom reports.

Access 2019 - Part 2

Description

In this course, you will expand your knowledge of relational database design; promote quality input from users; improve database efficiency and promote data integrity; and implement advanced features in tables, queries, forms, and reports. Extending your knowledge of Access will result in a robust, functional database for your users.

Acquired Skills

Provide input validation features to promote the entry of quality data into a database.
Organize a database for efficiency and performance, and to maintain data integrity.
Improve the usability of Access tables.
Create advanced queries to join and summarize data.
Use advanced formatting and controls to improve form presentation.
Use advanced formatting and calculated fields to improve reports.

Access for Office 365 - Part 1

Description

In this introductory course, you will discover the capabilities of Microsoft® Access®, a relational database application that can help you and your organization manage your complex data.

Acquired Skills

Navigate within the Access application environment, create a simple database, and customize Access configuration options.
Organize and manage data stored within Access tables.
Use queries to join, sort, and filter data from different tables.
Use forms to make it easier to view, access, and input data.
Create and format custom reports.

Access for Office 365 - Part 2
Description
you will expand your knowledge of relational database design; promote quality input from users; improve database efficiency and promote data integrity; and implement advanced features in tables, queries, forms, and reports. Extending your knowledge of Access will result in a robust, functional database for your users
Acquired Skills
Provide input validation features to promote the entry of quality data into a database.
Organize a database for efficiency and performance, and to maintain data integrity.
Improve the usability of Access tables.
Create advanced queries to join and summarize data.
Use advanced formatting and controls to improve form presentation.
Use advanced formatting and calculated fields to improve reports.

Accomplishing the Results You Want
Description
In this course, students will learn how to strengthen your leadership voice and foster employee buy-in to exceed expectations and achieve the most positive outcome.
Acquired Skills
Develop a leadership style that gets results
Employ suitable motivation techniques for your team
Adapt your communication style and use influence skills to drive direction
Empower your team to get the results you want

Accounting Essentials
Description
In this course, students will learn about accounting fundamentals.
Acquired Skills
Upon successful completion of this course, students will understand cash and accrual accounting, basic recordkeeping, ledger and journal entries and financial statement preparation.

Adobe Acrobat Pro DC - Advanced
Description
In this course, students will use Adobe Acrobat Pro DC to convert technical documents to PDF files, enhance PDF documents, create interactive PDF forms, and prepare PDF files for commercial printing.
Acquired Skills
Customize the Acrobat Pro DC workspace.
Create PDFs from technical documents.
Enhance PDF documents.
Create interactive PDF forms.
Finalize PDF files for commercial printing.

Adobe Acrobat Pro DC - Introduction
Description
Adobe Acrobat Pro DC puts the power of the Portable Document Format, literally, at your fingertips. By taking advantage of the functionality & features available in Acrobat, you will ensure the integrity of your documents regards of who views them.
Acquired Skills
Access information in a PDF document
Create and save PDF documents
Navigate content in a PDF document
Modify PDF documents
Review PDF documents
Convert PDF documents

Adobe Captivate 2019 - Beyond The Essentials

Description

A course that teaches the higher-end, more advanced functionality of Adobe Captivate 2019.

Acquired Skills

You will create responsive lessons (using Fluid Boxes and Breakpoints) that automatically reflow to fit just about any kind of display including desktops, laptops, tablets, and smart phones.

Learn new features that Captivate now supports; such as, Virtual Reality with 360-degree images and videos along with interactive videos.

Fine-tune your Captivate production skills by leveraging object styles, master slides, themes, and advanced actions. Engage your learners by adding variables, widgets, and learner interactions (including drag and drop) to your eLearning.

Learn to create object styles, apply them globally, and import and export them. Knock large projects down to size by learning to create branch groups. Create branching scenarios that allow learners to plot their own path through your course. You will also learn to create templates.

Ensure your eLearning can be used by people with disabilities by adding such 508-compliant features as accessibility text, keyboard shortcuts, and closed captions.

Enable Captivates reporting features and, along the way, learn about Learning Management Systems, SCORM, SCOs, Manifests, and content packages.

Adobe Captivate 2019 - The Essentials

Description

A course that teaches the core Adobe Captivate skills needed to create eLearning courses.

Acquired Skills

By the time you finish, you will know how to add such standard objects to a slide as text captions, images, characters, videos, Smart Shapes, and more.

You will record, import, and edit audio. You will also further enhance the learner experience by adding interactivity via click boxes, buttons, text entry boxes, and quizzes.

You will learn how to import existing PowerPoint content into Captivate.

You will learn to publish a Captivate project as SWF, PDF, or HTML5 so that your content can be used on virtually any device including desktop computers, laptops, smart phones, and tablets.

Adobe Dreamweaver CC - Part 1

Description

In this course, you will learn to maintain and administer your website with Dreamweaver's site and page management tools.

Acquired Skills

Identify Dreamweaver fundamentals.

Create websites.

Create web pages.

Insert tables and import content into web pages.

Create reusable site assets.

Link web pages and send the website to the server.

Adobe Dreamweaver CC - Part 2

Description

In this course, you 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.

Acquired Skills

Identify website requirements.

Create layouts.

Format web pages.

Create forms.

Integrate media files with Dreamweaver.

Manage website files.

Adobe Illustrator CC - Part 1
Description
This course covers the Graphic Design & Illustration Using Adobe Illustrator CC objectives to help students prepare for the Adobe Certified Associate (ACA) exam. This course is also designed to cover the Adobe Certified Expert (ACE) exam objectives.
Acquired Skills
Identify the components and capabilities of Illustrator CC.
Create basic shapes.
Create custom paths.
Create graphics that contain custom text.
Customize objects.
Customize basic shapes.
Prepare documents for deployment.

Adobe Illustrator CC - Part 2
Description
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.
Acquired Skills
Draw complex illustrations.
Enhance artwork by using painting tools.
Customize colors and swatches.
Format type.
Enhance the appearance of artwork.
Prepare content for deployment.
Set up project requirements.

Adobe InDesign CC - Part 1
Description
This course has all the tools you need to elevate the look of your document and get it out to the people who need to see it, whether it be in print or on the web.
Acquired Skills
Navigate the InDesign interface.
Create a new document.
Customize a document using color, swatches, gradients, and styles.
Manage page elements.
Add tables.
Prepare documents for deployment.

Adobe InDesign CC - Part 2
Description
In this course students will learn advanced InDesign techniques to enhance the look and functionality of your documents
Acquired Skills
Prepare documents for multiple formats.
Manage advanced page layouts.
Manage styles.
Build complex paths.
Manage external files and create dynamic documents.
Manage long documents.
Publish InDesign files for other formats and customize print settings.

Adobe Photoshop CC - Part 1
Description

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.

Acquired Skills
Identify the components and capabilities of Photoshop CC.
Create basic images.
Manage selections and layers.
Modify and repair images, and manage color.
Refine images by adjusting layers, using camera raw and applying advanced image refinement.
Import, export, organize, and save files.

Adobe Photoshop CC - Part 2

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

Acquired Skills
Use brushes, gradients, and tool presets to create raster images.
Apply vector paths, shape drawing tools, type, and type special effects.
Apply advanced layer techniques with masks, filters, layers, and smart objects.
Apply actions and batch processing to automate tasks.
Edit video by using timelines, transitions, graphics, titles, and animation.
Set project requirements by identifying the purpose, audience, copyright rules, and project management tasks.

Advanced Java 9

Description
This course provides an in-depth treatment of the many, significant Java 9 features and updates with the goal of demonstrating how these features can be used to improve the performance and functionality of Java applications.

Acquired Skills
Students who attend this course will leave armed with new skills to leverage Modules, scale applications into multi-core environments and improve the performance of Java 9 applications. This course will teach students everything they need to successfully master and implement the latest features and benefits of Java 9 and become a more effective Java 9 developer.

Agile Master Certified

Description
Agile relies on adaptive planning and iterative development and delivery. It focuses primarily on the value of people in getting the job done effectively.

Acquired Skills
Participants will be familiar with the concepts and practices of Agile project delivery.
Participants will be equipped with detailed knowledge and understanding of available Agile methodologies.
Participants will be able to compare and choose the methodologies or parts of methodologies that are most relevant to their current and future situations.
Participants will be armed with the proper tools to take the lead in Agile projects and to address and resolve Agile issues in their organizations.
Participants will be SAMC certified.

Agile Project Management Methodologies

Description
Course provides both the practice and the theory of planning and managing agile projects using methodologies such as scrum, XP (extreme Programming), and lean project management methodologies.

Acquired Skills
Core Agile Concepts, Agile manifesto, SCRUM methodology elements and terminology, Project initiation, SCRUM teams & team space, SCRUM planning, Sprints

Android Studio Development Essentials

Description

This course will teach the basics of Android Development using the Java Programming Language and Android Studio.

Acquired Skills

Android Architecture and state changes, Views and layouts, Event handling, Advanced layout and transitions, Intents, Threads, Services, and Notifications, Data access and storage, Multimedia maps and printing.

Angular 6 Essentials

Description

Angular was designed by Google to address challenges programmers face building complex, single-page applications. This JavaScript platform provides a solid core of web functionality, letting you take care of the design and implementation details.

Acquired Skills

What is Angular
Why Angular
Development Setup of Angular
Typescript and ES6
Components in Angular
Data and Event Binding
Attribute Directives
Structural Directives
Template Driven Forms
Reactive Forms
Angular Modules
Services and Dependency Injection
HTTP Client
Pipes and Data Formatting

AutoCAD Level 1 - Essentials

Description

In this course, you will learn to navigate the AutoCAD user interfaces and use the fundamental features of AutoCAD. You will learn to use the precision drafting tools in AutoCAD to develop accurate technical drawings.

Acquired Skills

Use the fundamental features of AutoCAD
Use the precision drafting tools in AutoCAD to develop accurate technical drawings
Present drawings in a detailed and visually impressive way

AutoCAD Level 2 - Intermediate

Description

Discover the powerful tools and techniques for drawing, dimensioning, and printing 2D drawings in this course that enables you to reuse content and extract information from your drawings.

Acquired Skills

Powerful tools and techniques for drawing, dimensioning, and printing 2D drawings, Use content that has been previously created, Extract information from your drawings, Streamline the design process and become more productive with AutoCAD.

AutoCAD Level 3 - Creating and Presenting 3D Models

Description

In this course, you will learn the fundamental concepts and workflows for creating 3D models using AutoCAD

Acquired Skills

Fundamental concepts and workflows for creating 3D models using AutoCAD, Represent a design by creating solid primitives, solid or surface models from cross-sectional geometry, or composite models from multiple solid models, Complete a solid model design by adding the necessary features to detail, duplicate, and position 3D models,

Convert 2D objects to 3D objects, Document a 3D design by creating 2D drawings for production and visualization, Communicate design ideas using visual styles, lights, model walk-through tools, and renderings.

AZ-300 Azure Architect Technologies
Description
In this course, students will learn the different technologies used in the Azure Architect job role.
Acquired Skills

AZ-301 Azure Solutions Architect - Design
Description
In this course students will learn the design function of the Azure Solutions Architect job role.
Acquired Skills
Design for Identity and Security
Design a Data Platform
Design a Basic Continuity Strategy
Design for Deployment, Migration, and Integration
Design an Infrastructure Strategy

AZ-400 Azure DevOps Engineer
Description
Start with skills needed for designing a DevOps strategy. Next, we'll get into implementing DevOps development processes. We'll also get into continuous integration and continuous delivery. As you move through the learning path, you'll learn about dependency management, application infrastructure, and implementing continuous feedback.
Acquired Skills
Describe the benefits of using source control
Migrate from TFVC to Git
Scale Git for Enterprise DevOps
Implement and manage build infrastructure
Manage application config & secrets
Implement a mobile DevOps strategy

AZ-500T00 Microsoft Azure Security Technologies
Description
In this course students will gain the knowledge and skills needed to implement security controls, maintain the security posture, and identify and remediate vulnerabilities by using a variety of security tools. The course covers scripting and automation, virtualization, and cloud N-tier architecture.
Acquired Skills
Describe specialized data classifications on Azure
Identify Azure data protection mechanisms
Implement Azure data encryption methods
Secure Internet protocols and how to implement them on Azure
Describe Azure security services and features

AZ-900T00 Microsoft Azure Fundamentals
Description
This course will provide foundational level knowledge on cloud concepts; core Azure services; security, privacy, compliance, and trust; and Azure pricing and support
Acquired Skills
This course primarily uses the Azure portal to create services and does not require scripting skills. You will gain confidence to take other role-based courses and certifications,

AZ-900T01 Microsoft Azure Fundamentals
Description

This course will provide foundational level knowledge of cloud services and how those services are provided with Microsoft Azure. The course can be taken as an optional first step in learning about cloud services and Microsoft Azure, before taking further Microsoft Azure or Microsoft cloud services courses.

Acquired Skills
Understand core services available with Microsoft Azure
Understand security, privacy, compliance and trust with Microsoft Azure
Understand pricing and support models available with Microsoft

BA01 - Business Analysis Essentials

Description
This is an introductory course designed to provide students with a basic understanding of the benefits, functions and impact a business analyst has within an organization. The course discusses the business analysis process as it is applied throughout a project as well as the pre-project activities that comprise strategy analysis. Students learn how a business analyst supports the project throughout the solution development life cycle, from defining business needs and solution scope to validating that requirements have been met in the testing phase and ensuring the solution continues to provide value after implementation.

Acquired Skills
Discuss industry standards/resources for obtaining more information about business analysis
Acquire a solid understanding of the various tasks/activities that comprises business analysis
Recognize the pre and post project business analysis activities
Learn how to plan, elicit, analyze, model, and test requirements

BA02 - Strategic Business Analysis

Description
This course is aimed for experienced practitioners who desire a clear understanding of Strategic Business Analysis, who would like to understand what comprises this work, and the objectives for performing it.

Acquired Skills
Understand the importance of defining the business need correctly and pursuing a thorough analysis of the internal and external environments of the enterprise before choosing the solution. Shortcutting the pre-analysis work discussed in this course often results in delivering solutions that are misaligned to the enterprise strategy and to the expectations and needs of the business. Learn how to avoid the pitfall of jumping to a solution prior to a solid understanding of the opportunity or problem needing to be addressed.

BA03 - Writing Effective Business Cases

Description
Students learn the steps to effective business case development and support your strategic business recommendations with sound budgeting and financial back-up. The one course you need to make high-impact recommendations and receive full management support for your ideas.

Acquired Skills
Understand the main professional associations and standards that support business analysts in the industry
Discuss the benefits of business case creation
Explore how to define the business need
Describe the role of the business analyst in supporting the enterprise to determine how to optimally invest in the right project initiatives
Explain how to identify stakeholders and the significance to the pre-project activities
Discuss the importance of analyzing the enterprise
Describe and explore the activities performed to assess the current business environment
Explain how a business analyst describes a 'future' state environment including how to identify gaps in enterprise capabilities
Present and explore how to define the scope of a solution
Describe the activities performed and techniques used to determine viable solution options
Explore various techniques for evaluating solution options including feasibility and risk analysis
Thoroughly understand the purpose of conducting a feasibility assessment
Discuss and practice a number of business analysis techniques that support the business case process
Explore the components of a business case
Describe how the business case supports decision makers in making go/no-go decisions

Demonstrate how to assemble the output from pre-project activities into a well-structured business case
Present techniques for presenting business cases to top level managers and obtaining buy-in
Discuss methods for preparing for challenges during business case delivery

BA04 - Eliciting and Writing Effective Requirements

Description

With elicitation serving as a major component of the requirements process, it is imperative that business analysts maintain high competency levels in elicitation practices and technique use to help organizations overcome the requirements related challenges faced on projects. Regardless whether you are a practitioner just starting off your career in business analysis or whether you have been performing the role for some years, this course will provide insight into the latest thoughts on elicitation and writing effective requirements and present a number of current techniques that are being applied on projects across industries today.

Acquired Skills

Discuss the criticality of business analysis and requirements for successful project outcomes
Understand the main professional associations and standards supporting business analysts in the industry
Discuss the common problems with requirements and explore approaches to address these issues
Obtain a clear understanding of the various requirements types and the significance for eliciting each type
Demonstrate your ability to identify stakeholders
Explore various methods for understanding and analyzing stakeholders
Discuss and apply good planning practices to requirements elicitation efforts
Obtain knowledge and understanding of over 15 current and commonly applied elicitation techniques
Understand how to progress from elicitation to analysis to documentation
Write well-formed and validated requirements
Gain understanding of the best practices for writing quality requirements
Learn the technical writing techniques that apply directly to writing requirements documents
Discuss writing pitfalls, risks that impact requirements, and how to address them
Learn best practices for communicating and collaborating with stakeholders, sharing the results of elicitation and the resulting documentation
Learn approaches for validating requirements
Understand the difference between validating requirements and validating the solution

BA05 - Process Modeling Using BPMN

Description

Students will learn to map business processes easily and efficiently using the industry standard - BPMN which stands for Business Process Modeling Notation from the Object Management Group (OMG). Students will learn the best practices in process mapping using the latest industry standards (BPMN) so that both the business and IT stakeholders will be able to understand the models and map processes consistently through-out their organization.

Acquired Skills

Demonstrate how to solve practical business problems using BPMN Business Process Diagrams (BPDs)

BA06 - Managing and Communicating Requirements for Projects

Description

A planned requirements approach is essential to a successful project. Your role as the Business Analyst in any project is to help form and coach a cross-functional team, facilitate continuous collaboration with your client, manage and communicate changing requirements, and deliver business value to your client early and regularly throughout the project.

Acquired Skills

Plan, manage and communicate requirements for projects
Perform the various elicitation techniques used in gathering and documenting requirements.
Produce relevant artifacts needed for documenting requirements.
Minimize uncertainty and risk by applying principles learned in the course
Ensure your project delivers required functionality and adds value to the business
Translate business requirements into appropriate technical specifications.
Optimize your team's responsiveness to change.

BA08 - Agile for Business Analysts

Description

In this course, students will gain an understanding about agile business analysis. Students will learn how business analysis on an agile project is 'the same' and 'different' than business analysis performed on waterfall projects. Students will understand how the business analysis role changes on an agile team. A number of business analysis techniques suited for supporting agile teams will be introduced as will the various standards available to the community to help teams and organizations transition. Since few organizations are pure agile, students will also learn about delivery approaches that use a combination of practices from waterfall and agile and will also be introduced to the important concept of business analysis tailoring – the key skill used to adapt business analysis skills to all environments – regardless of the delivery life cycle selected.

Acquired Skills

Understand the fundamentals of agile delivery and agile business analysis
Compare and contrast business analysis on waterfall and agile projects
Explain the value proposition for agile product development
Define the 4 main types of project life cycles
Complete an in-depth walkthrough of the agile delivery life cycle
Explain the major flavors of agile
Understand the major standards available to assist in transition of skills
Define business analysis tailoring and understand how to apply it
Learn over 20 business analysis techniques commonly used on agile projects

BA10 - Understanding Root Cause Analysis

Description

In this course, participants will learn to apply several practical, systematic methods for analyzing incidents and problems to uncover root causes.

Acquired Skills

Learn how to initiate a root cause analysis and gather data for investigating process and non-process incidents
Demonstrate how to collect data through interviews and analysis
Apply powerful techniques to identify and know the difference between symptoms and root causes
Learn to know when to use the appropriate technique in root cause identification
Learn how to avoid future incidents by developing appropriate recommendations to address causal factors and root causes
Develop a process to identify systemic problem areas

BA17 - Advanced Root Cause Analysis

Description

Problem determination skills cannot be acquired by reading a book. They mostly come from experience. After this course, you will have a general understanding of a structured problem determination approach, which you can then apply in your daily work.

Acquired Skills

Identify the different types of tools and techniques available
Apply change management successfully
Review what to look for when applying business case thinking to Root Cause Analysis
Develop a process to systematically approach problems

BA29 - User Acceptance Testing for Business Analysts

Description

This course looks at the issues which drive the need for a UAT process & describes the components of the process. It is designed to help Business Analysts to develop an understanding of their role, the process, and the deliverables associated with UAT.

Acquired Skills

See how UAT applies to the Software Development Lifecycle (SDLC)
Recognize benefits of improved quality of deployed software using User Acceptance Testing
Identify the key roles, activities and deliverables which make up User Acceptance Testing
Use a Business Use Case to define scenarios for testing

Understand the process for testing functional and non-functional requirements
Identify the challenges of testing vendor-supplied applications

Becoming a Transformational Leader
Description
This course will help students develop authentic leadership qualities that motivate and drive others to reach their full potential and become the transformational leaders of the future.
Acquired Skills
Bring about valuable and positive change in those you lead
Increase engagement, motivation and morale in your team
Enhance performance of individuals and the team
Provide an authentic role model that inspires followership
Develop others into leaders

Building Successful Work Relationships
Description
In this course, students will learn how to build co-operative trust-based relationships that enable them to work productively with other professionals, clearly communicating and respectfully harnessing their distinctive contributions.
Acquired Skills
Describe the importance of effective work relationships
Demonstrate professionalism through your behavior
Identify the interdependencies between you and your colleagues
Communicate effectively to create rapport and connect with others
Build and maintain your network of professional relationships
Use quality dialogue to focus discussion toward mutual outcomes
Develop collaborative working relationships that achieve results

Business Writing
Description
This course offers effective strategies to sharpen your writing skills by structuring your ideas logically, exercising diplomacy in letters and reports, and shaping your arguments.
Acquired Skills
Refresher on basic writing concepts (such as spelling, grammar, and punctuation), and an overview of the most common business documents (such as proposals, reports, and agendas), giving you that extra edge in the workplace.

Certified Artificial Intelligence (AI) Practitioner
Description
Artificial intelligence (AI) and machine learning (ML) have become an essential part of the toolset for many organizations. When used effectively, these tools provide actionable insights that drive critical decisions and enable organizations to create exciting, new, and innovative products and services. This course empowers you to apply various approaches and algorithms to solve business problems through AI and ML, follow a methodical workflow to develop sound solutions, and use open source, off-the-shelf tools to develop, test, and deploy those solutions, and ensure that they protect the privacy of users.
Acquired Skills
Specify a general approach to solve a given business problem that uses applied AI and ML.
Collect and refine a dataset to prepare it for training and testing.
Train and tune a machine learning model.
Finalize a machine learning model and present the results to the appropriate audience.
Build linear regression models.
Build classification models.
Build clustering models.
Build decision trees and random forests.

Build support-vector machines (SVMs).
Build artificial neural networks (ANNs).
Promote data privacy and ethical practices within AI and ML projects.

Certified Information Security Manager (CISM)
Description
In this course, students will establish processes to ensure that information security measures align with established business needs.
Acquired Skills
Information security management
Information risk management and compliance
Information security program development and management
Information security incident management

Certified Associate in Project Management (CAPM) Course - Sixth Edition
Description
Students will learn to apply project management processes acknowledged by the Project Management Institute, Inc. (PMI)® to successfully plan and execute projects.
Acquired Skills
Obtain an understanding of how project management affects business, create a charter, identify stakeholders, create a project management plan, create a schedule, create a budget, create a risk register, and create various management plans. They will be able to analyze project risks, address project related procurement, execute the plan, and monitor and control it as needed. They will know how to close the project, including project and contract closeout.

Certified Information Privacy Professional (CIPP/US)
Description
Principles of Privacy in the U.S. Private Sector covers U.S. privacy laws and regulations at federal and state levels, including breach notification and limits on various private sectors. You'll leave with an understanding of the legal requirements for the responsible handling and transfer of personal data within industry and workplaces, including government access to private-sector data.
Acquired Skills
students know privacy laws and regulations and how to apply them, and that students know how to secure your place in the information economy. When students earn a CIPP credential, it means they've gained a foundational understanding of broad global concepts of privacy and data protection law and practice, including: jurisdictional laws, regulations and enforcement models; essential privacy concepts and principals; legal requirements for handling and transferring data and more.

Certified Information Systems Auditor (CISA)
Description
This course is designed to help candidates prepare for sitting the ISACA CISA certification examination. By taking this course and obtaining CISA certification, your experience and skills in auditing and securing the organization's information systems will be validated. Securing the organization's information is a critical business objective in today's business environment. The information that an organization depends on to be successful can be at risk from numerous sources. By effectively managing audit processes, controls, and other security aspects of the business, you will greatly contribute to the overall security of the organization.
Acquired Skills
implement information systems audit services in accordance with information systems audit standards, guidelines, and best practices.
evaluate an organizations structure, policies, accountability, mechanisms, and monitoring practices.
evaluate information systems acquisition, development, and implementation.
evaluate the information systems operations, maintenance, and support of an organization; and evaluate the business continuity and disaster recovery processes used to provide assurance that in the event of a disruption, IT services are maintained.
define the protection policies used to promote the confidentiality, integrity, and availability of information assets.

Certified Information System Security Professional (CISSP)
Description
In this course, students will expand upon their knowledge by addressing the essential elements of the 8 domains that comprise a Common Body of Knowledge (CBK)® for information systems security professionals.
Acquired Skills
Earning the CISSP proves you have what it takes to effectively design, implement and manage a best-in-class cybersecurity program. With a CISSP, you validate your expertise and become an (ISC)² member, unlocking a broad array of exclusive resources, educational tools, and peer-to-peer networking opportunities.

Change Management
Description
This workshop will give all participants an understanding of how change is implemented and some tools for managing their reactions to change.
Acquired Skills
give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

Cisco® Configuring Cisco® MDS 9000 Series Switches v3.1 (DCMDS)
Description
This course shows you how to implement, manage, and troubleshoot Cisco® MDS 9000 Series Switches, to build highly available, scalable storage networks. Through expert instruction and extensive hands-on practice, you will learn how to deploy and use capabilities such as virtual storage area networks (VSANs), Role-Based Access Control (RBAC), N-Port Virtualization (NPV) fabric security, zoning, automation with NX-API, Slow Drain Analysis, Fibre Channel over TCP/IP (FCIP) tunnels, and more. You will learn how to configure and implement platform features and learn troubleshooting techniques pertaining to Fiber Channel (FC) domains, firmware upgrades, zones, and zone mergers.
Acquired Skills
Discover and describe the Cisco Multilayer Director Switch (MDS) platform of multilayer switches and directors.
Describe the MDS hardware, NX-OS operating system, Data Center Network Manager (DCNM) management software, and key architectures of the platform, such as FC and Fibre Channel over Ethernet (FCoE)
Describe key product features of the MDS platform, including VSANs, RBAC, NPV, port channels, zoning, device aliases, Interactive Voice Response (IVR), and fabric security
Describe and implement state-of-the-art product features, including NX-API, slow-drain analysis, SAN Analytics and 32-GB Fiber Channel interfaces
Configure and implement the Cisco MDS switches and platform features, such has initial configuration, building a fabric, building a SAN extension, and configuring inter-VSAN routing for that purpose
Configure FCIP tunnels
Resolve issues and troubleshoot FC domains, zones and zone merges, and switch boot and firmware upgrades

Cisco Configuring Cisco NX-OS Switches and Fabrics in the Data Center v1.0 (DCCNX)
Description
This course shows you how to install, configure, and manage Cisco Nexus Series Switch platforms using Cisco NX-OS to support highly available, secure, scalable virtualized data centers. You will learn how to deploy Cisco NX-OS software features including networking, virtualization, security, storage services, system management and monitoring. You will also gain an introduction to automating Cisco Nexus devices using Cisco NX-OS Software programmability features.
Acquired Skills
Describe OTV
Describe and configure VXLAN
Describe Locator/D separation protocol
Describe the key features of Cisco Nexus devices
Describe Cisco Intelligent Traffic Director
Describe QoS on Cisco Nexus devices

Configure device alliances and zoning
Configure FCoE
Configuring NPIV and NPV Modes
Describe NX-API and network orchestration solutions and program Cisco NX-OS with Python
Explain system management, monitoring, and troubleshooting processes
Explain the troubleshooting processes

Cisco Configuring Cisco Unified Computing System v1.0 (DCCUCS)

Description

The Configuring Cisco Unified Computing System (DCCUCS) v1.0 shows you how to deploy, secure, operate, and maintain Cisco Unified Computing System™ (Cisco UCS®) B-series blade servers, Cisco UCS C-Series, and S-Series rack servers for use in data centers. You will learn how to implement management and orchestration software for Cisco UCS. You will gain hands-on practice: configuring key features of Cisco UCS, Cisco UCS Director, and Cisco UCS Manager; implementing UCS management software including Cisco UCS Manager and Cisco Intersight™; and more.

Acquired Skills

Describe and implement Fibre Channel, zoning, and N-Port Virtualization (NPV) features on Cisco UCS
Describe and implement Fibre Channel over Ethernet (FCoE) on Cisco UCS
Describe Cisco UCS policies for service profiles
Describe Cisco Adapter Fabric Extender (FEX) and Single Root I/O Virtualization
Describe and implement Role-Based Access Control (RBAC) on Cisco UCS
Describe and implement external authentication providers on Cisco UCS Manager
Describe and implement key management on Cisco UCS Manager
Describe Cisco UCS Director
Describe and implement Cisco Intersight
Describe the scripting options for Cisco UCS Manager
Describe and implement monitoring on Cisco UCS Manager

Cisco Deploying Basic Cisco Wireless LANs v1.1 (WDBWL)

Description

This course is designed with the goal of providing learners with the knowledge and skills to successfully plan, install, configure, troubleshoot, monitor, and maintain basic Cisco Wireless LAN solutions in an enterprise customer environment.

Acquired Skills

Students should be able to discuss, plan, install, configure, monitor, and troubleshoot a basic Cisco wireless LAN in an enterprise environment.

Cisco Designing Cisco Data Center Infrastructure v7.0 (DCID)

Description

The Designing Cisco Data Center Infrastructure (DCID) v7.0 course helps you master design and deployment options focused on Cisco® data center solutions and technologies across network, compute, virtualization, storage area networks, automation, and security. You will learn design practices for the Cisco Unified Computing System™ (Cisco UCS®) solution based on Cisco UCS B-Series and C-Series servers, Cisco UCS Manager, and Cisco Unified Fabric. You will also gain design experience with network management technologies including Cisco UCS Manager, Cisco Data Center Network Manager (DCNM), and Cisco UCS Director.

Acquired Skills

Describe the Layer 2 and Layer 3 forwarding options and protocols used in a data center
Describe the rack design options, traffic patterns, and data center switching layer access, aggregation, and core
Describe the Cisco Overlay Transport Virtualization (OTV) technology that is used to interconnect data centers
Describe Locator/ID separation protocol
Design a solution that uses Virtual Extensible LAN (VXLAN) for traffic forwarding
Describe hardware redundancy options; how to virtualize the network, compute, and storage functions; and virtual networking in the data center
Describe solutions that use fabric extenders and compare Cisco Adapter Fabric Extender (FEX) with single root input/output virtualization (SR-IOV)

Describe advanced data center security technologies and best practices
Describe device management and orchestration in the data center
Describe the storage options for compute function and different Redundant Array of Independent Disks (RAID) levels from a high-availability and performance perspective
Describe Fibre Channel concepts, topologies, architecture, and industry terms
Describe Fibre Channel over Ethernet (FCoE)
Describe security options in the storage network
Describe management and automation options for storage networking infrastructure
Describe Cisco UCS servers and use cases for various Cisco UCS platforms
Explain the connectivity options for fabric interconnects for southbound and northbound connections
Describe the hyperconverged solution and integrated systems
Describe the systemwide parameters for setting up a Cisco UCS domain
Describe role-based access control (RBAC) and integration with directory servers to control access rights on Cisco UCS Manager
Describe the pools that may be used in service profiles or service profile templates on Cisco UCS Manager
Describe the different policies in the service profile
Describe the Ethernet and Fibre Channel interface policies and additional network technologies
Describe the advantages of templates and the difference between initial and updated templates
Describe data center automation tools

Cisco Designing Cisco Enterprise Networks v1.0 (ENSLD)
Description
This course gives you the knowledge and skills you need to design an enterprise network and expands on the topics covered in the Implementing and Operating Cisco Enterprise Network Core Technologies (ENCOR) v1.0 course.
Acquired Skills
Design EIGRP internal routing for the enterprise network
Design OSPF internal routing for the enterprise network
Design IS-IS internal routing for the enterprise network
Design a network based on customer requirements
Design BGP routing for the enterprise network
Describe the different types and uses of MP-BGP address families
Describe BGP load sharing
Design a BGP network based on customer requirements
Decide where L2/L3 boundary will be in your Campus network and make design decisions
Describe layer 2 design considerations for Enterprise Campus networks
Design a LAN network based on customer requirements
Describe layer 3 design considerations in an Enterprise Campus network
Examine Cisco SD-Access fundamental concepts
Describe Cisco SD-Access Fabric Design
Design an SD-Access Campus Fabric based on customer requirements
Design service provider-managed VPNs
Design enterprise-managed VPNs
Design a resilient WAN
Design a resilient WAN network based on customer requirements
Examine the Cisco SD-WAN architecture
Describe Cisco SD-WAN deployment options
Design Cisco SD-WAN redundancy
Explain the basic principles of QoS
Design QoS for the WAN
Design QoS for enterprise network based on customer requirements
Explain the basic principles of multicast
Designing rendezvous point distribution solutions
Describe high-level considerations when doing IP addressing design
Create an IPv6 addressing plan

Plan an IPv6 deployment in an existing enterprise IPv4 network
Describe the challenges that you might encounter when transitioning to IPv6
Design an IPv6 addressing plan based on customer requirements
Describe Network APIs and protocols
Describe YANG, NETCONF and RESTCON

Cisco Designing Cisco Enterprise Wireless Network (ENWLSD)

Description
This course gives you the knowledge you need to design Cisco wireless networks. The course covers design specifics from scenario design concepts through the installation phase and into post-deployment validation.

Acquired Skills
Describe and implement a Cisco-recommended structured design methodology Describe and implement industry standards, amendments, certifications, and Requests For Comments (RFCs)
Describe and implement Cisco enhanced wireless features
Describe and implement the wireless design process
Describe and implement specific vertical designs
Describe and implement site survey processes
Describe and implement network validation processes

Cisco Implementing Advanced Cisco ASA Security v2.1 (SASAA)

Description
This course provides an updated training with labs on the key features on the Cisco ASA (covering up to the ASA 9.2.2 release). The goal of the course is to implement the key features of the Cisco ASA.

Acquired Skills
Explain the features of Cisco ASA 5500-X Series Next-Generation Firewalls, ASASM, ASA 1000V Cloud Firewall and Cisco ASAv
Install and set up the Cisco ASAv
Implement Cisco ASA Identity Firewall policies by using Cisco CDA and Cisco ASA
Install and set up the Cisco ASA FirePOWER Services Module
Implement Cisco ASA and Cisco Cloud Web Security integration
Implement a Cisco ASA cluster
Install and set up the Cisco NGFW Services (CX) Module (optional module)
Describe SGFW and CoA support (optional module)
Describe the IPv6 features in Cisco ASA Software Release 9.0 (optional module)
Describe the multicontext enhancements in Cisco ASA Software Release 9.0 (optional module)

Cisco Implementing and Administering Cisco Solutions v1.0 (CCNA)

Description
This course gives you a broad range of fundamental knowledge for all IT careers. You will learn how to install, operate, configure, and verify a basic IPv4 and IPv6 network. The course covers configuring network components such as switches, routers, and Wireless LAN Controllers; managing network devices; and identifying basic security threats. The course also gives you a foundation in network programmability, automation, and software-defined networking. This course helps you prepare to take the 200-301 Cisco Certified Network Associate (CCNA) exam to earn CCNA certification.

Acquired Skills
Identify the components of a computer network and describe their basic characteristics
Understand the model of host-to-host communication
Describe the features and functions of the Cisco IOS Software
Describe LANs and the role of switches within LANs
Describe Ethernet as the network access layer of TCP/IP and describe the operation of switches
Install a switch and perform the initial configuration
Describe the TCP/IP internet Layer, IPv4, its addressing scheme, and subnetting
Describe the TCP/IP Transport layer and Application layer
Explore functions of routing
Implement basic configuration on a Cisco router
Explain host-to-host communications across switches and routers

Identify and resolve common switched network issues and common problems associated with IPv4 addressing
Describe IPv6 main features, addresses and configure and verify basic IPv6 connectivity
Describe the operation, benefits, and limitations of static routing
Describe, implement and verify VLANs and trunks
Describe the application and configuration of inter-VLAN routing
Explain the basics of dynamic routing protocols and describe components and terms of OSPF
Explain how STP and RSTP work
Configure link aggregation using EtherChannel
Describe the purpose of Layer 3 redundancy protocols
Describe basic WAN and VPN concepts
Describe the operation of ACLs and their applications in the network
Configure internet access using DHCP clients and explain and configure NAT on Cisco routers
Describe the basic QoS concepts
Describe the concepts of wireless networks, which types of wireless networks can be built and how to use WLC
Describe network and device architectures and introduce virtualization
Introduce the concept of network programmability and SDN and describe the smart network management solutions like Cisco DNA Center, SD-Access and SD-WAN
Configure basic IOS system monitoring tools
Describe the management of Cisco devices
Describe the current security threat landscape
Describe threat defense technologies
Implement a basic security configuration of the device management plane
Implement basic steps to harden network devices

Cisco Implementing and Configuring Cisco® Identity Services Engine v3.0 (SISE)
Description
The Implementing and Configuring Cisco Identity Services Engine (SISE) v3.0 course shows you how to deploy and use Cisco® Identity Services Engine (ISE) v2.4, an identity and access control policy platform that simplifies the delivery of consistent, highly secure access control across wired, wireless, and VPN connections. This hands-on course provides you with the knowledge and skills to implement and use Cisco ISE, including policy enforcement, profiling services, web authentication and guest access services, BYOD, endpoint compliance services, and TACACS+ device administration. Through expert instruction and hands-on practice, you will learn how to use Cisco ISE to gain visibility into what is happening in your network, streamline security policy management, and contribute to operational efficiency.
Acquired Skills
Describe Cisco ISE deployments, including core deployment components and how they interact to create a cohesive security architecture. Describe the advantages of such a deployment and how each Cisco ISE capability contributes to these advantages.
Describe concepts and configure components related to 802.1X and MAC Authentication Bypass (MAB) authentication, identity management, and certificate services.
Describe how Cisco ISE policy sets are used to implement authentication and authorization, and how to leverage this capability to meet the needs of your organization.
Describe third-party Network Access Devices (NADs), Cisco TrustSec®, and Easy Connect.
Describe and configure web authentication, processes, operation, and guest services, including guest access components and various guest access scenarios.
Describe and configure Cisco ISE profiling services, and understand how to monitor these services to enhance your situational awareness about network-connected endpoints. Describe best practices for deploying this profiler service in your specific environment.
Describe BYOD challenges, solutions, processes, and portals. Configure a BYOD solution, and describe the relationship between BYOD processes and their related configuration components. Describe and configure various certificates related to a BYOD solution.
Describe the value of the My Devices portal and how to configure this portal.
Describe endpoint compliance, compliance components, posture agents, posture deployment and licensing, and the posture service in Cisco ISE.

Describe and configure TACACS+ device administration using Cisco ISE, including command sets, profiles, and policy sets. Understand the role of TACACS+ within the Authentication, Authentication, and Accounting (AAA) framework and the differences between the RADIUS and TACACS+ protocols.
Migrate TACACS+ functionality from Cisco Secure Access Control System (ACS) to Cisco ISE, using a migration tool.

Cisco Implementing and Operating Cisco® Collaboration Core Technologies v1.0 (CLCOR)

Description
In this course you will gain the knowledge and skills needed to implement and deploy core collaboration and networking technologies, including infrastructure and design, protocols, codecs, and endpoints, Cisco IOS XE gateway and media resources, Call Control, QoS, and additional Cisco collaboration applications.

Acquired Skills
Describe the Cisco Collaboration solutions architecture.
Compare the IP Phone signaling protocols of SIP, H323, MGCP and SCCP.
Integrate and troubleshoot Cisco Unified Communications Manager with LDAP for user synchronization and user authentication.
Implement Cisco Unified Communications Manager provisioning features.
Describe the different codecs and how they are used to transform analogue voice into digital streams.
Describe a dial plan, and explain call routing in Cisco Unified Communications Manager.
Implement PSTN access using MGCP gateways.
Implement a Cisco gateway for PSTN access.
Configure calling privileges in Cisco Unified Communications Manager.
Implement toll fraud prevention.
Implement globalized call routing within a Cisco Unified Communications Manager cluster.
Implement and troubleshoot media resources in Cisco Unified Communications Manager.
Describe Cisco Instant Messaging and Presence, the call flows and the protocols.
Describe and configure endpoints and commonly required features.
Configure and troubleshoot Cisco Unity Connection integration.
Configure and troubleshoot Cisco Unity Connection call handlers.
Describe how MRA is used to allow endpoints to work from outside the company.
Analyze traffic patterns and quality issues in converged IP networks supporting voice, video, and data traffic.
Define QoS and its models.
Implement classification and marking.
Configure classification and marking options on Cisco Catalyst switches.

Cisco Implementing Cisco Data Center Core Technologies v1.0 (DCCOR)

Description
In this course, you will master the skills and technologies you need to implement data center compute, LAN and SAN infrastructure. You will also learn the essentials of automation and security in data centers. You will get hands-on experience with deploying, securing, operating, and maintaining Cisco data center infrastructure including: Cisco MDS Switches and Cisco Nexus Switches; Cisco Unified Computing System™ (Cisco UCS®) B-Series Blade Servers, and Cisco UCS C-Series Rack Servers. This course helps you prepare for the Cisco® CCNP® Data Center and CCIE® Data Center certifications and for advanced-level data center roles.

Acquired Skills
Implement routing and switching protocols in Data Center environment
Implement overlay networks in data center
Introduce high-level Cisco Application Centric Infrastructure (Cisco ACI™) concepts and Cisco Virtual Machine manager (VMM) domain integration
Describe Cisco Cloud Service and deployment models
Implement Fibre Channel fabric
Implement Fibre Channel over Ethernet (FCoE) unified fabric
Implement security features in data center
Implement software management and infrastructure monitoring
Implement Cisco UCS Fabric Interconnect and Server abstraction
Implement SAN connectivity for Cisco Unified Computing System™ (Cisco UCS®)

Implement Cisco automation and scripting tools in data center
Evaluate automation and orchestration technologies

Cisco Implementing and Operating Cisco Enterprise Network Core Technologies v1.0 (ENCOR)

Description

This course gives you the knowledge and skills needed to configure, troubleshoot, and manage enterprise wired and wireless networks. You'll also learn to implement security principles within an enterprise network and how to overlay network design by using solutions such as SD-Access and SD-WAN.

Acquired Skills

Configure, troubleshoot, and manage enterprise wired and wireless networks
Implement security principles within an enterprise network
Prepare to take the 350-401 Implementing Cisco Enterprise Network Core Technologies (ENCOR) exam

Cisco® Implementing and Operating Cisco® Security Core Technologies v1.0 (SCOR)

Description

The Implementing and Operating Cisco Security Core Technologies (SCOR) v1.0 course helps you prepare for the Cisco® CCNP® Security and CCIE® Security certifications and for senior-level security roles. In this course, you will master the skills and technologies you need to implement core Cisco security solutions to provide advanced threat protection against cybersecurity attacks. You will learn security for networks, cloud and content, endpoint protection, secure network access, visibility, and enforcements. You will get extensive hands-on experience deploying Cisco Firepower® Next-Generation Firewall and Cisco Adaptive Security Appliance (ASA) Firewall; configuring access control policies, mail policies, and 802.1X Authentication; and more. You will get introductory practice on Cisco Stealthwatch® Enterprise and Cisco Stealthwatch Cloud threat detection features.

Acquired Skills

Describe information security concepts and strategies within the network
Describe common TCP/IP, network application, and endpoint attacks
Describe how various network security technologies work together to guard against attacks
Implement access control on Cisco ASA appliance and Cisco Firepower Next-Generation Firewall
Describe and implement basic email content security features and functions provided by Cisco Email Security Appliance
Describe and implement web content security features and functions provided by Cisco Web Security Appliance
Describe Cisco Umbrella® security capabilities, deployment models, policy management, and Investigate console
Introduce VPNs and describe cryptography solutions and algorithms
Describe Cisco secure site-to-site connectivity solutions and explain how to deploy Cisco Internetwork Operating System (Cisco IOS®) Virtual Tunnel Interface (VTI)-based point-to-point IPsec VPNs, and point-to-point IPsec VPN on the Cisco ASA and Cisco Firepower Next-Generation Firewall (NGFW)
Describe and deploy Cisco secure remote access connectivity solutions and describe how to configure 802.1X and Extensible Authentication Protocol (EAP) authentication
Provide basic understanding of endpoint security and describe Advanced Malware Protection (AMP) for Endpoints architecture and basic features
Examine various defenses on Cisco devices that protect the control and management plane
Configure and verify Cisco IOS software Layer 2 and Layer 3 data plane controls
Describe Cisco Stealthwatch Enterprise and Stealthwatch Cloud solutions
Describe basics of cloud computing and common cloud attacks and how to secure cloud environment

Cisco Implementing Automation for Cisco Service Provider Solutions v1.0 (SPAUI)

Description

This course prepares you to implement and support automation solutions in a Service Provider network infrastructure, using network programmability principles, protocols, tools, and mechanisms. Through a combination of lessons and hands-on labs, you will learn to deploy, configure, monitor, and operate Service Provider network environments using modern data models. These models allow you to represent operational data and new network management protocols in order to administer hundreds or thousands of devices in a single operation, replacing

traditional, time-consuming, error prone, device-by-device Command Line Interface (CLI) management. The course also introduces powerful automation solutions that can streamline network operations

Acquired Skills
Use NETCONF and RESTCONF programmability protocols on Cisco devices
Describe and use tools to validate YANG data models on Cisco devices
Describe and configure model-driven telemetry on Cisco devices
Describe and configure network traffic automation with Cisco XTC
Describe and use network automation tools that utilize SSH
Automate service provider network configuration with Cisco NSO
Describe how to automate virtualized resources with Cisco ESC
Describe how to automate service provider WAN with Cisco WAE

Cisco Implementing Cisco Application Centric Infrastructure v1.0 (DCACI)

Description
The Implementing Cisco Application Centric Infrastructure (DCACI) v1.0 course shows you how to deploy and manage the Cisco® Nexus® 9000 Series Switches in Cisco Application Centric Infrastructure (Cisco ACI®) mode. You will learn how to configure and manage Cisco Nexus 9000 Series Switches in ACI mode, how to connect the Cisco ACI fabric to external networks and services, and the fundamentals of Virtual Machine Manager (VMM) integration. You will gain hands-on practice implementing key capabilities such as fabric discovery, policies, connectivity, VMM integration, and more.

Acquired Skills
Describe Cisco ACI Fabric Infrastructure and basic Cisco ACI concepts
Describe Cisco ACI policy model logical constructs
Describe Cisco ACI basic packet forwarding
Describe external network connectivity
Describe VMM Integration
Describe Layer 4 to Layer 7 integrations
Explain Cisco ACI management features

Cisco Implementing Cisco Enterprise Advanced Routing and Services v1.0 (ENARSI)

Description
This course provides the knowledge and skills needed to install, configure, operate and troubleshoot an enterprise network. This course is intended to be a deep dive into advanced routing and infrastructure technologies, which are an expansion of the topics covered in the Implementing and Operating Cisco Enterprise Network Core Technologies (ENCOR) course. This course prepares you to take the CCNP Enterprise exam 300-410 ENARSI.

Acquired Skills
Configure classic Enhanced Interior Gateway Routing Protocol (EIGRP) and named EIGRP for IPv4 and IPv6
Optimize classic EIGRP and named EIGRP for IPv4 and IPv6
Troubleshoot classic EIGRP and named EIGRP for IPv4 and IPv6
Configure Open Shortest Path First (OSPF)v2 and OSPFv3 in IPv4 and IPv6 environments
Optimize OSPFv2 and OSPFv3 behavior
Troubleshoot OSPFv2 for IPv4 and OSPFv3 for IPv4 and IPv6
Implement route redistribution using filtering mechanisms
Troubleshoot redistribution
Implement path control using Policy-Based Routing (PBR) and IP service level agreement (SLA)
Configure Multiprotocol-Border Gateway Protocol (MP-BGP) in IPv4 and IPv6 environments
Optimize MP-BGP in IPv4 and IPv6 environments
Troubleshoot MP-BGP for IPv4 and IPv6
Describe the features of Multiprotocol Label Switching (MPLS)
Describe the major architectural components of an MPLS VPN
Identify the routing and packet forwarding functionalities for MPLS VPNs
Explain how packets are forwarded in an MPLS VPN environment
Implement Cisco Internetwork Operating System (IOS®) Dynamic Multipoint VPNs (DMVPNs)
Implement Dynamic Host Configuration Protocol (DHCP)
Describe the tools available to secure the IPV6 first hop
Troubleshoot Cisco router security features

Cisco® Implementing Cisco® Enterprise Wireless Networks v1.0 (ENWLSI)

Description

The Implementing Cisco Enterprise Wireless Networks (ENWLSI) v1.1 course gives you the knowledge and skills needed to secure wireless network infrastructure and troubleshoot any related issues. You'll learn how to implement and secure a wireless network infrastructure and use Cisco Identity Service Engine (ISE), Cisco Prime Infrastructure (PI), and Cisco Connect Mobile Experience to monitor and troubleshoot network issues.
The course provides hands-on labs to reinforce concepts including deploying Cisco Prime Infrastructure Release 3.5, Cisco Catalyst® 9800 Wireless Controller Release, Cisco IOS XE Gibraltar 16.10, Cisco Digital Network Architecture (Cisco DNA™) Center Release 1.2.8, Cisco Connected Mobile Experiences (CMX) Release 10.5, Cisco Mobility Services Engine (MSE) Release 8.0 features, and Cisco ISE Release 2.4.

Acquired Skills

Implement network settings to provide a secure wireless network infrastructure
Troubleshoot security issues as they relate to the wireless network infrastructure
Implement a secure wireless client and troubleshoot wireless client connectivity issues
Implement and troubleshoot QoS in wireless networks
Implement and troubleshoot advanced capabilities in wireless network services

Cisco® Securing Cloud Deployments with Cisco® Technologies v1.0 (SECCLD)

Description

This course shows you how to implement Cisco® cloud security solutions to secure access to the cloud, workloads in the cloud, and software as a service (SaaS) user accounts, applications, and data. Through expert instruction and hands-on labs, you'll learn a comprehensive set of skills and technologies including how to use key Cisco cloud security solutions; detect suspicious traffic flows, policy violations, and compromised devices; implement security controls for cloud environments; and implement cloud security management. This course covers usage of Cisco Cloudlock, Cisco Umbrella™, Cisco Cloud Email Security, Cisco Advanced Malware Protection (AMP) for Endpoints, Cisco Stealthwatch® Cloud and Enterprise, Cisco Firepower® NGFW (next-generation firewall), and more.

Acquired Skills

Contrast the various cloud service and deployment models.
Implement the Cisco Security Solution for SaaS using Cisco Cloudlock Micro Services.
Deploy cloud security solutions using Cisco AMP for Endpoints, Cisco Umbrella, and Cisco Cloud Email Security.
Define Cisco cloud security solutions for protection and visibility using Cisco virtual appliances and Cisco Stealthwatch Cloud.
Describe the network as a sensor and enforcer using Cisco Identity Services Engine (ISE), Cisco Stealthwatch Enterprise, and Cisco TrustSec®.
Implement Cisco Firepower NGFW Virtual (NGFWv) and Cisco Stealthwatch Cloud to provide protection and visibility in AWS environments.
Explain how to protect the cloud management infrastructure by using specific examples, defined best practices, and AWS reporting capabilities.

Cisco Securing Email with Cisco Email Security Appliance v3.0 (SESA)

Description

This course shows you how to deploy and use Cisco® Email Security Appliance to establish protection for your email systems against phishing, business email compromise, and ransomware, and to help streamline email security policy management. This hands-on course provides you with the knowledge and skills to implement, troubleshoot, and administer Cisco Email Security Appliance, including key capabilities such as advanced malware protection, spam blocking, anti-virus protection, outbreak filtering, encryption, quarantines, and data loss prevention.

Acquired Skills

Describe and administer the Cisco Email Security Appliance (ESA)
Control sender and recipient domains
Control spam with Talos SenderBase and anti-spam
Use anti-virus and outbreak filters
Use mail policies

Use message filters to enforce email policies
Prevent data loss
Perform LDAP queries
Authenticate Simple Mail Transfer Protocol (SMTP) sessions
Authenticate email
Encrypt email
Use system quarantines and delivery methods
Perform centralized management using clusters
Test and troubleshoot

Cisco® Securing the Web with Cisco® Web Security Appliance v3.0 (SWSA)
Description
This course shows you how to implement, use, and maintain Cisco® Web Security Appliance (WSA), powered by Cisco Talos, to provide advanced protection for business email and control against web security threats. Through a combination of expert instruction and hands-on practice, you'll learn how to deploy proxy services, use authentication, implement policies to control HTTPS traffic and access, implement use control settings and policies, use the solution's anti-malware features, implement data security and data loss prevention, perform administration of Cisco WSA solution, and more.
Acquired Skills
Describe Cisco WSA
Deploy proxy services
Utilize authentication
Describe decryption policies to control HTTPS traffic
Understand differentiated traffic access policies and identification profiles
Enforce acceptable use control settings
Defend against malware
Describe data security and data loss prevention
Perform administration and troubleshooting

Cisco Troubleshooting Cisco Data Center Infrastructure v7.0 (DCIT)
Description
The focus of this skills-building course is troubleshooting of LANs, SANs, Cisco Unified Fabric, Cisco Unified Computing System (UCS), and Cisco Application Centric Infrastructure (ACI). The course provides rich hands-on experience in resolving problems on Cisco MDS switches, Cisco Nexus switches, Cisco fabric extenders (FEXs), Cisco UCS, and Cisco ACI.
Acquired Skills
Outline the troubleshooting process, and highlight which questions to ask
Describe the troubleshooting tools and methodologies that are available from the CLI and are used to identify and resolve issues in a Cisco Data Center network architecture
Identify and resolve issues related to VLANs and PVLANs
Identify and resolve issues related to port channels and virtual port channels
Identify and resolve issues related to Cisco FabricPath
Identify and resolve issues related to OTV
Identify and resolve issues related to VXLAN
Identify and resolve issues related to LISP
Describe troubleshooting of routing protocols, such as OSPF, ISIS, and PIM.
Describe troubleshooting of the AAA and RBAC
Identify and resolve issues related to a single device
Identify and resolve issues related to Fibre Channel interface operation
Identify and resolve issues related to Fibre Channel switching when the Cisco NX-OS software switch is used in switched mode (vs. NPV mode)
Identify and resolve issues related to Fibre Channel switching when the NX-OS switch is used in N Port Virtualization (NPV) mode
Identify and resolve issues related to FIP and FCoE, including FCoE performance

Describe Cisco UCS architecture, initial setup, tools and service aids that are available for Cisco UCS troubleshooting and interpretation of the output
Describe Cisco UCS configuration and troubleshoot related issues
Describe Cisco UCS B-Series operation and troubleshoot related issues
Describe LAN, SAN and Fibre Channel operations, including in depth troubleshooting procedures
Describe Cisco IMC utilities to validate performance and facilitate data-gathering activities for Cisco UCS C-Series troubleshooting, as well troubleshooting approach to hardware and firmware failures
Define proper procedures to configure LAN and SAN connectivity and avoid issues with the P81E virtual interface card (VIC)
Troubleshoot integration of Cisco UCS C-Series servers with Cisco UCS Manager
Identify tools, protocols and methods to effectively troubleshoot Cisco ACI

Cisco® Understanding Cisco® Collaboration Foundations v1.0 (CLFNDU)
Description
This course gives you the skills needed to administer and support a single-site Cisco® Unified Communications Manager (CM) solution. The course covers initial parameters, management of devices including phones and video endpoints, management of users, and management of media resources, as well as Cisco Unified Communications solutions maintenance and troubleshooting tools. In addition, you will learn the basics of SIP dial plans including connectivity to Public Switched Telephone Network (PSTN) services, and how to use class-of-service capabilities.
Acquired Skills
Define collaboration and describe the main purpose of key devices in a Cisco collaboration on-premise, hybrid, and cloud deployment model
Configure and modify required parameters in Cisco Unified Communications Manager (CM) including service activation, enterprise parameters, CM groups, time settings, and device pool
Deploy and troubleshoot IP phones via auto registration and manual configuration within Cisco Unified CM
Describe the call setup and teardown process for a SIP device including codec negotiation using Session Description Protocol (SDP) and media channel setup
Manage Cisco Unified CM user accounts (local and via Lightweight Directory Access Protocol [LDAP]) including the role/group, service profile, UC service, and credential policy
Configure dial plan elements within a single site Cisco Unified CM deployment including Route Groups, Local Route Group, Route Lists, Route Patterns, Translation Patterns, Transforms, SIP Trunks, and SIPRoute Patterns
Configure Class of Control on Cisco Unified CM to control which devices and lines have access to services
Configure Cisco Unified CM for Cisco Jabber and implement common endpoint features including callpark, softkeys, shared lines, and pickup groups
Deploy a simple SIP dial plan on a Cisco Integrated Service Routers (ISR) gateway to enable access to the PSTN network
Manage Cisco UCM access to media resources available within Cisco UCM and Cisco ISR gateways
Describe tools for reporting and maintenance including Unified Reports, Cisco Real-Time Monitoring Tool (RTMT), Disaster Recovery System (DRS), and Call Detail Records (CDRs) within Cisco Unified CM
Describe additional considerations for deploying video endpoints in Cisco Unified CM
Describe the integration of Cisco Unity® with Cisco Unified CM and the default call handler

Cisco® Understanding Cisco® Wireless Foundations v1.0 (WLFNDU)
Description
This course gives you the knowledge and skills you need to position, plan, implement, operate, and manage a Cisco WLAN network. This course teaches you how to design, install, configure, monitor, and conduct basic troubleshooting tasks on a Cisco WLAN network of any size.
Acquired Skills
Describe and implement foundational wireless theory
Describe and implement basic wireless security and client access
Describe and implement a Cisco wireless network architecture
Configure Cisco centralized wireless networks
Describe and implement WLAN maintenance and troubleshooting

Description

This course is designed for experienced IT professionals to build the foundational administration aspects of installing, configuring and managing a Citrix Virtual Apps and Desktops 7 environment. Learn about configuring policies, printing and basic security features as well as more advanced topics including Windows Environment Management (WEM) and App Layering. Gain an understanding of the solution architecture and communications, and the factors that contribute to a successful deployment. Also learn how to monitor and troubleshoot the environment with a Citrix Director and Citrix Analytics.

Acquired Skills

manage a Citrix Virtual Apps and Desktops 7 site on-premises and on Citrix Cloud including how to migrate from on-premises to Citrix Cloud

How to configure Workspace Environment Management to improve the end user environment and virtual resource consumption

App Layering skills to create and administer OS, platform, application, elastic and user layers

CNS-219 Citrix ADC 12.x Traffic Management

Description

Learn the skills required to configure and manage Citrix ADC Traffic Management features, including Content Switching, Traffic Optimization, and Global Server Load Balancing. At the end of the course, students will be able to configure their ADC environments to address efficient traffic switching and resilience requirements including Content Switching, Traffic Optimization, and Disaster Recovery.

Acquired Skills

Optimize the Citrix ADC system for traffic handling and management

Customize the ADC system for traffic flow and content-specific requirements Employ recommended tools and techniques to troubleshoot common Citrix ADC network and connectivity issues

Configure advanced load balancing and GSLB on the Citrix ADC system

CNS-221 Citrix Gateway 12.x

Description

Learn the skills required to configure and manage Citrix Gateway features. At the end of the course, students will be able to configure their Citrix Gateway environments to address remote access requirements for Apps and Desktops.

Acquired Skills

Configure Authentication and Authorization

Define End User Access and Experience

Integrate Citrix Gateway with Citrix Virtual Apps and Desktops and additional resources

Employ recommended tools and techniques to troubleshoot common Citrix Gateway network and connectivity issues

CNS-222 Citrix ADC 12.x Essentials and Citrix Gateway

Description

It covers Citrix ADC essentials, including secure load balancing, high availability and operations management, and also focuses on Citrix Gateway. Students will learn to deliver secure remote access to apps and desktops integrating Citrix Virtual Apps and Citrix Desktops with Citrix Gateway.

Acquired Skills

Expand your Citrix networking knowledge and skills by enrolling in this course. It covers Citrix ADC essentials, including secure load balancing, high availability and operations management, and also focuses on Citrix Gateway.

Students will learn to deliver secure remote access to apps and desktops integrating Citrix Virtual Apps and Citrix Desktops with Citrix Gateway.

Coaching and Mentoring
Description
This workshop focuses on how to better coach your employees to higher performance.
Acquired Skills
Coaching is a process of relationship building and setting goals. How well you coach is relating directly to how well you can foster a great working relationship with your employees through understanding them and strategic goal setting.

COBIT 2019 Foundation
Description
COBIT 2019 builds on and integrates more than 25 years of development in this field, not only incorporating new insights from science, but also operationalizing these insights as practice. The heart of the COBIT framework updates COBIT principles while laying out the structure of the overall framework including:
New concepts are introduced, and terminology is explained—the COBIT Core Model and its 40 governance and management objectives provide the platform for establishing your governance program.
The performance management system is updated and allows the flexibility to use maturity measurements as well as capability measurements.
Introductions to design factors and focus areas offer additional practical guidance on flexible adoption of COBIT 2019, whether for specific projects or full implementation.
Acquired Skills
New framework introduction
Key concepts and terminology
Governance and Framework Principles
Governance system and components
Governance and management objectives
Performance management
Designing a tailored governance system

Communicating Across Your Organization
Description
In this course, students will learn to build trust and commitment, motivating others through respectful and authentic interactions.
Acquired Skills
Identify the essential elements of effective communications within an organization
Use knowledge of yourself to build effective communication strategies
Build communication strategies that leverages interpersonal and organizational awareness
Apply effective facilitation skills

Communication Strategies
Description
In this course students will understand the different methods of communication and how to make the most of each of them.
Acquired Skills
Understanding communication barriers
Paraverbal communication   skills on-Verbal communication
Listening skill's
Appreciative inquiry
Advanced communication skills

CompTIA A+ - Part 1
Description

This course provides the knowledge and skills you will require to be a successful A+ technician. In this course, you will install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on personal computers, digital devices, and operating systems.

Acquired Skills

Support operating systems.
Install and configure PC system unit components and peripheral devices.
Install, configure, and troubleshoot display and multimedia devices.
Install, configure, and troubleshoot storage devices.
Install, configure, and troubleshoot internal system components.
Install, configure, and maintain operating systems.
Maintain and troubleshoot Microsoft Windows.
Explain network infrastructure concepts.
Configure and troubleshoot network connections.
Manage users, workstations, and shared resources.
Implement client virtualization and cloud computing.
Implement physical security.
Secure workstations and data.
Troubleshoot workstation security issues.
Support and troubleshoot laptops.
Support and troubleshoot mobile devices.
Install, configure, and troubleshoot print devices.
Implement operational procedures.

CompTIA A+ - Part 2

Description

In this course, you will install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on personal computers, digital devices, and operating systems.

Acquired Skills

Support operating systems.
Install and configure PC system unit components and peripheral devices.
Install, configure, and troubleshoot display and multimedia devices.
Install, configure, and troubleshoot storage devices.
Install, configure, and troubleshoot internal system components.
Install, configure, and maintain operating systems.
Maintain and troubleshoot Microsoft Windows.
Explain network infrastructure concepts.
Configure and troubleshoot network connections.
Manage users, workstations, and shared resources.
Implement client virtualization and cloud computing.
Implement physical security.
Secure workstations and data.
Troubleshoot workstation security issues.
Support and troubleshoot laptops.
Support and troubleshoot mobile devices.
Install, configure, and troubleshoot print devices.
Implement operational procedures.

CompTIA A+ Certification (Exams 220-1001 and 220-1002)

Description

CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world. It is the only industry recognized credential with performance-based items to prove pros can think on their feet to perform critical IT support tasks in the moment. It is trusted by employers around the world to identify the go-to person in end point management and technical support roles. CompTIA A+ is regularly re-invented by IT experts to ensure that it validates core skills and abilities demanded in the workplace.

Acquired Skills

Support operating systems.
Install and configure PC system unit components and peripheral devices.
Install, configure, and troubleshoot display and multimedia devices.
Install, configure, and troubleshoot storage devices.
Install, configure, and troubleshoot internal system components.
Install, configure, and maintain operating systems.
Maintain and troubleshoot Microsoft Windows.
Explain network infrastructure concepts.
Configure and troubleshoot network connections.
Manage users, workstations, and shared resources.
Implement client virtualization and cloud computing.
Implement physical security.
Secure workstations and data.
Troubleshoot workstation security issues.
Support and troubleshoot laptops.
Support and troubleshoot mobile devices.
Install, configure, and troubleshoot print devices.
Implement operational procedures.

CompTIA Advanced Security Practitioner (CASP)
Description
In this course, which prepares you for the CompTIA Advanced Security Practitioner exam (CAS-003),you will expand on your knowledge of information security to apply more advanced principles that will keep your organization safe from the many ways it can be threatened. You'll apply critical thinking and judgment across a broad spectrum of security disciplines to propose and implement sustainable security solutions that map to organizational strategies; translate business needs into security requirements; support IT governance and risk management; architect security for hosts, networks, and software; respond to security incidents; and more.
Acquired Skills
Support IT governance in the enterprise with an emphasis on managing risk.
Leverage collaboration tools and technology to support enterprise security.
Use research and analysis to secure the enterprise.
Integrate advanced authentication and authorization techniques.
Implement cryptographic techniques, security controls for hosts and mobile devices, network security, and security in the systems and software development lifecycle.
Integrate hosts, storage, networks, applications, virtual environments, and cloud technologies in a secure enterprise architecture.
Conduct security assessments; responding to and recovering from security incidents.

COMPTIA Cloud Essentials+
Description
CompTIA Cloud Essentials+ is the only internationally recognized, vendor-neutral certification utilizing key business principles and fundamental cloud concepts that validate data-driven cloud recommendations. It stands alone in this field by demonstrating that all necessary staff members—not just the IT specialists—understand how to increase efficiency, manage costs, and reduce security risks for organizations whenever tasked with making current cloud technology decisions.
Acquired Skills
Have the knowledge and understanding of the foundational business and technical components included in a cloud assessment
Understand specific security concerns and measures
Comprehend new technology concepts, solutions, and benefits to an organization.

CompTIA Cloud+
Description
In this course, you will learn how to implement, maintain, and deliver cloud technologies including network, storage, and virtualization technologies to create cloud solutions.
Acquired Skills

Prepare to deploy cloud solutions
Deploy a pilot project
Test a pilot project deployment
Design a secure network for cloud deployment
Determine CPU and memory sizing for cloud deployments
Determine storage requirements for cloud deployments
Plan Identity and Access Management for cloud deployments
Analyze workload characteristics to ensure successful migration to the cloud
Secure systems to meet access requirements
Maintain cloud systems
Implement backup, restore, and business continuity measures
Analyze cloud systems for required performance
Analyze cloud systems for anomalies and growth forecasting
Troubleshoot deployment, capacity, automation, and orchestration issues
Troubleshoot connectivity issues
Troubleshoot security issues

CompTIA Cybersecurity Analyst (CySA+) Certification
Description
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.
Acquired Skills
Assess information security risk in computing and network environments.
Analyze reconnaissance threats to computing and network environments.
Analyze attacks on computing and network environments.
Analyze post-attack techniques on computing and network environments.
Implement a vulnerability management program.
Collect cybersecurity intelligence.
Analyze data collected from security and event logs.
Perform active analysis on assets and networks.
Respond to cybersecurity incidents.
Investigate cybersecurity incidents.
Address security issues with the organization's technology architecture.

CompTIA IT Fundamentals+
Description
This course will prepare participants to take the FC0-U61 exam to obtain the IT Fundamentals+ certification and help participants learn some of the basic principles and techniques of providing PC, mobile, applications, and network support.
Acquired Skills
Set up a computer workstation and use basic software applications.
Explain the functions and types of devices used within a computer system.
Apply basic computer maintenance and support principles.
Describe some principles of software and database development.
Configure computers and mobile devices to connect to home networks and to the Internet.
Identify security issues affecting the use of computers and networks.

CompTIA Linux+ Certification
Description
The Official CompTIA® Linux+® courseware builds on your existing experience with systems operations and administration to provide you with the knowledge and skills required to configure, manage, operate, and troubleshoot a Linux environment by using security best practices, scripting, and automation. This course will also prepare you for the Exam XKO-004.
Acquired Skills
Perform basic Linux tasks.

Manage users and groups.
Manage permissions and ownership.
Manage storage.
Manage files and directories.
Manage kernel modules.
Manage the Linux boot process.
Manage system components.
Manage devices.
Manage networking.
Manage packages and software.
Secure Linux systems.
Write and execute Bash shell scripts.
Automate tasks.
Plan and perform a Linux installation.

CompTIA Network+ Certification
Description
This course builds on your existing user-level knowledge and experience with personal computer operating systems and networks to present the fundamental skills and concepts that you will need to use on the job in any type of networking career.
Acquired Skills
Identify basic network theory concepts and major network communications methods.
Describe bounded network media.
Describe unbounded network media.
Identify the major types of network implementations.
Identify TCP/IP addressing and data delivery methods.
Analyze routing and switching technologies.
Identify the components of a TCP/IP implementation.
Analyze network security.
Implement network security.
Identify the components of a WAN implementation.
Identify the components used in cloud computing and virtualization.
Identify the components of a remote network implementation.
Manage networks.
Troubleshoot network issues.

CompTIA Penetration Tester+ (PenTest+) Certification
Description
Intermediate knowledge of information security concepts, including but not limited to identity and access management (IAM), cryptographic concepts and implementations, computer networking concepts and implementations, and common security technologies.
Practical experience in securing various computing environments, including small to medium businesses, as well as enterprise environments.
Acquired Skills
Plan and scope penetration tests
Conduct passive reconnaissance
Perform non-technical tests to gather information
Conductive active reconnaissance
Analyze vulnerabilities
Penetrate networks
Exploit host-based vulnerabilities
Test applications Complete post-exploit tasks
Analyze and report pen test results

CompTIA Project+ Certification
Description

This course is designed to provide you with the skills needed to be a successful project manager in today's rapidly changing world. Additionally, this course can be a significant part of your preparation for the CompTIA® Project+® certification exam.

Acquired Skills
Identify the fundamentals of project management.
Initiate a project.
Create project plans, stakeholder strategies, and scope statement.
Develop a Work Breakdown Structure and activity lists.
Develop project schedule and identify the critical path.
Plan project costs.
Create project staffing and quality management plans.
Create an effective communication plan.
Create a risk management plan, perform risk analysis, and develop a risk response plan.
Plan project procurements.
Develop change management and transition plans.
Assemble and launch the project team to execute the plan.
Execute the project procurement plan.
Monitor and control project performance.
Monitor and control project constraints.
Monitor and control project risks.
Monitor and control procurements.
Perform project closure activities.

CompTIA Security+ Certification

Description
In this course, students will build on their knowledge of and professional experience with security fundamentals, networks, and organizational security as you acquire the specific skills required to implement basic security services on any type of computer network.

Acquired Skills
Compare and contrast attacks.
Compare and contrast security controls.
Use security assessment tools.
Explain basic cryptography concepts.
Implement a public key infrastructure.
Implement identity and access management controls.
Manage access services and accounts.
Implement a secure network architecture.
Install and configure security appliances.
Install and configure wireless and physical access security.
Deploy secure host, mobile, and embedded systems.
Implement secure network access protocols.
Implement secure network applications.
Explain risk management and disaster recovery concepts.
Describe secure application development concepts.
Explain organizational security concepts.

CompTIA Server+ Certification

(1) Description
This course builds on existing professional experience with personal computer hardware support to present the next tier of skills & concepts students will use on the job when administering any type of network server. If your job duties include server troubleshooting, installation, or maintenance, or if you are preparing for any type of network server-related career, it provides the primary knowledge and skills you will require to be successful..

(5) Acquired Skills
Manage server hardware.
Install server hardware and operating systems.
Configure networking hardware and protocols.

Create a virtual server environment.
Perform basic server configuration tasks.
Administer servers.
Implement server storage solutions.
Secure the server.
Plan and test disaster recovery.
Troubleshoot server issues.

Computer Hacking Forensics Investigator (CHFI)
Description
This course will provide participants the necessary skills to identify an intruder's footprints and to properly gather the necessary evidence to prosecute in the court of law.
Acquired Skills
Computer forensics enables the systematic and careful identification of evidence in computer related crime and abuse cases. This may range from tracing the tracks of a hacker through a client's systems, to tracing the originator of defamatory emails, to recovering signs of fraud.

Conflict Resolution
Description
Participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. If left unchecked or not resolved it can lead to lost production, absences, attrition, and even lawsuits.
Acquired Skills
Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Participants will also learn crucial conflict management skills, including dealing with anger and using the Agreement Frame.

Constructive Conflict Management
Description
In this course, students 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.
Acquired Skills
Identify and manage sources of conflict
Define an effective strategy to deal with conflict
Implement a process to manage conflict situations
Build civility in the workplace

Creative Problem Solving
Description
This workshop will give students an overview of the creative problem-solving process, as well as key problem-solving tools that they can use every day. Skills such as brainstorming, information gathering, & analyzing data will be covered during class.
Acquired Skills
Identify types of information to gather and key questions to ask in problem solving
Identify the importance of defining a problem correctly
Identify and use four different problem definition tools
Write concrete problem statements
Use basic brainstorming tools to generate ideas for solutions
Evaluate potential solutions against criteria, including cost/benefit analysis and group voting
Perform a final analysis to select a solution
Understand the roles that fact and intuition play in selecting a solution
Understand the need to refine the shortlist and redefine it
Understand how to identify the tasks and resources necessary to implement solutions
Evaluate and adapt solutions to reality

CRISC Certified in Risk and Information Systems Control

Description

The CRISC course is designed for those who have experience with risk identification, assessment, and evaluation; risk response; risk monitoring; information systems control design and implementation; and information systems control monitoring and maintenance.

Acquired Skills

Key Risk Indicators
Key Performance Indicators
Data Collection and Extraction Tools and Techniques
Monitoring Controls
Control Assessment Types
Results of Control Assessments
Changes to the IT Risk Profile

Critical Facilitation Skills for Leaders

Description

Students will learn how to develop and apply facilitation techniques to support their team at every stage of the team life cycle. Students will enhance their interpersonal competencies and observational abilities to deal with disruptions and more.

Acquired Skills

Apply techniques to encourage participation and reach consensus
Utilize facilitative questioning techniques
Recognize indicators to facilitate each stage of the team process
Deal constructively with disruptions and typical problem behavior
Implement interventions appropriately
Plan and run a focused discussion, meeting or event

Critical Thinking

Description

In this course, students will learn develop their ability to analyze and evaluate information

Acquired Skills

Components of critical thinking
Non-Linear thinking
Logical Thinking
Critical Thinkers
Evaluate information
Benefits of critical thinking
Changing your perspective
Problem solving

Crystal Reports 2016 - Part 1

Description

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

Acquired Skills

Identify the elements of the Crystal Reports interface.
Create and modify a basic report.
Use formulas to calculate and filter data.
Build a parameterized report.
Group report data.
Enhance a report.
Create a report using data from an Excel workbook.
Distribute data.

Crystal Reports 2016 - Part 2

Description
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.
Acquired Skills
Create automatic and manual running totals.
Work with cross-tab reports.
Add sub reports.
Create drill-downs in a report.
Use SQL statements in report processing.
Create complex formulas.
Add charts to reports.
Enhance report functionality

Customer Service
Description
This workshop will look at all types of customers & how we can serve them better. Students will be provided a strong skillset including in-person & over the phone techniques, dealing with difficult customers, and generating return business.
Acquired Skills
Recognize how your attitude affects customer service
Identify your customers' needs
Use outstanding customer service to generate return business
Build good will through in-person customer service
Provide outstanding customer service over the phone
Connect with customers through online tools
Deal with difficult customers

CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and In Citrix Cloud
Description
This course will teach students how to deploy, install, configure, setup profile management, configure policies, printing and basic security features for on-premises Virtual Apps and Desktop solution building, and then migrating to Citrix Cloud.
Acquired Skills
Learn how to install, configure, and manage a Citrix Virtual Apps and Desktops 7 site and Cloud connectors
Identify the considerations between Citrix Virtual Apps and Desktops on-premises and the Citrix Virtual Apps and Desktops Service
Discover how to deliver app and desktop resources

CWS-313 Citrix Virtual Apps and Desktops 7 Advanced Deployment, Troubleshooting, Security and Administration
Description
Students will learn techniques to investigate many of the common issues that can affect environment health and how to solve issues more effectively in the advanced troubleshooting section. Students will leave this course with a good understanding of how to manage more complex solutions such as multi-location environments with configurations around StoreFront, the Delivery Controllers, Cloud Connectors and HDX.
Acquired Skills
administration concepts such
as backups, disaster recovery,
scalability and redundancy for a
Citrix Virtual Apps and Desktop
7 Site
Advanced troubleshooting
techniques to troubleshoot Citrix

Security considerations and configurations for Citrix Apps and Desktop 7 site including multi-site management using zones

CWS-314 Citrix App Layering and WEM Administration

Description

Students will learn to build and combine App Layers to optimize management of your app and desktop images and to implement Workspace Environment Management to improve log-on times, centralize user settings management, and optimize the performance of machines. Students will leave this course with a good understanding of how to manage more complex solutions and features in their Citrix Virtual Apps and Desktop 7 site.

Acquired Skills

Configure Workspace Environment Management to improve the end user environment and virtual resource consumption

Implement App Layering skills, for example how to create and administer OS, platform, application, elastic and user layers

Migrate to Workspace Environment Management

CWS-315 Citrix Virtual Apps and Desktops 7 Advanced Administration

Description

Get more value out of your Citrix Virtual Apps and Desktops 7.1x investment through the use of Workspace Environment Management, Provisioning Services, Application Layering, and advanced features. Students leave this course with a good understanding of how to manage more complex solutions such as multizone environments spanning multiple locations with configurations around StoreFront, the Delivery Controllers, and HDX. Students will 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. End the course by learning to install, configure, and manage Provisioning Services in accordance with leading practices.

Acquired Skills

Understand Zones in Citrix Virtual Apps and Desktops 7.1x and how to account for user and desktop locations and optimal connection and registration

How to build and manage App Layers to minimize image sprawl with Citrix Virtual Apps and Desktops 7.1x

Understand and configure HDX channels and protocols for improved performance delivering multimedia and data over network connections

CXD-252 Moving to the Citrix Virtual Apps and Desktops Service on Citrix Cloud with Microsoft Azure

Description

Navigate the move from an on-premises environment into Citrix Cloud and learn to deploy resource locations onto Microsoft Azure. Learn the architecture, communications, and management of Citrix Cloud and the Citrix Virtual Apps and Desktops Service and then migrate existing infrastructure and settings into Citrix Cloud. If you are planning a move to Citrix Cloud or starting out anew, this course is a necessary step in enabling you with the right training and skills to understand, manage, and deliver successfully. Plan machine catalog and virtual machine design based in Microsoft's public cloud and deploy those machines using Machine Creation Services. Learn to configure the access layer as a service within Citrix Cloud, as managed machines in your datacenter, or on the Azure platform.

Acquired Skills

How to install, configure, and manage Citrix Cloud Connectors

Deploy and manage Virtual Delivery Agent machines to on-premises resource locations as well as in Microsoft Azure using MCS

Integrate Citrix Cloud and Citrix Virtual Apps and Desktops with Microsoft Azure Active Directory

Cyber Secure Coder

Description

This course presents an approach for dealing with security and privacy throughout the entire software development lifecycle. You will learn about vulnerabilities that undermine security, and how to identify and remediate them in your own projects. You will learn general strategies for dealing with security defects and misconfiguration, how to design software to deal with the human element in security, and how to incorporate security into all phases of development.

Acquired Skills
Identify the need for security in your software projects.
Eliminate vulnerabilities within software.
Use a Security by Design approach to design a secure architecture for your software.
Implement common protections to protect users and data.
Apply various testing methods to find and correct security defects in your software.
Maintain deployed software to ensure ongoing security.

CyberSec First Responder (Exam CFR-310)

Description
This course covers the duties of those who are responsible for monitoring and detecting security incidents in information systems and networks, and for executing a proper response to such incidents. Depending on the size of the organization, this individual may act alone or may be a member of a cybersecurity incident response team (CSIRT). 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. Ultimately, the course promotes a comprehensive approach to security aimed toward those on the front lines of defense.

Acquired Skills
Assess information security risk in computing and network environments.
Analyze the cybersecurity threat landscape.
Analyze reconnaissance threats to computing and network environments.
Analyze attacks on computing and network environments.
Analyze post-attack techniques on computing and network environments.
Implement a vulnerability management program.
Evaluate the organization's security through penetration testing.
Collect cybersecurity intelligence.
Analyze data collected from security and event logs.
Perform active analysis on assets and networks.
Respond to cybersecurity incidents.
Investigate cybersecurity incidents.

Data Analysis using Excel 2016 – Level 1

Description
Power BI Report Writers will learn everything they need to create highly effective PivotTable and PivotChart reports using data models created by more advanced Power BI Designers.

Acquired Skills
Day one topics covered include an overview of PowerPivot, creating effective and professional reports, creating data driven narratives, effectively applying different chart styles, using data hierarchies, and creating simple custom data calculations.
Day two topics include learning how to use the Power View, Power Map, and Power Query add-ins.
Power BI Report Writers will learn how to use
Power View to create highly effective interactive reports using data models created by more advanced Power BI Designers.
Students will also learn how to build 3D geospatial reports using Power Map as well as how to transform and query data sources using Power Query.

Data Analysis using Power BI Desktop - Level 1

Description
This is the first course in TLG Learning's exclusive Power BI for the Cloud training series. This course lays the foundation for Power BI for the Cloud Report Builders

Equipment

All computers, software, and resources are provided at the respective learning center locations. Students learning programs are inclusive of all equipment and resources they will need to develop accordingly. Our facility has elite and functioning computer labs and learning environments for the student to flourish. All Student are provide with Dual Monitor Systems, Keyboard, Mouse and Headset with Microphone.

Acquired Skills
Power BI Report Builders will learn everything they need to create highly effective stand-alone and multi-page narrative reports using data sources that are created by Power BI Data Model Designers.

Data Model Design Using Excel 2016 – Level 2

Description
This course is designed for Power BI for Excel Designers who are ready to create custom data models for themselves and for other Power BI Designers.

Acquired Skills
This course is designed for Power BI for Excel Designers who are ready to create custom data models for themselves and for other Power BI Designers.
Topics covered include database design concepts, how to build both general purpose and customized data models, building data hierarchies, and how to use basic DAX language and functionality to extend the capabilities of data models for in-depth and customized analysis of information.

Data Model Design using Power BI Desktop - Level 2

Description
This course is designed for Report Builders who are ready to create custom data models for themselves and for other Power BI Report Builders.

Acquired Skills
Understanding BI Data
Creating data models
Customizing data models
Power BI functions
Daz Measures

Data Warehousing on AWS

Description
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.

Acquired Skills
Discuss the core concepts of data warehousing.
Evaluate the relationship between Amazon Redshift and other big data systems.
Evaluate use cases for data warehousing workloads and review case studies that demonstrate implementation of AWS data and analytic services as part of a data warehousing solution.
Choose an appropriate Amazon Redshift node type and size for your data needs.
Discuss security features as they pertain to Amazon Redshift, such as encryption, IAM permissions, and database permissions.
Launch an Amazon Redshift cluster and use the components, features, and functionality to implement a data warehouse in the cloud.
Use other AWS data and analytic services, such as Amazon DynamoDB, Amazon EMR, Amazon Kinesis Firehose, and Amazon S3, to contribute to the data warehousing solution.
Evaluate approaches and methodologies for designing data warehouses.
Identify data sources and assess requirements that affect the data warehouse design.
Design the data warehouse to make effective use of compression, data distribution, and sort methods.
Load and unload data and perform data maintenance tasks.
Write queries and evaluate query plans to optimize query performance.
Configure the database to allocate resources such as memory to query queues and define criteria to route certain types of queries to your configured query queues for improved processing.
Use features and services, such as Amazon Redshift database audit logging, Amazon CloudTrail, Amazon CloudWatch, and Amazon Simple Notification Service (Amazon SNS), to audit, monitor, and receive event notifications about activities in the data warehouse.

Prepare for operational tasks, such as resizing Amazon Redshift clusters and using snapshots to back up and restore clusters.
Use a business intelligence (BI) application to perform data analysis and visualization tasks against your data.

Data Wrangling with Python
Description
In this course you will start with the absolute basics of Python, focusing mainly on data structures. Then you will delve into the fundamental tools of data wrangling like NumPy and Pandas libraries. You'll explore useful insights into why you should stay away from traditional ways of data cleaning, as done in other languages, and take advantage of the specialized pre-built routines in Python.
This combination of Python tips and tricks will also demonstrate how to use the same Python backend and extract/transform data from an array of sources including the Internet, large database vaults, and Excel financial tables. To help you prepare for more challenging scenarios, you'll cover how to handle missing or wrong data, and reformat it based on the requirements from the downstream analytics tool. The course will further help you grasp concepts through real-world examples and datasets.
Acquired Skills
Data structure using python
Advanced data structure
Numpy, Pandas and MatplotLIB
Sub setting, Filtering and Grouping
BeautifulSoup4 and Web Page Parsing
Zip Function
Web Scraping and BeautifulSoup Libraries
Reding Data for XML
RDBMS and SQL

Database Design - A Modern Approach
Description
This course introduces you to a process for effectively planning and designing a functional, efficient database. Knowing how to plan a relational database is important to the success of the databases you create. Without planning, you cannot possibly know what the database needs to do, or even what information to include in the database. Planning a database is essential and prevents the extra work of fixing data maintenance problems later on.
Acquired Skills
Follow an efficient process for designing a relational database
Define the database conceptual model
Define the database logical model
Apply database normalization methods to improve the initial design of a database
Complete the database design, including controls to ensure its referential integrity and data integrity

Developing on AWS
Description
In this course, you learn how to use the AWS SDK to develop secure and scalable cloud applications. Explore how to interact with AWS using code and also learn about key concepts, best practices, and troubleshooting tips.
Acquired Skills
Set up the AWS SDK and developer credentials for Java, C#/.NET, Python, and JavaScript Interact with AWS services and develop solutions by using the AWS SDK Use AWS Identity and Access Management (IAM) for service authentication Use Amazon Simple Storage Service (Amazon S3) and Amazon DynamoDB as data stores Integrate applications and data by using AWS Lambda, Amazon API Gateway, Amazon Simple Queue Service (Amazon SQS), Amazon Simple Notification Service (Amazon SNS), and AWS Step Functions Use Web Identity Framework and Amazon Cognito for user authentication Use Amazon ElastiCache to improve application scalability Use containers in the development process Leverage the CI/CD pipeline to deploy applications on AWS

Developing Successful Interpersonal Skills
Description

This course will prepare students for the collaborative situations inherent in every facet of business, whether working with colleagues, partners, vendors, or clients.

Acquired Skills

Recognize the difference between hearing and listening

Enhance interpersonal relationships through the use of verbal and non-verbal communication

Apply techniques to move towards high quality conversation

Create a positive impression through a powerful introduction

Influence others through sharing perspectives and opinions constructively

Use logic and emotion to persuade and collaborate

Identify ways of sharing thoughts and opinions constructively

Prepare for and conduct simple negotiations

DevOps Continuous Delivery Architect (CDA)

Description

This course is designed for participants who are engaged in the design, implementation, and management of DevOps deployment pipelines and toolchains that support Continuous Integration, Continuous Delivery, Continuous Testing and potentially Continuous Deployment. The course highlights underpinning processes, metrics, APIs and cultural considerations with Continuous Delivery.

Key benefits of Continuous Delivery will be covered including increased velocity to assist organizations to respond to market changes rapidly, thus being able to outmaneuver competition, reduce risk and lower costs while releasing higher quality solutions. Increased productivity and employee morale by having more activities performed by pipelines instead of humans so teams can focus on vision while pipelines do the execution.

Acquired Skills

Goals, history, terminology, and pipeline

The importance, practices, and transformation of a DevOps collaborative culture

Design practices, such as modular design and microservices

Continuous Integration (CI), such as version control, builds, and remediation

Tenets and best practices of Continuous Testing (CT)

Continuous Delivery and Deployment (CD): packaging, containers, and release

Continuous Monitoring (CM): monitoring and analysis infrastructure, process, and apps

Infrastructure and tools: frameworks, tools, and infrastructure as code

Security Assurance: DevSecOps

The opportunity to hear and share real-life scenarios

DevOps Foundation

Description

The DevOps Foundation® course provides a baseline understanding of key DevOps terminology to ensure everyone is talking the same language and highlights the benefits of DevOps to support organizational success.

Acquired Skills

DevOps objectives and vocabulary

Benefits to the business and IT

Principles and practices including Continuous Integration, Continuous Delivery, testing, security and the Three Ways

DevOps relationship to Agile, Lean and ITSM

Improved workflows, communication and feedback loops

Automation practices including deployment pipelines and DevOps toolchains

Scaling DevOps for the enterprise

Critical success factors and key performance indicators

Real-life examples and results

DevOps Leader (DOL)

Description

The DevOps Leader course is a unique and practical experience for participants who want to take a transformational leadership approach and make an impact within their organization by implementing DevOps. Leading people through a cultural transformation requires new skills, innovative thinking, and transformational

leadership. Leaders up, down and across the IT organization must align and collaborate to break down silos and evolve the organization.

The course highlights the human dynamics of cultural change and equips participants with practices, methods, and tools to engage people across the DevOps spectrum through the use of real-life scenarios and case studies. Upon completion of the course, participants will have tangible takeaways to leverage when back in the office such as understanding Value Stream Mapping.

Acquired Skills
DevOps and time to market
The business and IT perspectives
Key differences between DevOps IT and traditional IT
Planning and organizing
Understanding performance and culture
Measurement differences
Designing a DevOps organization
Focusing on what matters
Ideas for organizing workflows
Sharing information
Defining meaningful metrics
Value stream mapping
The Spotify Squad model
Managing culture change
Popular tools and key practices
Putting it all together

DevOps Test Engineering (DTE)
Description
This comprehensive course addresses testing in a DevOps environment and covers concepts such as the active use of test automation, testing earlier in the development cycle, and instilling testing skills in developers, quality assurance, security, and operational teams.

The course is relevant for every modern IT professional involved in defining or deploying a DevOps testing strategy for their organization, as test engineering is the backbone of DevOps and the primary key for successful DevOps pipeline to support digital transformation.

Acquired Skills
The purpose, benefits, concepts and vocabulary of DevOps testing
How DevOps testing differs from other types of testing
DevOps testing strategies, test management and results analysis
Strategies for selecting test tools and implementing test automation
Integration of DevOps testing into Continuous Integration and Continuous Delivery workflows
How DevOps testers fit with a DevOps culture, organization and roles

Discovering Your Leadership Voice
Description
Leaders inspire followership in others. Whether speaking conversationally or presenting before a group, a powerful leadership message delivered with impact and focused on the needs of the audience, can motivate and energize others.

Acquired Skills
Enhance your leadership effectiveness through your message
Communicate with greater openness and authenticity
Craft compelling messages that connect people to purpose
Engage, motivate, and inspire others to embrace change
Apply your leadership voice to increase your impact and influence

EC-Council Certified Ethical Hacker (CEH)
Description
Students will learn how to scan, test, hack and secure target systems. The course covers the Five Phases of Ethical Hacking, diving into Reconnaissance, Gaining Access, Enumeration, Maintaining Access, and covering your tracks.

Acquired Skills
A Certified Ethical Hacker is a skilled professional who understands and knows how to look for weaknesses and vulnerabilities in target systems and uses the same knowledge and tools as a malicious hacker, but in a lawful and legitimate manner to assess the security posture of a target system(s). The CEH credential certifies individuals in the specific network security discipline of Ethical Hacking from a vendor-neutral perspective.

EC-Council Certified Network Defender
Description
Certified Network Defender (CND) is a vendor-neutral, hands-on, instructor-led comprehensive network security certification training program. It is a skills-based, lab intensive program based on a job-task analysis and cybersecurity education framework presented by the National Initiative of Cybersecurity Education (NICE). The course has also been mapped to global job roles and responsibilities and the Department of Defense (DoD) job roles for system/network administrators. The course is designed and developed after extensive market research and surveys.
Acquired Skills The Class prepares network administrators on network security technologies and operations to attain Defense-in-Depth network security preparedness. It covers the project, detect and respond approach to network security. The course contains hands-on labs, based on major network security tools and techniques which will provide network administrators real world expertise on current network security technologies and operations. The study-kit provides you with over 10 GB of network security best practices, assessments and protection tools. The kit also contains templates for various network policies and a large number of white papers for additional learning.

Effective Leadership through Coaching
Description
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 leadership
Acquired Skills
Develop a positive partnership that supports employee growth
Provide effective coaching and feedback within a relationship of mutual trust
Agree appropriate performance goals using the SMART technique
Clarify the current state or reality of your employees' situation
Create options for your employee and develop them into a plan
Motivate and support your employee to achieve their goals
Recognize and remove any obstacles to employee success

Email Etiquette
Description
In this course, students will learn about e-mail policies and learn how to write professional e-mail memos that convey appropriate messages.
Acquired Skills
Follow company policies regarding e-mail, follow copyright laws, avoid viruses, and discuss e-mail liability.
Use the various features of e-mail programs and secure their e-mail by using encryption, digital signatures, and passwords.
Use headers effectively in an e-mail message and structure the body of an e-mail message.
Write e-mail with recipients in mind and manage their e-mail volume.
Use proper netiquette styles and use emoticons and electronic abbreviations.
Communicate online, use language and punctuation, and develop efficient writing habits.

Employee Motivation
Description
This course will assist students in understanding and implementing strategies that will help to motivate their work force.
Acquired Skills
Herzberg's Theory of Motivation

A History of Reinforcement Theory
Behavior Modification in Four Steps
Appropriate Uses in the Workplace
A History of Expectancy Theory
Understanding the Three Factors
Using the Three Factors to Motivate in the Workplace
Identifying Your Personality Type
Identifying Others' Personality Type
Motivators by Personality Type
Goals and Motivation
Setting SMART Goal
Evaluating and Adapting
Building Your Own Motivational Plan
Encouraging Growth and Development
Getting Others to See the Glass Half-Full
Creating a Motivational Organization
Creating a Motivational Job
Dealing with Individual Morale Problems
Addressing Team Morale
What to Do When the Whole Company is De-Motivated
Identifying Personal Motivators
Maximizing Your Motivators
Evaluating and Adapting

Evolving into the Manager Role
Description
In this course, students will learn how to confidently acquire and build these skills through relevant discussions, team and individual activities.
Acquired Skills
Describe the roles that a manager has in an organization
Identify and nurture talent in your team
Build a management vision for success
Create strategies to motivate and empower your team
Combine leadership qualities and influence skills to motivate your team
Plan and manage effective meetings

Excel 2013/2016 Programming with VBA
Description
Learn how to use formulas and advanced functions, create and format tables, sort and filter, add and format graphics, and protect and finalize a workbook.
Acquired Skills
Working with Procedures and Functions
Understanding Objects
Using Expressions, Variables, and Intrinsic Functions
Controlling Program Execution
Working with Forms and Controls
Working with the PivotTable Object
Debugging Code
Handling Errors

Excel 2016 - Part 1
Description
Are you looking to become a proficient Excel user? Professional Excel training from can get you on the path to mastering this popular data spreadsheet software.

Through completing the introductory Excel 2016 training course, you'll develop foundational data manipulation knowledge and skills that you can build upon through additional training and use. With the Excel 2016 - Part 1 course under your belt, you'll feel confident using one of the world's most powerful applications.

Acquired Skills
Write a range of fundamental Excel commands
Perform worksheet calculations
Build custom formulas
Amend elements in a worksheet
Apply formatting changes to cells
Manage workbook properties

Excel 2016 - Part 2
Description
You've mastered the basics of Excel. In Excel 2016 - Part 2 training, you'll build upon your data manipulation skills and unlock more capabilities within the platform.
Deepen your understanding of Excel by learning how to create advanced workbooks and worksheets. With Part 2 training from under your belt, you'll be ready to create custom formulas, apply built-in Excel functions and manipulate data to extract the insights you need.

Acquired Skills
Perform calculations using functions and formulas
Sort, filter and query data
Create and format tables
Visualize data with charts
Create advanced formulas
Analyze data with PivotTables and Pivot Charts

Excel 2016 - Part 3
Description
Excel is a powerhouse spreadsheet software used by companies small and large. Master this popular platform by completing the Excel 2016 - Part 3 course from .
This advanced Excel course builds off learnings from Excel 2016 - Parts 1 & 2 and prepares you to complete difficult Excel tasks such as LOOKUPS, macros and more. The course also covers Microsoft Office Specialist exam objectives to help you prep for the certification exam.

Acquired Skills
Refer to internal and external worksheets
Perform LOOKUPs and audit formulas
Share and protect workbooks
Automate workbook functionality using validation rules and macros
Create sparklines and map data
Forecast data

Excel 2016/2019: Data Analysis with Pivot Tables
Description
Being able to harness the power of PivotTable features & create Pivot Charts will help students gain an edge. Not only will students be able to summarize data to analyze, but they can organize the data in a way that can be meaningfully presented to others.

Acquired Skills
Prepare data for PivotTable reporting and create PivotTables from various data sources.
Analyze Data Using PivotTables.
Work with Pivot Charts.

Excel 2016: Formulas and Charts
Description
In This Course, students will analyze Excel data, create Formulas, Charts and Data to Support Excel Spreadsheets and Workbooks.

Upon successful completion of this course, students will be able to create Intermediate Formulas and Charts using Microsoft Office Excel 2016.

Excel 2016: Tables, Pivot Tables and Conditional Formatting Description
In This Course, students will analyze Excel data, create PivotTables, Pivot Charts as well as Analyzing Pivot Tables.
Acquired Skills
Tables
Conditional Formatting
Pivot Tables
Pivot Charts
Summarize PivotTable Data
Organize PivotTable Data
Filter PivotTable Data
Format a PivotTable
Refresh and Change a PivotTable

Excel 2019 - Part 1
Description
This course aims to provide you with a foundation for Excel knowledge and skills, which you can build upon to eventually become an expert in data manipulation. Excel can help you organize, calculate, analyze, revise, update, and present your data in ways that will help the decision makers in your organization steer you in the right direction. It will also make these tasks much easier for you to accomplish, and in much less time, than if you used traditional pen-and-paper methods or non-specialized software.
Acquired Skills
Perform calculations.
Modify a worksheet.
Format a worksheet.
Print workbooks.
Manage workbooks.

Excel 2019 - Part 2
Description
This course builds upon the foundational knowledge presented in the Microsoft® Office Excel® 2019: Part 1 course and will help start you down the road to creating advanced workbooks and worksheets that can help deepen your understanding of organizational intelligence. The ability to analyze massive amounts of data, extract actionable information from it, and present that information to decision makers is at the foundation of a successful organization that is able to compete at a high level.
Acquired Skills
Work with functions.
Work with lists.
Analyze data.
Visualize data with charts.
Use PivotTables and PivotCharts.

Excel 2019 - Part 3
Description
This course builds upon the foundational and intermediate knowledge presented in the Microsoft® Office Excel® 2019: Part 1 and Microsoft® Office Excel® 2019: Part 2 courses to help you get the most of your Excel experience. The ability to collaborate with colleagues, automate complex or repetitive tasks, and use conditional logic to construct and apply elaborate formulas and functions will put the full power of Excel right at your fingertips. The more you learn about how to get Excel to do the hard work for you, the more you'll be able to focus on getting the answers you need from the vast amounts of data your organization generates.
Acquired Skills

Work with multiple worksheets and workbooks.
Share and protect workbooks.
Automate workbook functionality.
Use Lookup functions and formula auditing.
Forecast data.
Create sparklines and map data.

Excellence in Service - Advanced
Description
In this course, learn how to develop and monitor service standards to support exceptional customer service; build customer service teams; understand your customers and how they measure service; and how to develop customer loyalty with your customers.
Acquired Skills
Discuss the basics of service standards, monitor service standards, and understand how management standards support exceptional customer service.
Build customer service teams, select right employees through effective screening and interviews, provide training and empowerment, and motivate employees to maintain desirable behaviors.
Understand your customers and how they measure service, develop loyalty in customers, understand how employee loyalty affects service, and create memorable service.

Excellence in Service - Basic
Description
Identify customer types, set customer expectations and maintain a positive attitude when working with customers.
Acquired Skills
Distinguish the different types of customers, appreciate the importance of customer service, build rapport and communicate with customers, and respond to customers while exceeding their expectations.
Develop customer service skills, provide quality customer service, and solve customer service problems.
Understand customer dissatisfaction, work with customers who are either angry or upset, and reduce customer service stress.
Understand the importance of effective communication, identify the importance of interpersonal communication, provide quality service on the telephone, and compose effective e-mail messages.

Expanding Your Emotional Intelligence
Description
Incorporating powerful tools and classroom activities, students will practice and hone their skills, mastering the strategies learned to effectively communicate, connect with, and support others through healthy and productive interactions.
Acquired Skills
Identify the key competencies of emotional intelligence
Develop a learning path to enrich your EI
Gain better control over your behavior under duress
Enhance your communication skills and competencies
Learn to thrive under stress
Develop gratitude and strength of character
Build a meaningful life balance and your authentic self

Extending Your Sphere of Influence
Description
In this course, you will learn to become proficient in the art of persuasion, selecting and utilizing appropriate styles and strategies to have the most influential effect, as well as understanding how to protect yourself from being manipulated by others.
Acquired Skills
Build workplace relationships based on mutual trust and respect
Collaborate effectively through influence and persuasion
Recognize and enhance your sources of personal power

Choose and apply appropriate influence strategies
Work with resistance to gain commitment and buy-in

Fundamentals of AWS
Description
Fundamentals of AWS by Cloud That is for anyone with an IT background who is interested in understanding what is Cloud Computing. It will equip you with basic knowledge of Cloud Technologies in use now. Cloud Computing has grown from being just a buzzword to a serious business decision that many businesses are contemplating. Therefore, knowledge about it is necessary to make a clear and strategic plan to move applications and services to the Cloud.
Acquired Skills
After completing this course, the participants can go on any AWS Certification track of their choice
Cloud Computing Security
AWS cloud
Cloud Storage
cloud networking
Cloud Computing
aws
Information Privacy
Cloud Management
security
Cloud Applications
AWS Lambda
Amazon Lex

Get Going with QuickBooks
Description
First-time QuickBooks users will learn the basic features of the software. Experienced QuickBooks users will quickly learn the new features and functionality of QuickBooks
Acquired Skills
Starting QuickBooks
Setting QuickBooks Preferences
Identifying Components of the QuickBooks Operating Environment
Using QuickBooks Help
Identifying Common Business Terms
Exiting QuickBooks
Setting up a Company
Working with list
Selling your product
Invoicing for services
Processing payments
Working with bank accounts
Entering and paying bills
Using the easy setup interview

Google Cloud Platform Fundamentals - Core Infrastructure
Description
This course provides an overview of Google Cloud Platform products and services. Through a combination of presentations, demos, and hands-on labs, students learn the value of Google Cloud Platform and how to incorporate cloud-based solutions into business strategies.
Acquired Skills
Identify the purpose and value of Google Cloud Platform products and services
Interact with Google Cloud Platform services
Describe ways in which customers have used Google Cloud Platform
Choose among and use application deployment environments on Google Cloud Platform: Google App Engine, Google Kubernetes Engine, and Google Compute Engine

Choose among and use Google Cloud Platform storage options: Google Cloud Storage, Google Cloud SQL, Google Cloud Bigtable, and Google Cloud Datastore
Make basic use of BigQuery, Google's managed data warehouse for analytics
Make basic use of Cloud Deployment Manager, Google's tool for creating and managing cloud resources through templates
Make basic use of Google Stackdriver, Google's monitoring, logging, and diagnostics system

Grammar Essentials
Description
In this course, students will review the rules of grammar, identify common grammar errors, and refine their business writing style.
Acquired Skills
examine nouns, pronouns, and verbs.
identify adjectives and adverbs.
identify prepositions, conjunctions, and interjections.
identify some important rules of grammar and some commonly made grammatical errors.
identify grammar rules regarding correct punctuation.
identify problematic sentence fragments, run-ons, and comma splices, as well as effective methods of rewriting sentences so that they are clear and complete.
identify methods for improving word choices.
identify methods for building effective sentences.
identify methods for editing text effectively.
identify methods for avoiding some common errors made by overzealous writers who create hypercorrections in their own work.

Handling a Difficult Customer
Description
In this course, students will gain a valuable skill set to deal with difficult customers in various situations.
Acquired Skills
Upon successful completion of this course, students will be able to deal with difficult customers in a way that increases productivity and customer service, and decreases unhappy customers.

HTML 5 - Content Authoring with New and Advanced Features
Description
This course focuses on the new and advanced features of HTML5, covering how to create HTML5 and CSS3 markup that will work well on the widest possible variety of web browsers, mobile devices, and machine readers, such as search engine web crawlers.
Acquired Skills
Optimize HTML content to take advantage of HTML5 and CSS3 features.
Write advanced CSS3 selectors and media queries.
Use advanced background and border options introduced in CSS3.
Use advanced text formatting options introduced in CSS3.
Use HTML5 graphics and multimedia elements, including transforms, animation, audio, and video.
Follow best practices to enable HTML content to be successfully processed by many different web browsers and machine readers.

HTML5 - Content Authoring Fundamentals
Description
HTML5 is one of the most integral and evolving web technologies that enables a user to structure content and present it on the web.This course lays the foundation for mastering this popular web publishing technology.
Acquired I Skills Embed Content within an HTML Page
Link HTML Pages
Create Image Maps
Apply Style Sheets to HTML
Use CSS to Create Multiple Column Layouts

Construct and Format Forms
Identify and Correct Structural and Compatibility Problems
Make HTML Content Accessible
Publish and Deploy Web Content

Interpersonal Skills
Description
In this course, students will be shown how to apply advanced verbal and written communication techniques in the workplace.
Acquired Skills
Will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations.

Introduction to Agile and Scrum Methodologies
Description
Agile project management is growing in popularity as a method for delivering value quickly. This course presents the tenets of Agile methodologies using the Scrum framework as a primary example to demonstrate the Agile approaches, their benefits, and challenges.
Acquired Skills
Identify basic concepts, core values, principles, and methodologies of Agile.
Address the myths, challenges, and benefits of Agile.
Define the Scrum methodology of Agile.
Execute sprint ceremonies using Scrum tools and techniques.

Introduction to DAX for Excel 2016 Users – Level 3
Description
This course is built for Power BI for Excel Designers that will be responsible for taking basic PowerPivot data models turning them into power business intelligence solutions.
Acquired Skills
This course takes an in-depth approach to the DAX language, teaching designers how to build models that extend the capabilities of source data for more in-depth, customized business intelligence solutions. Specific topics covered include proper understanding of DAX evaluation, controlling evaluation context, understanding relational functions, error handling within the data model, working with complex time intelligence calculations, creating advanced DAX dashboards and report elements using Slicers.

Introduction to R Programming
Description
Over the past few years, R has been steadily gaining popularity with business analysts, statisticians and data scientists as a tool of choice for conducting statistical analysis of data as well as supervised and unsupervised machine learning.
Acquired Skills
Students learn the practical aspects of the R programming language. The course is supplemented by many hands-on labs which allow attendees to immediately apply their theoretical knowledge in practice.

ITIL 4 Awareness
Description
ITIL® is the world's leading best practice framework for implementing IT service management. Organizations use ITIL to plan, implement, support, and improve services and create value for their customers. In this course, you will learn the foundational knowledge and skills for adopting and adapting best practices for IT service management (ITSM) in your organization.
Acquired Skills
Define ITIL and its key concepts.
Identify the components of the ITIL framework.
Analyze the ITIL practices and guiding principles.

ITIL 4 Create, Deliver and Support (CDS)

Description

This course begins your journey toward the ITIL Managing Professional designation. You will acquire insight that will allow you to integrate different value streams and activities to create, deliver and support IT-enabled products and services. Armed with this knowledge and skill set, you will be confident in running those IT-enabled services, teams and workflows successfully. The associated certification exam voucher is included with this course.

Acquired Skills

Understand how to plan and build a service value stream to create, deliver and support services

Know how relevant ITIL practices contribute to creation, delivery and support across the SVS and value streams

Know how to create, deliver and support services

Understand how to integrate different value streams and activities to create, deliver and support IT enabled products and services, and relevant practices, methods and tools

Understand service performance, service quality and improvement methods.

ITIL 4 Direct, Plan and Improve (DPI)

Description

This unique and central course covers requirements in both the ITIL Managing Professional and ITIL Strategic Leader designations. As such, this course is a must-have in any ITIL 4 professional development plan. You will gain the practical skills needed to establish a "learning and improving" IT organization that possess a strong and targeted strategic direction. The associated certification exam voucher is included with this course.

Acquired Skills

Understand the Key Concepts of Direct, Plan & Improve

Understand the scope of what is to be directed and/or planned, and know how to use key principles and methods of direction and planning in that context

Understand the role of GRC (Governance, Risk & Compliance) and know how to integrate the principles and methods into the service value system

Understand and know how to use the key principles and methods of continual improvement for all types of improvements

Understand and know how to use the key principles and methods of Organizational Change Management to direction, planning and improvement

Understand and know how to use the key principles and methods of measurement and reporting in directing, planning and improvement

Understand and know how to direct, plan and improve value streams and practices

ITIL 4 Drive Stakeholder Value (DSV)

Description

This course covers key topics such as SLA design, multi-supplier management, communication, relationship management, CX and UX design, customer journey mapping, and more. It will provide candidates with the tools to increase stakeholder satisfaction which is integral to business success in the current competitive landscape. The associated certification exam voucher is included with this course.

Acquired Skills

Value propositions

Fostering relationships

Keeping engagement channels open

Shaping demand

Designing service offerings

Aligning and agreeing expectations

Co-creating service experiences

Realizing value

ITIL 4 Foundation

Description

ITIL® is the world's leading best practice framework for implementing IT Service Management. ITIL version 4 introduces IT Service Management through the lens of a Service Value System (SVS), which provides a holistic end-to-end view of how to successfully contribute to business value, and also how to leverage concepts from models such as Lean IT, Agile, DevOps and Organizational Change Management. This foundational course immerses you in the guiding principles, dimensions, and practices of ITIL® 4.

Acquired Skills
understanding of the 7 Guiding Principles, 4 Dimensions of Service Management, 34 ITIL® Practices, and the new Value Service Chain that incorporate the core of ITIL® version 4.

ITIL 4 Managing Professional Transition

Description
The ITIL 4 Managing Professional Transition module is designed to allow ITIL Experts or ITIL v3 candidates who have already invested to easily transition across to ITIL 4. They can gain the designation of ITIL 4 Managing Professional via one course and one exam. The associated certification exam voucher is included with this course.

Acquired Skills
To allow candidates of the previous iteration of ITIL the opportunity of a straightforward transition to ITIL 4 in order to achieve the designation of ITIL 4 Managing Professional.
To provide candidates with an understanding of the new ITIL 4 Foundation concepts and definitions, including the key differences between the previous iteration of ITIL and ITIL 4 and how they can be practically applied.

JavaScript Essential with JQuery

Description
Mastering JavaScript and jQuery provides an introduction to and experience working with the JavaScript programming language in the environment it's used in the most: the browser.

Acquired Skills
Become both familiar with the language and confident enough to work with it in any context
Learn enough of the DOM API to bend it to your will
Make communication between the browser and your server possible
Understand and effectively leverage closures
Understand how JavaScript's object model differs from the model classical object-oriented programming languages
Learn what jQuery is and how to add it to your applications
Use jQuery to select complex sets of elements from the DOM
Develop rich web pages that respond to user interaction
Interact with your server-side code using Ajax
Explore a wide variety of plugins and learn how to write your own
Test your applications to make sure your JavaScript is as solid as the rest of your code

Keep Going with QuickBooks

Description
This course is an introduction to QuickBooks. Students will be introduced to the basic features and functionality in QuickBooks and will learn how to use QuickBooks to effectively track and manage their company's financial data and determine the health of the business.

Acquired Skills
Memorizing Transactions
Customizing Forms
Other QuickBooks Account Types
Working with Credit Card Transactions
Working with Fixed Assets
Working with Long-Term Liability Accounts
Using the Loan Manager
Creating Reports
Creating Graphs
Tacking and Paying sales tax
Preparing payroll
Using online banking
Managing company files

Leadership and Influence
Description
Once you learn the techniques of true Leadership And Influence, you will be able to build the confidence it takes to take the lead.
Acquired Skills
The Evolution of Leadership
Situational Leadership
Personal Inventory
Modeling the Way
Inspiring a Shared Vision
Challenging the Process
Enabling Others to Act
Encouraging the Heart
Basic Influencing Skills
Setting Goals

Leadership Excellence for Senior Management
Description
To maximize performance and foster a healthy environment, senior managers must also motivate others, nurturing and utilizing the distinctive skills of each team member.
Acquired Skills
Use wisdom and understanding to lead others
Deliver constructive critiques to your staff
More effectively coach and mentor your staff
Develop new managers
Better motivate your staff
Navigate organizational politics

Lean Six Sigma Black Belt
Description
Student will be able to explain Six Sigma philosophies and principles, including supporting systems and tools.
.Black belts have a thorough understanding of all aspects of the define, measure, analyze, improve and control (DMAIC) model in accordance with Six Sigma principles
Acquired Skills
DMAIC Model
Black Belt Roles and Responsibilities
Stakeholder Management
Tollgate Reviews
Leading Teams
Change Management
Project Selection Strategies
Measure Phase
Analyze Phase
Improve Phase
Control Phase

Lean Six Sigma Green Belt
Description
The Six Sigma Green Belt operates in support of or under the supervision of a Six Sigma Black Belt, analyzes and solves quality problems and is involved in quality improvement projects
Acquired Skills
Roles and Responsibilities in a Lean Six Sigma Organization
Value Stream Maps
5S

Project Selection
Define Phase
Measure Phase
Analyze Phase
Improve Phase
Control Phase

Mac Final Cut Pro

Description
Final Cut Pro X is a revolutionary video editing application that makes it possible for beginners and professionals to achieve stunning results. This course teaches students to perform editing functions and becoming familiar with the user interface.
Acquired Skills
Start with basic video editing techniques and work all the way through Final Cut Pro's powerful advanced features. Students work with dramatic real-world media to learn the practical techniques used daily in editing projects.

mac OS Support Essentials

Description
In this course, students will be introduced to the command-line interface and macOS Recovery. They will also manage user accounts and system resources.
Acquired Skills
students in this course will learn how to update, upgrade, and reinstall macOS Catalina, then set up and configure the new macOS.
They will also be introduced to the command-line interface and macOS Recovery. Other course topics include: managing user accounts, system resources, Time Machine, user home folders managing file systems, storage, encryption, permissions, using hidden items, shortcuts, file archiving file sharing, metadata, Spotlight, network services, host sharing, and creating a personal firewall and much more.
The students will also learn all about macOS security and password changes.

Making the Right Decisions Under Pressure

Description
In this course, students will learn to evaluate options, generate possible solutions, and decide on logical strategies.
Acquired Skills
Make intelligent decisions with limited time and information
Reframe issues to ensure greater problem-solving accuracy
Convert conflicting opinions into useful insights

Managing Remote and Virtual Teams

Description
Managing remote teams is now a common occurrence. Working virtually offers unique advantages and challenges. But how do you best leverage these benefits while overcoming impediments? This course will teach you to adjust your management style to successfully improve communication, foster connections, increase productivity, and develop highly successful remote and virtual teams.
Acquired Skills
Effectively manage team dynamics in remote and virtual teams
Leverage communications technologies to the benefit of your remote and virtual teams
Identify the specific skills required for managing remote and virtual teams
Evaluate the impact of culture and language on your team's performance

Mastering Positive Assertiveness

Description
In this course, students will discover the best techniques to be properly assertive, and what are the ideal approaches in differing situations.

Develop the necessary skills to communicate with confidence
Apply communication styles that maximize benefits
Augment your listening and hearing skills to increase engagement
Utilize that art of asking questions to elicit more from others
Leverage your body language for full communication
Make the best first impressions by looking, sounding and being confident

MD-100 - Windows 10
Description
In this course, students will learn how to support and configure Windows 10 desktops in an organizational environment. Students will develop skills that include learning how to install, customize, and update Windows 10 operating systems. Students will learn how to manage storage, files, and devices as well as how to configure network connectivity for Windows 10. Students will also learn how to secure the Windows 10 OS and protect the data on the device. Finally, students will learn how to manage and troubleshoot Windows 10.
Acquired Skills
Install and customize Windows 10
Configure Updates for Windows.
Configure devices and drivers for Windows.
Configure storage for Windows.
Configure network and remote management settings in Windows.
Configure and manage browsers and applications in Windows.
Configure account access and authentication.
Configure file and folder permissions.
Describe methods for securing Windows 10, common threats and methods for mitigating against them.
Troubleshoot Windows and application installations.
Troubleshoot hardware and driver issues.
Troubleshoot file issues and perform recoveries.

MD-101 Managing Modern Desktops
Description
In this course, students will learn how to plan and implement an operating system deployment strategy using modern deployment methods, as well as how to implement an update strategy. Students will be introduced to key components of modern management and co-management strategies. This course also covers what it takes to incorporate Microsoft Intune into your organization. Students will also learn about methods for deployment and management of apps and browser-based applications. Students will be introduced to the key concepts of security in modern management including authentication, identities, access, and compliance policies. Students will be introduced to technologies such Azure Active Directory, Azure Information Protection and Windows Defender Advanced Threat Protection, as well as how to leverage them to protect devices and data.
Acquired Skills
Plan, develop, and implement an Operating System deployment, upgrade, and update strategy.
Understand the benefits and methods of co-management strategies.
Plan and implement device enrollment and configuration.
Manage and deploy applications and plan a mobile application management strategy.
Manage users and authentication using Azure AD and Active Directory DS.
Describe and implement methods used to protect devices and data.

Microsoft Excel for Office 365 - Part 1
Description
This course aims to provide you with a foundation for Excel knowledge and skills, which you can build upon to eventually become an expert in data manipulation.
Acquired Skills
Get started with Microsoft Excel.
Perform calculations.
Modify a worksheet.
Format a worksheet.

Print workbooks.
Manage workbooks.

Microsoft Excel for Office 365 - Part 2
Description
This course builds upon the foundational knowledge presented in the Microsoft® Excel® for Office 365™ (Desktop or Online): Part 1 course and will help start you down the road to creating advanced workbooks and worksheets that can help deepen your understanding of organizational intelligence. The ability to analyze massive amounts of data, extract actionable information from it, and present that information to decision makers is at the foundation of a successful organization that is able to compete at a high level.
Acquired Skills
Work with functions.
Work with lists.
Analyze data.
Visualize data with charts.
Use PivotTables and PivotCharts.

Microsoft Excel for Office 365 - Part 3
Description
In this course, you will build upon the foundational and intermediate knowledge presented in the Microsoft® Excel® for Office 365™ (Desktop or Online): Part 1 and Microsoft® Excel® for Office 365™ (Desktop or Online): Part 2 courses to help you get the most of your Excel experience. The ability to collaborate with colleagues, automate complex or repetitive tasks, and use conditional logic to construct and apply elaborate formulas and functions will put the full power of Excel right at your fingertips. The more you learn about how to get Excel to do the hard work for you, the more you'll be able to focus on getting the answers you need from the vast amounts of data your organization generates.
Acquired Skills
Work with multiple worksheets and workbooks.
Share and protect workbooks.
Automate workbook functionality.
Use Lookup functions and formula auditing.
Forecast data.
Create sparklines and map data.

Microsoft Office PowerPoint 2019 – Part 1
Description
In this course, you will use PowerPoint 2019 to begin creating engaging, dynamic multimedia presentations.
Acquired Skills
Identify the basic features and functions of PowerPoint.
Develop a PowerPoint presentation.
Perform advanced text editing operations.
Add graphical elements.
Format graphical elements.
Prepare to deliver your presentation.

Microsoft Office Publisher 2016/2019
Description
Microsoft® Office Publisher is a desktop publishing software application capable of producing greeting cards, certificates, newsletters, and other printed publications. Publisher includes a large collection of templates that provide a great way to start a new publication. Publisher offers a large selection of building blocks that can be dragged into your documents, helping you to create page elements such as calendars, newsletter sidebars, and borders. Publisher integrates online sharing and mail merge features, which are handy when you need to send publications to a list of customers, and it's possible to export publications as HTML web pages or PDF documents. With a user-friendly interface, Publisher makes it easy to create and edit publications.
Acquired Skills

Perform basic tasks in the Microsoft Publisher interface.
Add content to a publication.
Format text and paragraphs in a publication.
Manage text in a publication.
Work with graphics in a publication.
Prepare a publication for printing and sharing.

Microsoft Outlook for Office 365 – Part 2
Description
In this course, you will customize command sets, configure mail accounts, set global options, perform advanced searches, apply filters to intercept mail and control spam, create rules to automate mail management tasks, work with calendars and contacts, manage tasks, preserve data with archives and data files, as well as share and delegate access to your Outlook items. In short, you'll work with a wide range of features and options and, in so doing, understand why Outlook is a leading personal management system.
Acquired Skills
Insert objects in messages, and modify properties and global options.
Organize, search, and manage messages.
Protect your mailbox and manage its size.
Use rules and Quick Steps to automate message management.
Work with advanced calendar settings.
Import and forward contacts.
Assign delegate permissions and share Outlook items with others.
Archive and back up Outlook items using data files.

Microsoft Power BI - Data Analysis Practitioner
Description
As technology progresses and becomes more interwoven with our businesses and lives, more data is collected about business and personal activities. This era of "big data" has exploded due to the rise of cloud computing, which provides an abundance of computational power and storage, allowing organizations of all sorts to capture and store data. Leveraging that data effectively can provide timely insights and a competitive advantage.
Acquired Skills
Analyze data with self-service BI.
Connect to data sources.
Perform advanced data modeling and shaping.
Visualize data with Power BI.
Enhance data analysis.
Model data with calculations.
Create interactive visualizations.

Microsoft PowerPoint 2019 - Part 2
Description
In this course, students learn different tools & features within PowerPoint that will help them deliver content in an informative & memorable manner. Students will create presentations that not only stand out, but also don't consume all of their time.
Acquired Skills
Modify the PowerPoint environment.
Customize design templates.
Add SmartArt and math equations to a presentation.
Work with media and animations.
Collaborate on a presentation.
Customize a slide show.
Secure and distribute a presentation.

Microsoft SharePoint 2016 - Advanced Site Owner with Workflow Administration
Description

In this course, students will learn how to create, configure, and manage a SharePoint site so that your team or organization can collaborate effectively, manage the flow of digital information, automate business processes, & meet records management needs.

Acquired Skills
Configure site settings.
Integrate external applications and data.
Configure site metadata.
Manage archiving and compliance.
Implement workflows.

Microsoft SharePoint 2016 - Site Owner

Description
In this course, students will learn how to create, configure, and manage a SharePoint team site so that your team or organization can share information and collaborate effectively.

Acquired Skills
Create and configure new sites.
Add and configure document libraries.
Add and configure lists.
Create custom lists and forms.
Assign permissions and access rights.
Extend SharePoint functionality with web parts.

Microsoft SharePoint 2016 - Site User

Description
SharePoint is a complex platform. A strong understanding of the platform will allow students to work more efficiently & effectively. In this course, students will learn how to use a SharePoint Team Site to access, store, and share information & documents.

Acquired Skills
Interact with SharePoint Team Sites.
Work with documents, content, and libraries.
Interact in SharePoint.
Work with Lists.
Integrate SharePoint with Microsoft Office.

Microsoft Teams

Description
Microsoft Teams includes meetings, group conversations, video chat, file-sharing, co-authoring, SharePoint connection, and it can also be used to link to many other Office 365 apps.

Acquired Skills
How to use and customize channels
Posting messages in channels
Managing messages and files in a channel
Using the wiki
Using chat and meetings
Managing files
Editing Office 365 profiles and team settings
Adding apps and bots to Teams

Microsoft Word for Office 360 – Part 1

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

Acquired Skills
Navigate and perform common tasks in Word, such as opening, viewing, editing, saving, and printing documents, and configuring the application.

Format text and paragraphs.
Perform repetitive operations efficiently using tools such as Find and Replace, Format Painter, and Styles.
Enhance lists by sorting, renumbering, and customizing list styles.
Create and format tables.
Insert graphic objects into a document, including symbols, special characters, illustrations, pictures, and clip art.
Format the overall appearance of a page through page borders and colors, watermarks, headers and footers, and page layout.
Use Word features to help identify and correct problems with spelling, grammar, readability, and accessibility.

Microsoft Word for Office 360 – Part 2
Description
Creating professional-looking documents can help you give your organization a competitive edge. Implementing time-saving features such as document templates and automated mailings helps your organization reduce expenses. Mastering these techniques will make you a valued employee in your organization.
Student are provide with Dual Monitor Systems, Keyboard, Mouse and Headset with Microphone.
Acquired Skills
Organize content using tables and charts.
Customize formats using styles and themes.
Insert content using Quick Parts.
Use templates to automate document formatting.
Control the flow of a document.
Simplify and manage long documents.
Use mail merge to create letters, envelopes, and labels.

Microsoft Word for Office 360 – Part 3
Description
In this course, you'll learn how to use Word to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.
Acquired Skills
Use images in a document.
Create custom graphic elements.
Collaborate on documents.
Add reference marks and notes.
Secure a document.
Create and manipulate forms.
Create macros to automate tasks.

MS-030T00 Office 365 Administrator
Description
This course covers three central elements of Microsoft 365 enterprise administration – Microsoft 365 tenant and service management, Office 365 management, and Microsoft 365 identity management. In Microsoft 365 tenant and service management, you will examine all the key components that must be planned for when designing your Microsoft 365 tenant. Once this planning phase is complete, you will learn how to configure your Microsoft 365 tenant, including your organizational profile, tenant subscription options, component services, user accounts and licenses, and security groups.
Acquired Skills
Plan an Office 365 deployment, configure the Office 365 tenant, and plan a pilot deployment.
Manage Office 365 users, groups, and licenses, and configure delegated administration.
Plan and configure client connectivity to Office 365.
Plan and configure directory synchronization between Microsoft Azure AD and on-premises AD DS.
Plan and implement the Office 365 ProPlus deployment.
Plan and manage Microsoft Exchange Online recipients and permissions.
Plan and configure Exchange Online services.
Plan and configure Microsoft Teams
Plan and configure Microsoft SharePoint Online.
Plan and configure an Office 365 collaboration solutions.

Plan and configure the integration between Office 365 and Microsoft Azure Information Protection.
Monitor and review Office 365 services, and troubleshoot Office 365 issues.
Plan and implement identity federation between on-premises AD DS and Azure AD.

MS-100T00 Microsoft 365 Identity and Services

Description
Students will learn key elements of Microsoft 365 Identity job role.
Acquired Skills
Microsoft 365 Tenant & Service Management
Microsoft 365 Identity Management

MS-101T00 Microsoft 365 Mobility and Security

Description
This course covers three central elements of Microsoft 365 enterprise administration – Microsoft 365 security management, Microsoft 365 compliance management, and Microsoft 365 device management. In Microsoft 365 security management, you will examine all the common types of threat vectors and data breaches facing organizations today, and you will learn how Microsoft 365's security solutions address these security threats.
Acquired Skills
Microsoft 365 Security Metrics
Microsoft 365 Security Services
Microsoft 365 Threat Intelligence
Data Governance in Microsoft 365
Archiving and Retention in Office 365
Data Governance in Microsoft 365 Intelligence
Search and Investigations
Device Management
Windows 10 Deployment Strategies
Mobile Device Management

MS-200 Planning and Configuring a Messaging Platform

Description
This thee-MOC packaged set aligned to Microsoft 365 Exam: Messaging Administrator, Part 1 contains courseware that helps prepare students for Exams MS-200. Passing this exam is required to earn the Microsoft 365 certification.
Acquired Skills
Understand the Modern Messaging Architecture
Deploy and Manage a Modern Messaging Architecture
Create and Manage Exchange Recipients
Manage Email Addresses, Lists, and Resources
Plan for Mailbox Databases
Create and Manage Mailbox Databases
Manage Authentication for Messaging
Configure Organizational Settings
Configure Organizational Sharing

MS-201 Implementing a Hybrid and Secure Messaging Platform

Description
This two-MOC packaged set aligned to Microsoft 365 Exam: Messaging Administrator, Part 2 contains courseware that helps prepare students for Exams MS-201. Passing this exam is required to earn the Microsoft 365 certification.
Acquired Skills
Plan Mailbox Migrations
Plan IMAP Migrations
Plan Cutover and Staged Migrations
Perform Advanced Migrations

Run the Hybrid Configuration Wizard
Deploy and Manage an Edge Transport Server
Configure a Hybrid Deployment using the HCW
Implement Advanced Hybrid Functionality
Troubleshoot Hybrid Deployments

MS-300 Deploying Microsoft 365 Teamwork

Description
This four-MOC packaged set aligned to Microsoft 365 Exam: Teamwork Administrator, Part 1 contains courseware that helps prepare students for Exams MS-300. Passing this exam is required to earn the Microsoft 365 certification.

Acquired Skills
Configure SharePoint Site Collections.
Manage site collection storage limits.
Deploy OneDrive for Business sync client.
Use Group Policy to control OneDrive sync client settings.
Manage external sharing for data in SharePoint Online and OneDrive for Business.

MS-301 Deploying SharePoint Server Hybrid

Description
This four-MOC packaged set aligned to Microsoft 365 Exam: Teamwork Administrator, Part 2 contains courseware that helps prepare students for Exams MS-301. Passing this exam is required to earn the Microsoft 365 certification.

Acquired Skills
Describe the MinRole feature in SharePoint 2019
Describe how to install and configure SharePoint 2019.
Describe how to implement high availability for SharePoint
Describe the authentication infrastructure in SharePoint 2019.
Explain the concepts behind federated identity.
Describe how to create site collections.
Describe how to plan for authorization in SharePoint 2019

MS-500 Microsoft 365 Security Administrator

Description
This four-MOC packaged set aligned to Microsoft 365 Exam: Microsoft 365 Security Administrator contains courseware that helps prepare students for Exams MS-500. Passing this exam is required to earn the Microsoft 365 Security Administrator certification.

Acquired Skills
Administer user and group security in Microsoft 365.
Manage passwords in Microsoft 365.
Describe Azure Identity Protection features.
Plan and implement Azure AD Connect.
Manage synchronized identities.
Plan implement federated identities.
Describe and use conditional access.
Describe cyber-attack threat vectors.
Describe security solutions for Microsoft 365
Use Microsoft Secure Score to evaluate your security posture.
Use the Security Dashboard in the Microsoft Security & Compliance center.
Configure various advanced threat protection services for Microsoft 365.
Configure Advanced Threat Analytics.
Plan and deploy Mobile Device Management.
Implement information rights management.
Secure messages in Office 365.
Configure Data Loss Prevention policies.

Deploy and manage Cloud App Security.
Implement Azure information protection for Microsoft 365.
Implement Windows information protection for devices.
Plan and deploy a data archiving and retention system.
Perform assessments in Compliance Manager.
Manage email retention through Exchange.
Conduct an audit log investigation.
Create and manage an eDiscovery investigation.
Manage GDPR data subject requests.

MS-700T00 Microsoft 365 Teams Administrator
Description
The Managing Microsoft Teams course is designed for persons who are aspiring to the Microsoft 365 Teams Admin role. Microsoft Teams admins configure, deploy, and manage Office 365 workloads for Microsoft Teams that focus on efficient and effective collaboration and communication in an enterprise environment. This course covers six central elements - Microsoft Teams overview, implementing governance, security and compliance for Microsoft Teams, preparing the environment for a Microsoft Teams deployment, deploying and managing teams, managing collaboration and managing communication in Microsoft Teams.
Acquired Skills
What is Microsoft Teams and how the components work together
How to implement Governance, Security and Compliance for Microsoft Teams
How to prepare an organizations environment for a Microsoft Teams deployment
How to deploy and manage teams
Ways of managing collaboration in Microsoft Teams
Techniques to manage and troubleshoot communication in Microsoft Teams

MS-900T01 Microsoft 365 Fundamentals
Description
This course provides foundational knowledge on the considerations and benefits of adopting cloud services and the Software as a Service (SaaS) cloud model, with a specific focus on Microsoft 365 cloud service offerings. You will begin by learning about cloud fundamentals, including an overview of cloud computing and specifically Microsoft cloud services. You will be introduced to Microsoft Azure, and you will examine the differences between Microsoft 365 and Office 365. You will then perform an in-depth review of Microsoft 365, including a comparison of Microsoft on-premises services versus Microsoft 365 cloud services, a review of enterprise mobility in Microsoft 365, and an analysis of how Microsoft 365 services provide collaboration. The course then analyzes how security, compliance, privacy, and trust are handled in Microsoft 365, and it concludes with a review of Microsoft 365 subscriptions, licenses, billing, and support
Acquired Skills
Differentiate between the various cloud service models
Identify the key differences between Microsoft 365 and Office 365
Plan for migration to Microsoft 365 services
Identify key differences between Microsoft on-premises services vs. Microsoft 365 cloud services
Define enterprise mobility in Microsoft 365
Identify how Microsoft 365 services provide collaboration
Understand identities, including cloud, on-premises, and hybrid identity
Understand cloud device management and protection, including the use of Intune
Understand data protection, including the use of Azure Information Protection
Describe compliance in general and the compliance features in Microsoft 365
Describe Microsoft 365 subscriptions, licenses, billing, and support

Navigating The Modern Workforce - Diversity, Culture, Generations
Description
In this course, students will learn how to capitalize on the strengths of your diverse team while directing and guiding them to even greater achievements.
Acquired Skills
Learn to lead in a world of diversity

Engage and empower our multi-generational workforce
Leverage culture as the new strategic differentiator
Develop your path to leadership success

Negotiation Skills
Description
This workshop will give participants an understanding of the phases of negotiation, tools to use during a negotiation, and ways to build win-win solutions for all those involved.
Acquired Skills
Understanding Negotiation
Identifying Your WAP
Identifying Your ZOPA
Personal Preparation
Laying the Groundwork
Phase One — Exchanging Information
Phase Two — Bargaining
About Mutual Gain
Phase Three — Closing
Dealing with Difficult Issues
Negotiating Outside the Boardroom
Negotiating on Behalf of Someone Else

OneNote 2016
Description
This course provides a way for students to create and collect their notes. This course will introduce students to using OneNote notebooks to store a variety of content in an organized way, access the content from anywhere, and also share it.
Acquired Skills
Navigate and customize the OneNote interface and environment.
Add and format text, images, audio, links, and drawing objects to a notebook.
Embed Excel spreadsheets and attach other files to a notebook.
Categorize, organize, and search notebook content.
Check spelling in, print, and password-protect notebooks.
Use Outlook and OneDrive to send and share notebook content.
Export notebook content and manage notebook history and backups.

Oracle 12c - PL/SQL Fundamentals
Description
In this course, students will learn the foundation for the programming series and the use of database-resident stored program units for Oracle 12c.
Acquired Skills
Upon successful completion of this course, students will be able to work with Oracle database programming using the PL/SQL programming language. They will learn the syntax, structure and features of the language.

Organizational Skills
Description
Developing good Organizational Skill is an investment that will provide benefits for years. To be successful means to be organized. These skills will filter through all aspects of your participants professional and personal lives.
Acquired Skills
Through Organizational Skills your participants will encounter improved productivity, better management, and an overall increase in professional growth. Every day people waste numerous amounts of time looking for items. So, stop looking for those important items, and start knowing where they are by getting organized.

Outlook 2016 - Part 1
Description

In this course, you will use Outlook to send, receive, and manage email messages, manage your contact information, schedule appointments and meetings, create Tasks and Notes for yourself, and customize the Outlook interface to suit your working style.

Acquired Skills

Navigate Outlook 2016 to read and respond to email.
Use the Address Book, format and spell check new messages.
Attach files and insert illustrations to messages.
Customize read and response options.
Use flags, categories, and folders to organize messages.
Create and work with Contacts.
Create appointments and schedule meetings in Calendar.
Create and work with Tasks and Notes.

Outlook 2016 - Part 2

Description

This course builds upon the foundational knowledge presented in the Microsoft ® Office Outlook® 2016: Part 1 course and will help students customize a communication system well-suited to your work styles.

Acquired Skills

Modify messages and set global options.
Organize, search, and manage messages.
Manage your mailbox.
Automate message management.
Work with calendar settings.
Manage contacts and groups.
Manage activities by using tasks.
Share workspaces with others.
Manage Outlook data files.

Outlook 2019 - Part 1

Description

In this course, you will use Outlook to send, receive, and manage email messages, manage your contact information, schedule appointments and meetings, create tasks and notes for yourself, and customize the Outlook interface to suit your working style.

Acquired Skills

Navigate Outlook to read and respond to email.
Use the Address Book and format and spell check new messages.
Attach files and insert illustrations to messages.
Customize read and response options.
Use flags, categories, and folders to organize messages.
Create and work with Contacts.
Create appointments and schedule meetings in Calendar.
Create and work with Tasks and Notes.

Outlook 2019 - Part 2

Description

In this course, you will customize command sets, configure mail accounts, set global options, perform advanced searches, apply filters to intercept mail and control spam, create rules to automate mail management tasks, work with calendars and contacts, manage tasks, preserve data with archives and data files, as well as share and delegate access to your Outlook items. In short, you'll work with a wide range of features and options and, in so doing, understand why Outlook is a leading personal management system.

Acquired Skills

Insert objects in messages, and modify properties and global options.
Organize, search, and manage messages.
Protect your mailbox and manage its size.
Use rules and Quick Steps to automate message management.
Work with advanced calendar settings.

Manage activities by assigning tasks to others.
Delegate access to and share Outlook items with others.
Archive and back up Outlook items using data files.

Palo Alto Networks - Firewall Essentials - Configuration and Management v9.0 (EDU-210)

Description
The Palo Alto Networks Firewall 9.1 Essentials: Configuration and Management (EDU-210) course is five days of instructor-led training that will help you to:
Configure and manage the essential features of Palo Alto Networks next-generation firewalls
Configure and manage Global Protect to protect systems that are located outside of the data-center perimeter
Configure and manage firewall high availability
Monitor network traffic using the interactive web interface and firewall reports
Acquired Skills
Configure and manage the essential features of Palo Alto Networks next-generation firewalls
Configure and manage Global Protect to protect systems that are located outside of the data center perimeter
Configure and manage firewall high availability
Monitor network traffic using the interactive web interface and firewall reports

Palo Alto Networks - Panorama Managing Firewalls at Scale v9.0 (EDU-220)

Description
Panorama™ network security management enables you to control your distributed network of our firewalls from one central location. View all your firewall traffic, manage all aspects of device configuration, push global policies, and generate reports on traffic patterns or security incidents — all from a single console.
Panorama™ is available either as a dedicated management appliance or as a virtual machine. In summary, Panorama™ provides:
Streamlined policy management
Simplified operations
Unparalleled network and threat visibility
Flexible deployment options
Acquired Skills
Learn how to configure and manage the next-generation Panorama™ management server
Gain experience configuring templates (including template variables) and device groups
Gain experience with administration, log collection, and logging and reporting
Gain experience with Panorama™ High Availability and Panorama™ troubleshooting
Become familiar with new Panorama™ features such as Panorama™ in the public cloud, the Logging Service, and Global Protect cloud service

Performance Management

Description
this course, students learn to identify and manage difficult employees, monitor their behavior, develop clear and effective communications techniques, give and receive feedback, identify workplace conflicts and present resolutions.
Acquired Skills
Identify difficult personality types and the effect they can have in an organization; manage difficult employees and monitor their behavior; and document ongoing changes in behavior and performance.
Communicate clearly and effectively, both verbally and nonverbally; improve your listening skills; communicate with difficult supervisors and co-workers; and identify types of employee dismissals.
Identify the focus of feedback, and give and receive feedback effectively; provide positive and constructive feedback, and monitor performance afterwards; identify communication styles; manage difficult feedback sessions; and identify when to avoid giving feedback.
Identify some common myths associated with workplace conflicts, common reasons that conflicts arise, and types of workplace conflict; and distinguish between conflict management and conflict resolution.
Identify conflict resolution styles; resolve workplace conflicts, including team conflicts; and identify the communication skills required to resolve conflicts.

Personal Productivity

Description

This course is intended for individuals who want to maximize their personal productivity.

Acquired Skills

Upon successful completion of this course, students will take ownership of their time management in order to achieve their goals and lead a more productive life.

PMI Agile Certified Professional (PMI-ACP) Exam Preparation

Description

course provides participants with a solid foundation of the PMI-ACP® exam. Participants earning this certification demonstrate their knowledge of and commitment to this rapidly growing approach to project management. Organizations employing PMI-ACP® certified individuals are more likely to roll out projects that provide customer value in less time and with far less wasted money and effort.

Acquired Skills

Core Agile Concepts
The Agile Manifesto
Common Agile Methodology Elements
Project Initiation
Agile Teams and Team Space
Agile Planning
Iterations/Sprints
Interpersonal Aspects of Agile
Agile Methodologies

PowerPoint 2016 - Part 1

Description

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

Acquired Skills

Identify the basic features and functions of PowerPoint 2016.
Develop a PowerPoint presentation.
Perform advanced text editing operations.
Add graphical elements to your presentation.
Modify objects in your presentation.
Add tables to your presentation.
Add charts to your presentation.
Prepare to deliver your presentation.

PowerPoint 2016 - Part 2

Description

In this course, students learn different tools & features within PowerPoint that will help them deliver content in an informative & memorable manner. Students will create presentations that not only stand out, but also don't consume all of their time.

Acquired Skills

Modify the PowerPoint environment.
Customize design templates.
Add SmartArt and math equations to a presentation.
Work with media and animations.
Collaborate on a presentation.
Customize a slide show.
Secure and distribute a presentation.

PowerPoint for Office 365 - Part 1

Description

By exploring the vast array of features and functionality contained within PowerPoint, you will gain the ability to organize your content, enhance it with high-impact visuals, and deliver it with a punch. In this course, you will use PowerPoint to begin creating engaging, dynamic multimedia presentations.

Acquired Skills
Identify the basic features and functions of PowerPoint.
Develop a PowerPoint presentation.
Perform text formatting.
Add and arrange graphical elements.
Modify graphical elements.
Prepare to deliver your presentation.

PowerPoint for Office 365 - Part 2

Description
Meetings, instruction, training, pitches; these are all a part of our daily lives. We are often called upon to deliver presentations with little notice, at multiple venues, and with varying requirements. And, some of these presentations include sensitive information that needs to be guarded. Given all the variables, it may seem an overwhelming task to deliver your content, on time, to all audiences, and to only those who need to see it. Oh, and by the way, you need to make it interesting, informative, and memorable. So, how do you do it? Without the help of a robust set of tools, it would be nearly impossible. But Microsoft® Office PowerPoint® 2019 provides you with a variety of such tools that can help you deliver content in nearly any situation, while saving time and effort. By taking advantage of these tools, you will be creating presentations that not only stand out from the crowd, but also don't consume all of your available time.

Acquired Skills
Customize design templates.
Use ink to hand draw elements.
Add tables.
Add charts.
Work with media.
Build advanced transitions and animations.
Finalize a presentation.
Customize presentation navigation.
Secure and distribute a presentation.

Presentation Skills

Description
In this course, students will learn active listening skills to facilitate the exchange of ideas in meetings and presentations. They will also organize your ideas to create coherent and convincing oral presentations.
Acquired Skills
This program can benefit anyone who presents; a trainer, a meeting facilitator, speaker, or seminar discussion leader. No matter which role you are assuming, this workshop will help you become more efficient and proficient with the skills of providing information to others.

Prioritizing Your Time Effectively

Description
In this course, students will learn to improve their focus, prioritize tasks, identify and avoid obstacles to staying on track, and develop strategies to get the most out of their time.
Acquired Skills
Time Management
Prioritization
Organization
Workflow
Productivity

Project 2016 - Part 1
Description

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.

Acquired Skills
Identify project management concepts and navigate the Project 2016 environment.
Create and define a new project plan.
Create and organize tasks.
Manage resources in a project plan.
Finalize a project plan.

Project 2016 - Part 2
Description
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.

Acquired Skills
Update a project plan to reflect progress as you execute the project.
Monitor project progress in the project plan.
Adjust the project plan to control constraints.
Create project reports to share a project's status.
Customize project settings and share customizations with other projects.

Project 2019 - Part 1
Description
This course will familiarize you with the basic features and functions of Microsoft Project so that you can use it effectively and efficiently in a real-world environment.
You will develop the critical knowledge and skills you need to create a project plan with Project during the planning phase. In other words, if your supervisor assigns you to lead a project, this course will enable you to draft a project plan and share it with your supervisor (and others) for review and approval.

Acquired Skills
Identify project management concepts and navigate Microsoft Project Professional.
Create a new project plan.
Add tasks to a project.
Manage task relationships within a project.
Manage project resources.
Finalize a project plan.

Project 2019 - Part 2
Description
This course empowers you with the advanced knowledge and skills you need to update a project plan in Project during the execution, monitoring, and controlling phases of a project. In other words, once your project plan is approved by the project sponsor, this course will enable you to manage the project so that it is completed on time, within budget, and according to scope.

Acquired Skills
Update a project plan.
Generate project views to manage a project.
Create project reports to share a project's status.
Reuse project plan information.
Work with multiple projects.

Project Communications and Stakeholder Management
Description
This course focuses on both improving the efficiency and effectiveness of all project-related communications, from initial planning through closure.

Acquired Skills
Communication Dimensions

Communication Skills
Project Communication Management Processes
Project Stakeholder Management Processes
Interpersonal Communications
Initiating Processes
Planning Processes
Executing Processes
Monitoring and Controlling Processes

Project Management Essentials

Description
Project managers are always under severe pressure to complete projects on time and within budget. However, most projects fail to meet these demands, and, as a result, many projects are terminated early. Successful project management requires knowledge and experience. This course is designed to provide you with the skills needed to be a successful project manager in today's rapidly changing world. The skills and knowledge you gain in this course will help you avoid making costly mistakes and increase your competitive edge in the project management profession.

Acquired Skills
Identify the basic concepts of project management.
Launch a project.
Estimate project work.
Create a project schedule.
Plan project costs.
Plan for project risks.
Plan for project quality and compliance.
Manage human and physical resources for the project.
Manage project procurements.
Plan for change management and monitor the project scope.
Monitor and optimize project schedule and cost.
Monitor the quality of the project work and the risks involved.
Plan communication strategies and manage stakeholder relationships.
Close a project.

Project Management Professional (PMP®) Certification Preparation

Description
Project managers who have proven skills and experience can find exciting, high-visibility opportunities in a wide range of fields. This course is specifically designed to provide you with the proven, practical body of project management knowledge and skills that you need to demonstrate project management mastery on the job. Additionally, this course can be a significant part of your preparation for the Project Management Professional (PMP)® Certification Exam. The skills and knowledge you gain in this course will help you avoid making costly mistakes and increase your competitive edge in the project management profession. This course includes a PMP exam simulator and exam prep resources.

Acquired Skills
Define project management fundamentals.
Define project management within the organization.
Define the project management methodology.
Initiate a project.
Develop a project management plan and plan components.
Plan a project schedule.
Plan project costs.
Plan for quality, resources, and procurements.
Plan for risk.
Plan stakeholder engagement and communications.
Execute a project.
Work with stakeholders.
Monitor project work, scope, risks, stakeholder engagement, and communications.

Control project changes, scope, schedule, costs, quality, resources, and procurements.
Close a project.

Project Management Skills for Non-Project Managers
Description
In this course, students will identify methods of effectively managing small- to medium-sized projects and achieving their stated objectives.
Acquired Skills
plan the project and its parameters, including its scope, requirements, resources, and constraints.
implement the project plan, which includes putting the work of the project in motion and delegating tasks, and then monitoring the progress of the project and managing changes as they arise.

Project Scope and Schedule Management
Description
This course provides participants with tools and techniques to help them determine and deliver products, services, and results that meet requirements, expectations, and deadlines.
Acquired Skills
PROJECT SCOPE AND TIME MANAGEMENT
PLAN SCOPE AND SCHEDULE MANAGEMENT
COLLECT REQUIREMENTS
DEFINE SCOPE
CREATE WBS
DEFINE ACTIVITIES
SEQUENCE ACTIVITIES
ESTIMATE ACTIVITY RESOURCES
ESTIMATE ACTIVITY DURATIONS
DEVELOP SCHEDULE
VALIDATE SCOPE
CONTROL SCOPE AND SCHEDULE

Providing Outstanding Customer Service
Description
This course offers practical tools and techniques to win clients, create loyal advocates for your business, and deliver excellent customer service.
Acquired Skills
Define customer service in relation to both internal and external customers
Recognize how your attitude affects customer service
Identify your customers' needs
Generate repeat business with outstanding customer service
Build goodwill through in-person customer service
Provide outstanding customer service over the phone
Connect with customers through online tools
Deal effectively with difficult situations

Public Speaking
Description
In this course, students will learn some basic public speaking skills, including in-depth information on developing an engaging program and delivering their presentation with power.
Acquired Skills
Upon successful completion of this course, students will become more confident and relaxed in front of an audience which will translate into a successful speaking event.

Publisher 2016/2019
Description

Microsoft® Office Publisher is a desktop publishing software application capable of producing greeting cards, certificates, newsletters, and other printed publications. Publisher includes a large collection of templates that provide a great way to start a new publication. Publisher offers a large selection of building blocks that can be dragged into your documents, helping you to create page elements such as calendars, newsletter sidebars, and borders. Publisher integrates online sharing and mail merge features, which are handy when you need to send publications to a list of customers, and it's possible to export publications as HTML web pages or PDF documents. With a user-friendly interface, Publisher makes it easy to create and edit publications.

Acquired Skills
Perform basic tasks in the Microsoft Publisher interface.
Add content to a publication.
Format text and paragraphs in a publication.
Manage text in a publication.
Work with graphics in a publication.
Prepare a publication for printing and sharing.

Python 3 Essentials
Description
An introductory and beyond-level practical, hands-on Python training course that leads the student from the basics of writing and running Python scripts to more advanced features.

Acquired Skills
Create working Python scripts following best practices
Use python data types appropriately
Read and write files with both text and binary data
Search and replace text with regular expressions
Get familiar with the standard library and its work-saving modules
Use lesser-known but powerful Python data types
Create "real-world", professional Python applications
Work with dates, times, and calendars
Know when to use collections such as lists, dictionaries, and sets
Understand Pythonic features such as comprehensions and iterators
Write robust code using exception handling

Python Programming - Advanced
Description
Students will build upon basic Python skills, learning more advanced topics such as object-oriented programming patterns, development of graphical user interfaces, data management, threading, unit testing, and creating and installing packages.

Acquired Skills
Create object-oriented Python applications.
Design and create a GUI.
Store data in a database from Python applications.
Communicate using client/server network protocols.
Manage multiple processes with threading.
Implement unit testing.
Package an application for distribution

Python Programming - Introduction
Description
In this course, you'll learn the fundamentals of programming in Python, and you'll develop applications to demonstrate your grasp of the language.

Acquired Skills
Set up Python and develop a simple application.
Declare and perform operations on simple data types, including strings, numbers, and dates.
Declare and perform operations on data structures, including lists, ranges, tuples, dictionaries, and sets.
Write conditional statements and loops.
Define and use functions, classes, and modules.

Manage files and directories through code.
Deal with exceptions.

Python With Data Science
Description
Covers theoretical and technical aspects of using Python in Applied Data Science projects and Data Logistics use cases.
Acquired Skills
Python REPLs
Jupiter Notebooks
Data analytics life-cycle phases
Data repairing and normalizing
Data aggregation and grouping
Data visualization
Data science algorithms for supervised and unsupervised machine learning

Red Hat RHCSA Rapid Track Course (RH199)
Description
This course combines the foundations and applications established and covered in Red Hat System Administration I (RH124) and Red Hat System Administration II (RH134). The rapid pace of review and consolidated course timeline allow you to focus on practical application, making this offering best suited for you if you already have significant experience with Linux® administration.
Acquired Skills
Access the command line locally and remotely
Manage files from the command line
Manage local users and groups
Monitor and manage Linux processes
Control services, daemons, and the boot process
Manage tuning profiles for system performance
Control access to files with file system permissions
Analyze and store log files
Configure and secure the OpenSSH service
Install and update software packages and appstreams
Manage Linux file systems and volumes
Manage Linux networking and firewalls

Red Hat RHCSA Rapid Track Course with Exam (RH200)
Description
This course combines the foundations and applications established and covered in Red Hat System Administration I (RH124) and Red Hat System Administration II (RH134). The rapid pace of review and consolidated course timeline allow you to focus on practical application, making this offering best suited for you if you already have significant experience with Linux® administration.
Acquired Skills
Access the command line locally and remotely
Manage files from the command line
Manage local users and groups
Monitor and manage Linux processes
Control services, daemons, and the boot process
Manage tuning profiles for system performance
Control access to files with file system permissions
Analyze and store log files
Configure and secure the OpenSSH service
Install and update software packages and appstreams
Manage Linux file systems and volumes
Manage Linux networking and firewalls

Red Hat System Administration I (RH124)

Description

This course equips you with Linux® administration ""survival skills"" by focusing on foundational Linux concepts and core tasks. You will learn how to apply command-line concepts and enterprise-level tools, starting you on your journey toward becoming a full-time Linux system administrator.

Acquired Skills

Access the command line
Manage files from command line
Create, view, and edit text files
Manage local users and groups
Monitor and manage Linux processes
Control services and daemons
Control access to files with file system permissions
Analyze and store log files
Configure and secure the OpenSSH service
Install and update software packages
Access Linux file systems
Manage Linux networking

Red Hat System Administration II (RH134)

Description

Red Hat System Administration II (RH134) is designed as the second part of the Red Hat® Certified System Administrator (RHCSA®) training track for IT professionals who have taken Red Hat System Administration I (RH124). The course goes deeper into core Linux® system administration skills, including storage configuration, security feature management, task control, and installation and deployment of Red Hat® Enterprise Linux.

Acquired Skills

Install Red Hat Enterprise Linux using Kickstart
Manage file systems and logical volumes
Manage scheduled jobs
Access network file systems
Manage SELinux
Control firewalls
Perform troubleshooting tasks

Red Hat System Administrator III - Linux Automation (RH294)

Description

This course will help you master the skills needed to manage large numbers of systems and applications efficiently and consistently. You will explore the techniques needed to use Ansible® to automate provisioning, configuration, application deployment, and orchestration.

Acquired Skills

Install and configure Ansible or Red Hat Ansible Engine on a control node.
Create and manage inventories of managed hosts, as well as prepare them for Ansible automation.
Run individual ad hoc automation tasks from the command line.
Write Ansible Playbooks to consistently automate multiple tasks and apply them to managed hosts.
Parameterize playbooks using variables and facts, and protect sensitive data with Ansible Vault.
Write and reuse existing Ansible roles to simplify playbook creation and reuse code.
Automate common Red Hat Enterprise Linux system administration tasks using Ansible.

Salesforce.com - Sales Cloud Administration Essentials

Description

In this course, students will identify information about the five native business processes every company can manage using Salesforce, regardless of the License Edition. Students will also gain insight into each of the functional groups of users (Inside Sales, Outside Sales, Marketing, Customer Support, and Management), and they

will establish patterns of critical thinking that can help them to ensure that they are indeed taking the right approach and providing the necessary support for each request they receive.

Acquired Skills
Students will:
Describe basic concepts related to Salesforce administration.
Set up an organization.
Manage user accounts.
Implement security controls.
Configure the Salesforce Classic user interface.
Support the Lightning Experience user interface.
Customize pages.
Manage Opportunities.
Implement additional Opportunity features.
Implement data validation and workflows.
Manage Leads.
Manage Accounts.
Manage Contacts.
Manage Campaigns.
Manage Cases.
Manage custom objects.
Manage data.
Configure views, reports, and dashboards.
Integrate and extend Salesforce.

Salesforce.com - Sales Cloud for Sales Representative

Description
This course will give students the knowledge and skills they need to use Salesforce® in the real world—ultimately enabling them to meet and exceed their sales targets.

Acquired Skills
Create a basic Salesforce Sales Cloud environment and navigate the interface.
Optimize lead qualification.
Manage accounts and contacts.
Manage the opportunity pipeline.
Use Salesforce email.
Work with reports and dashboards.

Scrum Developer Certified

Description
In this course, students learn to understand the basics of Scrum, effectively contribute to a Scrum project, and learn how to enable Scrum Team members to apply Scrum effectively in Scrum/Agile projects.

Acquired Skills
To enable Scrum Team members to effectively contribute to a Scrum project.
To enable Scrum Team members to apply Scrum effectively in Scrum/Agile projects.

Scrum Master

Description
This course guides & teaches Scrum practices to everyone involved in the project; clears impediments for the team; and, ensures that Scrum processes are being followed.

Acquired Skills
AGILE & SCRUM
SCRUM ROLES
SCRUM PROJECT PHASES
SCALING SCRUM

Scrum Product Owner

Scrum Product Owner Certified (SPOC™) certification exam is designed to confirm applicants practical and working knowledge of Scrum that equips them to handle the business aspects and stakeholders in a Scrum environment.
Acquired Skills
AGILE & SCRUM
SCRUM ROLES
PLANNING IN SCRUM
SPRINT PLANNING
IMPLEMENTATION OF SCRUM
SCRUM FOR LARGE PROJECTS

SharePoint - Advanced Site Owner
Description
Microsoft® SharePoint® online is a platform designed to facilitate collaboration, allowing you to use familiar applications and web-based tools to create, access, store, and track documents and data in a central location. As such, SharePoint has many distinct features and content structures that can be selected, added, and configured. In this course, you will learn how to create, configure, and manage SharePoint sites so that your team or organization can share information and collaborate effectively.
Acquired Skills
Configure site settings.
Integrate external data and apps.
Configure custom content types, columns, and document sets.
Manage information governance and compliance.
Design and create a SharePoint site for an event.

SharePoint - Site Owner with Microsoft Forms and Flow
Description
This course will empower you to use Microsoft® SharePoint® online to facilitate collaboration and allow you to use familiar applications and web-based tools to create, access, store, and track documents and data in a central location. Enable and configure SharePoint's many distinct features and discover the many content structures that can be selected, added, and configured. Learn how to create, configure, and manage SharePoint sites so that your team or organization can share information and collaborate effectively.
Acquired Skills
Create and configure new SharePoint sites.
Create and configure document libraries.
Create and configure lists.
Assign permissions and access rights.
Create and configure a communication site.
Implement workflows with Forms and Flow.

SharePoint - Site User
Description
Microsoft® SharePoint® online is a platform specifically designed to facilitate collaboration, allowing you and your team to use familiar applications and web-based tools to create, access, store, and track documents and data in a central location. Through this course, you will discover the many features of SharePoint online and improve your ability to work collaboratively by easily sharing, accessing, editing, and saving information.
Acquired Skills
Interact with SharePoint sites.
Work with documents, content, and lists.
Share, follow, and collaborate on content.
Interact with Office 365 files via SharePoint.
Manage Office 365 apps with SharePoint.

SQL Querying - Level 1 Fundamentals of Querying
Description

This course, SQL Querying: Fundamentals, will teach you to use SQL as a tool to retrieve the information you need from databases.

Acquired Skills
Connect to the SQL Server database and execute a simple query.
Include a search condition in a simple query.
Use various functions to perform calculations on data.
Organize the data obtained from a query before it is displayed on-screen.
Retrieve data from multiple tables.
Export the results of a query.

SQL Querying - Level 2 Advanced Querying
Description
In this course you will learn how to identify and use advanced querying techniques. You might find that you need to modify the structure of a table; inserting, updating, deleting data and indexing tables to optimize query performance.
Acquired Skills
Use subqueries to generate query output.
Manipulate table data by inserting and updating records in a table and deleting records from a table.
Manipulate the table structure.
Create views, manipulate data through views, modify the view structure, and drop views.
Create indexes on table columns and drop inefficient indexes.
Mark the beginning of a transaction, roll back a transaction, and commit a transaction.

Strategic Negotiation Skills
Description
Students will learn the essential strategies and techniques needed to guide negotiations from opening discussions through to a positive result. Students will leave with practical solutions to negotiate effectively.
Acquired Skills
Develop the necessary skills to negotiate like a pro
Prepare for a negotiation applying best practices
Utilize industry standard tools and techniques
Create your Best Alternative to a Negotiated Agreement (BATNA)
Build common ground and consensus in your negotiation strategies
Negotiate with experts to develop your skills for success

Supervising Others
Description
In this course, students will develop the skills required to be more efficient and proficient supervisors.
Acquired Skills
Upon successful completion of this course, students will be equipped to supervise others more effectively and efficiently, contributing to job satisfaction and productivity.

Tableau Desktop - Part 1
Description
The era of "big data" has exploded due to the rise of cloud computing, which provides an abundance of computational power and storage allowing organizations of all sorts to capture and store data. Leveraging that data effectively can provide timely insights and competitive advantage.
This course will introduce you to Tableau, which was built to connect to a wide range of data sources and allow users to quickly create visualizations of connected data to gain insights, show trends, and create reports. You will learn Tableau's data connection capabilities and visualization features which go far beyond those that can be found in spreadsheets, allowing you to create compelling and interactive worksheets, dashboards, and stories, that bring your data to life and allow you to take thoughtful action.
Acquired Skills
Identify and configure basic functions of Tableau.
Connect to data sources, import data into Tableau, and save Tableau files.
Create views and customize data in visualizations.

Manage, sort, and group data.
Save and share data sources and workbooks.
Filter data in views.
Customize visualizations with annotations, highlights, and advanced features.
Create maps, dashboards, and stories.

Tableau Desktop - Part 2
Description
The advent of cloud computing and storage has ushered in the era of "big data." With the abundance of computational power and storage, organizations and employees with many different roles and responsibilities can benefit from analyzing data to find timely insights and gain competitive advantage.
Data-backed visualizations allow anyone to explore, analyze, and report insights and trends from data. Tableau® software is designed for this purpose. Tableau was built to connect to a wide range of data sources, and allows users to quickly create visualizations of connected data to gain insights, show trends, and create reports. Beyond the fundamental capabilities of creating data driven visualizations, Tableau allows users to manipulate data with calculations to show insights, make visualizations interactive, and perform statistical analysis. This gives users the ability to create and share data driven insights with peers, executives and clients.
Acquired Skills
Blend data to visualize relationships
Join data
Access data in PDFs
Refine visualizations with sets and parameters
Manipulate data with calculations
Visualize data with advanced calculations
Perform statistical analysis and forecasting
Enrich visualizations, dashboards, and maps.

Team Building for Managers
Description
In this course, students will be exploring different aspects of a team and how to create healthy team dynamics.
Acquired Skills
Upon successful completion of this course, students will apply the principles of teamwork to successfully build teams that achieve more than the individuals that comprise them ever could.

Teamwork and Team Building
Description
This workshop will encourage you to explore the different aspects of a team, as well as ways that they can become a top-notch team performer.
Acquired Skills
Students will come away with knowledge and skills to become a top-notch team performer.

Telephone Etiquette
Description
In this course, students will learn about different types of calls and the etiquette associated with them.
Acquired Skills
Upon successful completion of this course, students will be more confident in handling the phone, resulting in new customers while retaining current clientele.

The Art of Effective Presentations
Description
In this course, students will learn strategies to master your speaking skills, confidently standing before a group and delivering their message.
Acquired Skills
Explore what makes a successful presentation
Recognize the factors that go into building and delivery of presentations

Outline, develop and build a high-quality presentation
Successfully deliver and close an effective presentation

Thinking with Critical Insight
Description
Students will learn to explore challenges, defy incorrect assumptions, and look at things with new and differing perspectives, incorporating these insights into your thought processes, and enabling them to find solutions to even the most difficult tasks.
Acquired Skills
Enable you to evaluate, identify, and distinguish between relevant and irrelevant information
Engage critical thinking through curiosity and your ability to ask good questions
Apply the eight best practices of critical thinking in practice
Leverage open mindedness to become more receptive and highly tuned for new ideas

Time Management
Description
The Time Management workshop will cover strategies to help participants learn crucial strategies that include personal motivation, delegation skills, organization tools, and crisis management.
Acquired Skills
Time management training most often begins with setting goals. These goals are recorded and may be broken down into a project, an action plan, or a simple task list. Activities are then rated based on urgency and importance, priorities assigned, and deadlines set. This process results in a plan with a task list or calendar of activities. Routine and recurring tasks are often given less focus to free time to work on tasks that contribute to important goals. This entire process is supported by a skill set that should include personal motivation, delegation skills, organization tools, and crisis management.

Transitioning into Leadership for an IT Manager
Description
From developing an inspiring vision and empowering members to reach it. To meeting deadlines and evaluating results. This course you will teach students the skills and behaviors needed to successfully transition into an IT manager role.
Acquired Skills
Make a smooth transition into management
Develop your authentic leadership style
Engage and empower staff to achieve excellence
Build high performing, collaborative teams
Apply delegation best practices
Attract and retain great staff

Using Google G Suite
Description
The office productivity apps that comprise Google G Suite™ support both real-time and asynchronous collaboration. In this course, you will learn about the features and functionalities of the apps included in most G Suite editions—Gmail™, Google Drive™, Google Docs™, Google Slides™, Google Drawings™, Google Sheets™, Google Forms™, Google Hangouts™, Google Calendar™, and Google Sites™—and work within their respective environments.
Acquired Skills
Navigate in the Google G Suite environment.
Store documents using Google Drive.
Collaborate with Google Docs, Slides, and Drawings.
Collaborate with Google Sheets and Forms.
Communicate using Google Hangouts.
Manage schedules using Google Calendar.
Collaborate using Google Sites.

Using Microsoft Windows 10

Description

In this course, students will learn the features and functionality of the Windows 10 operating system for professional and personal use.

Acquired Skills

ACCESSING WINDOWS 10
USING WINDOWS APPS AND DESKTOP APPLICATIONS
WORKING WITH FILES AND FOLDERS
ACCESSING THE INTERNET USING MICROSOFT EDGE
CUSTOMIZING THE WINDOWS 10 ENVIRONMENT
INSTALLING AND REMOVING DEVICES
USING WINDOWS 10 SECURITY FEATURES

Visio 2016 - Part 1

Description

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.

Acquired Skills

Identify the basic elements of Visio and their use.
Create a workflow diagram.
Build organization charts.
Design a floor plan.
Build a cross-functional flowchart.
Design a network diagram.
Style a diagram.

Visio 2016 - Part 2

Description

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

Acquired Skills

Design advanced plans and diagrams.
Enhance the look of drawings.
Create shapes, stencils, and templates.
Connect drawings to external data.
Leverage development tools.
Share drawings.
Use diagram standards (optional).

VMware Cloud on AWS - Deploy and Manage

Description

course teaches you skills for deploying and managing a VMware Cloud™ on AWS infrastructure. Through a mix of lecture and labs, you deploy and manage the VMware Cloud on AWS and VMware vSphere® features that build a foundation for a hybrid infrastructure. You also discuss when and where these features have the greatest effect. Anyone planning to migrate, build, or hybridize with VMware Cloud on AWS will benefit from this course.

Acquired Skills

Describe the architecture of VMware Cloud on AWS
Deploy a VMware Cloud on AWS SDDC and Virtual Machines (VMs)
Configure internal, external, and inter-SDDC networking
Describe and configure storage integrations and solutions for VMware Cloud on AWS
Configure a connection between an on-premises vSphere SDDC and a VMware Cloud on AWS SDDC
Configure the scale-up and scale-down of a VMware Cloud on AWS SDDC
Migrate virtual machines between on-premises vSphere and VMware Cloud on AWS SDDCs
Describe additional services that add value to a VMware Cloud on AWS SDDC

VMware Horizon 7 - Install, Configure, Manage

Description

This course gives students the skills to deliver virtual desktops and applications through a single virtual desktop infrastructure platform. This course builds your skills in installing, configuring, and managing VMware Horizon® 7 through a combination of lecture and hands-on labs. Students will learn how to configure and deploy pools of virtual machines, how to manage the access and security of the machines, and how to provide a customized desktop environment to end users.

Acquired Skills

Identify VMware Horizon components
Install and configure View Connection Server
Install and configure virtual desktops
Configure and manage VMware Horizon® Client™ systems
Configure and manage pools of physical and virtual machines
Configure and manage automated pools of full virtual machines
Configure and manage pools of linked-clone desktops
Configure and manage automated pools of instant clones
Configure and manage Remote Desktop Services (RDS) pools of desktops and applications
Use Horizon Administrator to configure the VMware Horizon environment
Configure secure access to virtual desktops
Use VMware User Environment Manager™ to manage user personalization and application configurations
Describe steps to deploy profile management
Use VMware App Volumes™ to provision and manage applications
Identify the benefits of JMP architecture
Manage the performance and scalability of a VMware Horizon deployment

VMware vSphere: Install, Configure, Manage

Description

This course features intensive hands-on training that focuses on installing, configuring, and managing VMware vSphere® 7, which includes VMware ESXi™ 7 and VMware vCenter Server® 7. This course prepares you to administer a vSphere infrastructure for an organization of any size.

Acquired Skills

Describe the software-defined data center (SDDC)
Explain the vSphere components and their function in the infrastructure
Install and configure VMware ESXi™ hosts
Deploy and configure VMware vCenter® Server Appliance™
Use VMware vSphere® Client™ to manage the vCenter Server inventory and the vCenter Server configuration
Manage, monitor, back up, and protect vCenter Server Appliance
Create virtual networks with vSphere standard switches
Describe the storage technologies supported by vSphere
Configure virtual storage using iSCSI and NFS storage
Create and manage VMware vSphere® VMFS datastores
Use the vSphere Client to create virtual machines, templates, clones, and snapshots
Create a content library and deploy virtual machines from templates in the library
Manage virtual machine resource use
Migrate virtual machines with VMware vSphere® vMotion® and VMware vSphere® Storage vMotion®
Create and manage a vSphere cluster that is enabled with VMware vSphere® High Availability and VMware vSphere® Distributed Resource Scheduler™
Discuss solutions for managing the vSphere life cycle
Use VMware vSphere® Update Manager™ to apply patches and perform upgrades to ESXi hosts and virtual machines

Word 2016 - Part 1

Description

In this course, students 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.

Acquired Skills
Navigate and perform common tasks in Word, such as opening, viewing, editing, saving, and printing documents, and configuring the application.
Format text and paragraphs.
Perform repetitive operations efficiently using tools such as Find and Replace, Format Painter, and Styles.
Enhance lists by sorting, renumbering, and customizing list styles.
Create and format tables.
Insert graphic objects into a document, including symbols, special characters, illustrations, pictures, and clip art.
Format the overall appearance of a page through page borders and colors, watermarks, headers and footers, and page layout.
Use Word features to help identify and correct problems with spelling, grammar, readability, and accessibility.

Word 2016 - Part 2
Description
In this course, students learn the features which enable them to create complex documents with a consistent look and feel. Students will also learn how to automate tedious tasks such as preparing a letter to send to every customer of your organization.

Acquired Skills
Organize content using tables and charts.
Customize formats using styles and themes.
Insert content using quick parts.
Use templates to automate document formatting.
Control the flow of a document.
Simplify and manage long documents.
Use mail merge to create letters, envelopes, and labels.

Word 2016 - Part 3
Description
Microsoft® Word 2016 enables you to do far more than simple word processing. This course covers Microsoft Office Specialist exam objectives to help students prepare for the Word 2016 Exam and the Word 2016 Expert Exam.

Acquired Skills
Use images in a document.
Create custom graphic elements.
Collaborate on documents.
Add reference marks and notes.
Secure a document.
Create and manipulate forms.
Create macros to automate tasks.

Word 2019 - Part 1
Description
In this course, you'll learn how to use Word 2019 to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents. Microsoft® Word 2019 is designed to help you move smoothly through the task of creating professional-looking documents. Its rich features and powerful tools can make your work easy, and even fun.

Acquired Skills
Navigate and perform common tasks in Word, such as opening, viewing, editing, saving, and printing documents, and configuring the application.
Format text and paragraphs.
Perform repetitive operations efficiently using tools such as Find and Replace, Format Painter, and Styles.
Enhance lists by sorting, renumbering, and customizing list styles.
Create and format tables.
Insert graphic objects into a document, including symbols, special characters, illustrations, pictures, and clip art.

Format the overall appearance of a page through page borders and colors, watermarks, headers and footers, and page layout.
Use Word features to help identify and correct problems with spelling, grammar, readability, and accessibility.

Word 2019 - Part 2
Description
Creating professional-looking documents can give you and your organization a competitive edge. Implementing time-saving features such as document templates and automated mailings can help reduce expenses. Mastering these techniques will make you a valued employee in your organization.
Acquired Skills
Organize content using tables and charts.
Customize formats using styles and themes.
Insert content using Quick Parts.
Use templates to automate document formatting.
Control the flow of a document.
Simplify and manage long documents.
Use mail merge to create letters, envelopes, and labels.

Word 2019 - Part 3
Description
Microsoft® Word enables you to do far more than simple word processing. Word includes advanced image manipulation tools, collaboration features, cross-referencing and linking tools, entry forms and data collection, security features, and tools to automate document production.
Acquired Skills
Use images in a document.
Create custom graphic elements.
Collaborate on documents.
Add reference marks and notes.
Secure a document.
Create and manipulate forms.
Create macros to automate tasks.

Writing for the Business Professional
Description
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.
Acquired Skills
Awareness of common spelling and grammar issues in business writing.
Basic concepts in sentence and paragraph construction.
Basic structure of agendas, email messages, business letters, business proposals, and business reports.
Collaborative writing techniques, tools and best practices
Tips and techniques to use when deciding the most appropriate format to use for agendas, email messages, business letters, business proposals, and business reports

GENERAL RULES AND POLICIES

Non-Discrimination Policy

Career Development Solutions is committed to providing a learning environment that is free of discrimination. Equal opportunity will be extended to all persons in all aspects of our Program. Career Development Solutions will not discriminate against a student because of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin, ancestry, age, marital status, physical or mental disability, medical condition, political affiliation or belief. If a student believes they are being discriminated against, they should report the facts of the incident to the Instructor, the Education Advisor , or the Site Manager in writing (see Grievance Procedures)

Drug Free Campus

In accordance with the Drug-Free Schools and Communities Act, Public Law 101-226, Career Development Solutions is a drug and alcohol-free school. Student use of alcohol or the manufacture, distribution, dispensing, or use of a controlled substance on school property, or while participating in school related activities, is prohibited. Students who violate this policy are subject to disciplinary action, which could include termination from the program. A detailed copy of this policy is provided to all current students.

"Notice Concerning Transferability Of Credits And Credentials Earned At Our Institution"

"The transferability of credits you earn at Career Development Solutions is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the Course, or Certification you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the Course, Certificate or Certification that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Career Development Solutions to determine if your Course, Certificate or Certification will transfer."

Articulations Agreements with Universities or Colleges

Career Development Solutions does not have an articulation or transfer agreement with any other college or university.

Career Development Solutions courses, programs and certificates are not accredited by an accrediting agency recognized by the United States Department of Education.

Student Records Reporting and Confidentiality

Students have a right to any and all of their personal records which our school maintains for the sole purpose of monitoring progress during their enrollment at Career Development Solutions. This includes attendance, personal information, and entrance testing results. Career Development Solutions is obligated by various government regulatory entities to use the student records as a whole to report performance statistics related to enrollments. Because of the confidentiality of student records, Career Development Solutions does not give out student information without proper authorization. The only individuals who have proper authorization without written permission from the student are as follows:

- Career Development Solutions Staff
- Authorized Consumer Affairs representatives
- Authorized CSAAVE representatives
- The student

If a student wishes a printout of their transcript, they will need to visit the school in person and fill out a REQUEST FOR STUDENT RECORD FORM. The student will also need to return in person in order to pick up a copy of their transcript. The school does not mail any transcripts or certifications directly to the student. **All student records** are stored in a location only assessable by approved staff of Career Development Solutions Student transcripts are saved and permanently maintained electronically at our main campus as required by section 94900(b). Career Development Solutions maintains for a period of five years the pertinent student records described in Section 71920 from the student's date of completion or withdrawal.

Career Development Solutions is a Non-Resident Campus

Career Development Solutions does not assist a student in finding housing. There are no dormitory facilities under Career Development Solutions control. The cost range of housing in the area of the school is between $1600 and $2000 per month for a one-bedroom apartment. Career Development Solutions takes no responsibility to find or assist a student in finding housing.

SCHOOL GOVERNING BODY, ADMINISTRATORS AND FACULTY

Bret Fund CEO
Mateen Khalid Director of Financial Planning and Analysis
Grace Jacobson Director of Operations
Tiffany Herrera Student Services and Compliance Manager

VA Certifying Officials

Almeria Smith
Jeremy Janov
Matthew Silber

School Locations: Computer and Technology Training Services Delivered at the following locations.

Anaheim Campus:	333 City Boulevard West, 3rd & 17th Floor Orange, California, 92868 (714) 221-3100
Burbank Campus :	303 North Glenoaks Blvd., Suite 200 Burbank, California, 91502 (818) 333-4600
San Diego Campus:	10620 Treena Street, Suite 230 San Diego, California, 92131 (858) 880-2200

*Training Purchased at the Anaheim, Burbank, and San Diego Centers may be taken at any of these three centers.

Courses also available online.

Instructional Facilities

Site	Square Footage	# Classrooms	Maximum Room Capacity	Classroom Capacity	Break Room Capacity
Orange	246	1	15	3	15
Burbank	218	1	20	6	20
San Diego	216	1	20	5	20

Equipment and Materials

Manuals and equipment for classes will be distributed at the beginning of each individual course. The materials (Student courseware and labs) are given to each student at the beginning of each course. These Courseware and labs become the property and responsibility of the student; <u>by no means should any student material or property be left in a classroom unattended.</u> . For security reasons, the classrooms will be locked at the noon break and students will not be allowed to stay and study. *Be advised*: The photocopying or reproduction of any copyrighted material (books, computer data, files, etc.) may be a violation of governing laws and will not be allowed. This, along with any theft of Career Development Solutions' or other student's hardware, software, books or personal belongings may lead to immediate dismissal from the program.

All computers, software, and resources are provided at the respective learning center locations. Students learning programs are inclusive of all equipment and resources they will need to develop accordingly. Our facility has elite and functioning computer labs and learning environments for the student to flourish. All Students are provided access to Dual Monitor Systems, Keyboard, Mouse and Headset with Microphone If student is taking classes remotely, they may check out equipment for the duration of their training at no cost.

ADMISSIONS PROCESS

- "As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the "School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement"

- When a prospective student contacts Career Development Solutions to inquire about our training, an Education Advisor will discuss our offerings with the student and an invitation is extended to attend an evaluation class and a tour. This evaluation class is generally a 4-hour Software Applications class. The evaluation class allows the student to sample a half a day of training without any further obligation.

- An Education Advisor will meet with the student to discuss their individual training interests. An appointment will be made to take the entrance exam. The Education Counselor will discuss the exam results with the candidate. It is determined at this time whether a student has the required prerequisite knowledge, and ability to be successful in the chosen program.

- An interview may also be used to determine the viability of a candidate. Education Advisors will conduct interviews. *Additional interviews may be required in certain situations.* Student interviews assess employment history, educational background, and relevant skills. Interview results are used to determine the candidate's ability to be successful in the desired program. Upon successful completion of assessments and interviews, a candidate may request enrollment.

- All enrolling students will read and sign a *Contractual Enrollment Agreement*: and the *Students Right to Cancel Notification along with reviewing the School Performance Fact Sheet.* These documents outline the items included in the program, cost, cancellation grace period, withdrawal, and refund policies.

- Each program has enrollment requirements listed for the given program

- A Basic knowledge of PC desktop operation or equivalency is required for enrollment

- Students enrolling in Distance Learning Modalities will be required to pass an assessment prior to enrolling in courses.

- Students enrolling in Distance Learning Online Anytime Classes will receive Learning Materials within SEVEN days of enrollment

- All instructor evaluations, exam assessment results and response will be made within FIVE business days.

- Pursuant to the Rehabilitation Act of 1973 (Section 504) and the 1990 Americans With Disabilities Act (ADA), Career Development Solutions will provide reasonable and individualized academic modifications for students who have provided proper documentation outlining their disabilities and have requested reasonable and appropriate accommodations.

- Classroom accommodations are not retroactive but are effective only after the request has been made, the documentation has been received and the school has had an opportunity to address the request and/or accommodation. Therefore, if you have a disability, it is your responsibility to seek available assistance and make your needs known at the time of enrollment or as the need arises due to disability. Students are encouraged to request accommodations as early as feasible with the school to allow for time to gather necessary documentation and consider reasonable accommodations. Students cannot wait until after completing a course or activity or receiving a poor grade to request services and then expect a grade change or opportunity to retake the course.

- Although accommodations cannot be provided which would fundamentally alter the nature of the program, cause undue hardship on the school, or jeopardize the health, safety or learning environment of others, reasonable accommodations can be provided to specifically address the fundamental limitations of the student's specific disability.

  *VA Chapter 30, 33, 35, 1606, and 1607 Funded Students May Not use Distance Learning Modalities for Educational Clock Hours

Course Hours

Career Development Solutions courses are scheduled conveniently. Classes are available during the weekdays, and some evenings and Saturdays. Classes are scheduled frequently to allow students the flexibility to take daytime classes or to arrange classes around their work schedule. Class schedules vary based on location. Career Development Solutions distributes class schedules via our website, www.careerdevelopmentsolutions.com Schedules should be reviewed for specific class dates and times. Career Development Solutions schedules class times and frequency based on consumer demand. All classes necessary to complete a program may not always be available Evenings and Saturdays. Career Development Solutions reserves the right to add or cancel class scheduling based on enrollment and consumer demand.

Standard Class Hours:

Class Type	*Day	*Eve
Cohorts	11:00 AM – 3:30 PM	4:30 PM – 9:00 PM
I Single Classes Technical Courses (Microsoft®, CompTIA®, CISCO®)	8:00 AM - 12:00PM 1:00 PM - 5:00PM	
Application Courses	8:00 AM - 12:00 PM 1:00 PM - 5:00 PM	

*Start and end times may vary by location
Breaks are as follows:
First 20-minute break - Starts approximately two hours from class start time, Lunch Period – Starts approximately two hours from first break, Second 20-minute break – Starts at 2 hours from the lunch period.

2025 Holidays
School is closed for the following holidays
New Year's Day 01/01/2025
Memorial Day........................05/26/2025
Independence Day................07/04/2025
Labor Day 09/01/2025
Thanksgiving........................11/27/2025 – 11/28/2025
Christmas.............................12/24/2025 – 12/26/2025

2026 Holidays

New Year's Eve 12/31/2026
Memorial Day...............................05/27/2026
Independence Day.......................07/03/2026
Labor Day 09/02/2026
Thanksgiving...............................11/28/2026 – 11/29/2026
Christmas....................................12/24/2026 – 12/26/2026

Enrollment Policy

Student may enroll on any day school is in session. Student may not begin course or program until enrollment agreements are completed and signed by both student and Career Advisor, along with additional required signed documents and All applicants are required to possess a high school diploma or its legal equivalent, or pass the entrance exam with a score of 70% or better. Student must pay required fees prior at time of enrollment. Student must meet prerequisites for the course he or she is enrolling. Prerequisites are for each course and program are listed in course outlines and program descriptions. Each course and program have a maximum enrollment of 32 per cohort. Maximum student to instructor ratio is 32:1.

Notice of Student Rights and Cancellation

You have the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later, as described in the Notice of Cancellation which you are given at the time of enrollment. The student has the right to cancel the enrollment agreement and obtain a refund on tuition if it is requested on the first-class session, or the seventh day after enrollment, whichever is later. In such case, the institution shall refund 100 percent of the amount paid for intuitional charges, less an application fee not to exceed $75.00.

Cancellation/Withdrawal Procedures

A notice of withdraw shall be in writing, and a withdraw may be effectuated by the student's written notice to the schools Admissions Office, 333 City Boulevard West, 3rd & 17th Floor, Orange, California, 92868 or an email to Studentrequest@quickstart.com or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance.
In addition, the school may withdraw a student, if within the first two weeks of class the student has not reported to class nor communicated his intent to the admission office.

1. Print out the Student Rights to Cancellation Form included in your Student Enrollment or email Studentrequest@quickstart.com to obtain a replacement copy of your enrollment agreement. (Page 6 of the Student Enrollment Agreement
2. Sign and date the Student Rights to Cancellation.
3. Submit the form in person at the center you enrolled or email student services at Studentrequest@quickstart.com or mail to the Admissions Office, at 333 City Boulevard West, 3rd & 17th Floor, Orange, California, 92868
4. If you withdraw prior to completing more than 60% of a course, you are entitled to a prorate refund, less a $75.00 application fee, based on the percentage of the course that you completed. Textbooks or exams issued are nonrefundable.
5. If you cancel, any refunds due to you shall be returned to you within 30 days following the school's receipt of your cancellation notice.
6. If the school gave you any equipment, you must return the equipment within 30 days of the date you signed a cancellation notice. If you do not return the equipment within this 30-day period, the school may keep an amount out of what you paid that equals the cost of the equipment.
7. If Career Development Solutions closes before you complete your training, you may be entitled to a refund. Contact the Bureau for Private Post-Secondary and Vocational Education at the address and telephone number printed below for information.
8. If you have any complaints, questions, or problems, which you cannot work out with Career Development Solutions call or write to:

<div align="center">

Bureau for Private Postsecondary Education
1747 North Market, Suite 225
Sacramento, CA 95834
Phone (888) 370-7589, Fax (916) 263-1897, www.bppe.ca.gov

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Cancelation Procedures
1. Students have the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first-class session, or the seventh day after enrollment, whichever is later.

2. Print out the Student Rights to Cancellation Form included in your Student Enrollment or email Studentrequest@quickstart.com to obtain a replacement copy
3. Submit the form in person at center or email educational advisor or Student Services at Studentrequest@quickstart.com
4. If you withdraw prior to completing more than 60% of a course, you are entitled to a prorate refund, less a $75.00 application fee, based on the percentage of the course that you completed.
5. If you cancel, any payment you have made, and any negotiable instrument signed by you shall be returned to you within 30 days following the school's receipt of your cancellation notice.
6. If the school gave you any equipment, you must return the equipment within 30 days of the date you signed a cancellation notice. If you do not return the equipment within this 30-day period, the school may keep an amount out of what you paid that equals the cost of the equipment or invoice you for the equipment.

Program Refund Information

You may withdraw from a program after instruction has started and receive a pro-rata refund for the unused portion of the tuition and other refundable charges. To determine your refund, you would deduct a Registration Fee (non-refundable) of seventy-five dollars **($75.00)** from the tuition charge. You would then divide this figure by the number of hours in the program. The rate is the hourly charge for the program. The amount owed by the student for the purpose of calculating a refund is derived by multiplying the total hours attended by the hourly charge for instruction plus the amount of the Registration Fee (non-refundable) and the documented costs of any books or equipment that were not returned. *For example, if the student completes only 10 hours of a 40-hour course and paid $400.00 tuition, and a Registration Fee (non-refundable) of $75.00, the student would receive a refund of $300.00. ($475.00 total fee, less the Registration Fee (non-refundable) of $75.00, divide this by the 40 hours of the program, this will give you the hourly rate of $10.00 per hour). Multiply this rate times the hours completed 10 hours completed x $10.00 per hour, totaling the $100.00 for the tuition charge. This charge plus the Registration Fee (non-refundable) would be deducted from the amount paid. Total paid $475.00, less Registration Fee (non-refundable) $75.00, less tuition charge $100.00 refund paid $300.00.*

Individual Class Refund Information

You may withdraw from a class after instruction has started prior to completing more than 60% of a course and receive a pro-rata refund, less a $75.00 application fee, based on the percentage of the course that you completed.

If Career Development Solutions provided supplies, manuals, or other equipment for classes not attended, you must return these items within Five days of the date of the cancellation notice. If you do not return these items within this Five-day period, Career Development Solutions will withhold an amount equal to the cost of the items not returned. Career Development Solutions is required to refund any amount remaining as provided in the Refund Agreement.

If you have any questions or need further clarification, please contact your Education Advisor at Career Development Solutions.

Veteran's Refund Policy

Career Development Solutiuons Veterans Refund Policy complies with CFR 21.4255. In the event the veteran or eligible person fails to enter the course, withdraws, or is dismissed at any time prior to completion, any unused portion of tuition, fees, and other charges is refunded. Any amount in excess of $10 of the application/Registration Fee (non-refundable) is subject to a 100% pro-rata refund policy. The amount charged will not exceed the exact pro-rata portion of total charges. The length of the completed portion of the course will be prorated over its total length, and the exact proration will be determined by the ratio of the number of days of instruction completed by the student, to the total number of instructional days in the course. Refunds are made within 40 days of the last date of the student's attendance.

Grievance Procedures

If you encounter any problems concerning the education or administration of this program, please contact your guidance counselor Studentrequest@quickstart.com   Immediately and state your grievance in writing to allow us to help you. The issue will not be addressed until a written grievance has been submitted to the following Career Development Solutions staff. Please elevate your concerns as documented below:

- 1st level - Your Guidance Counselor
- (Please Allow 3 Business Days for response)
- 2nd level - Your Campus Education Advisor
- (Please Allow 3 Business Days for response)

- 3rd level – Student Service Supervisor
- (Please Allow 3 Business Days for response)
- 4th level – President of Career Development
- (Please Allow 3 Business Days for response)

If the 1st level staff (Guidance Counselor) has not responded to your grievance issue in a satisfactory manner, please proceed to the next level of authority.

Under the school's Grievance / Complaint procedure, you are entitled to the following within the specified days from the day you file a grievance or complaint: 71810(b)(14)

1. Assistance from your training school Guidance Counselor or representative in preparing your complaint in writing, within the first day. School's Point of Contact: Tiffany Herrera Tiffany.Herrera@quickstart.com or Studentrequest@quickstart.com

2. An informal conference with the school President of Career Development or representative and the applicant / participant to identify and clarify issues of disagreement in an attempt to reach a mutually satisfactory resolution within five (5) days.

3. An informal hearing on your complaint with the school President of Career Development within fifteen (15) days.

4. A final decision on your complaint from the school President of Career Development within thirty (30) days.

"A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet web site www.bppe.ca.gov

"Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the **Bureau for Private Postsecondary Education at 1747 North Market, Suite 225, Sacramento, CA 95834, P.O. Box 980818, West Sacramento, CA 95798-0818 www.bppe.ca .gov, toll-free telephone number (888) 370-7589 or fax (916) 263 263-1897 or (916) 431-6959**

Reimbursement to Veterans and Eligible Persons
For information or for resolution of specific payment problems, the veteran should call the DVA Nationwide toll-free number at 1-800-827-1000

Credit Evaluation Policy
Students who enter Career Development Solutions with previous training in the course to be pursued will be tested upon enrollment and when appropriate, be given credit for prior educations and/or experience. Evaluation will be based upon a written exam, an oral exam, official documentation or certificates or a combination of the above criteria. Credit will be recorded on enrollment record and the length of the course shortened proportionately. Tuition will be adjusted accordingly. In addition, the student and the Department of Veteran's Administration (DVA) shall be notified. All prior training is subject to evaluation.

Attendance

Attendance & Tardiness:

We require students to arrive to class on time. If a student arrives more than 30 minutes late, we may allow another student to take their place in class. If students arrive more than 30 minutes late, they will not be admitted to class. If the class is a multiple day class and the student is more than 30 minutes late or the seat is relinquished due to tardiness, the seat is relinquished for the entire length of the class The student will need to reschedule the class. If a student misses more than 20% of a certified program, a certificate of completion will not be awarded. If an absence or tardy is absolutely necessary, we require that you notify us by calling The Customer Service desk at your local campus on or before the date(s) in question.

VA Attendance Policy

Students must attend 80% of their program hours, this time includes accumulated approved absences and class cuts. Students will be allowed three absences during the duration of their program. THE 80% RULE TAKES PRECEDENCE OVER THE THREE ABSENCE RULE IN THE CASE WHERE THREE ABSENCES WOULD BE LESS THAN 80% OF A PROGRAM. A student will be placed on a 30-day attendance probation if he or she is below 80% in attendance. The student must bring his/her attendance above 80% within in 30 days to be removed from probation. If at the end of the probation period, the student's attendance is not raised to 80% of scheduled classes, the Department of Veterans Affairs will be notified, and benefits will be interrupted.

A student can be placed on a maximum of Two probation for attendance prior to academic dismissal.

Make Up Work

Students will work directly with instructor for make-up work. Students will have two weeks from the date of missed class to submit make up work.

Program Interrupt-Extension Policy / Leave of Absence / Withdrawal

All written requests for a "Leave of Absence", "Training Extension", or "Reinstatement" will be considered. These are granted to students at the discretion of the School. These interruptions or reinstatements into a program are subject to space availability. Students who interrupt from one class and transfer to the next available class will be responsible for any cost incurred due to any change or upgrade made in course kits or books. If an upgrade occurs, the added cost will be the sole responsibility of the student. Career Development Solutions will not incur any of the additional costs.

Suspension or Dismissal

It is the intention of Career Development Solutions to provide the most effective learning and training environment for our students. Therefore, it is imperative that our staff maintains and enforces guidelines that will ensure the best possible educational atmosphere for the students. The following are general examples of behaviors and actions that may lead to a student's suspension and/or dismissal:

1. Inappropriate and/or violent conduct displayed by the student.
2. Inappropriate clothing, or improper clothing attire, and/or indecent exposure.
3. Disrespect for Career Development Solutions property and equipment.
4. Software piracy or violating copyright rules and regulations.
5. Recurring attendance problems despite continuous meetings with the Education Advisor and/or Site Manager to rectify the issues.

SUSPENSION OR DISMISSAL

The general levels of reprimand are as follows:

The student will meet with the Education Advisor or Site Manager to discuss the inappropriate conduct and the respective consequences.

The second level, if the problem persists after the primary level of reprimand has been exhausted is to suspend the student [no longer than thirty (30) days] from the training facility. A mutual plan will be discussed and agreed upon by the Education Consultant, Site Manager and the student. Once all parties agree upon this mutual plan, then the student will be reinstated.

If the primary and secondary levels do not resolve the inappropriate behavior, then the student will be terminated from the training program. However, if the inappropriate behavior displayed violated any section of the federal, state, and local penal codes, then it is under the discretion of Career Development Solutions to terminate the student from the training program and facility.

Appeal of Academic Probation, Disciplinary Action, Dismissal

Students have the right to appeal academic probation, dismissal, and disciplinary actions taken against them, as well as final decisions regarding any other dispute resolution procedure. Students who believe they have extenuating circumstances regarding a particular matter should submit an appeal in writing to the CAO. The appeal will be mailed to:

Career Development Solutions CAO/President
333 City Boulevard West, 3rd & 17th Floor, Orange, California, 92868

The Board of Directors will review the appeal within 10 days of the student's submission. A decision to the appeal will be made within 30 days of the day the appeal was received.

Grading Standards

Career Development Solutions does not issue letter grades. We are a pass/fail school. A Completion Certificate is granted when a student completes 80% attendance and passes the Career Development Solutions mid-term and final exam assessments at an overall score of 70% or better. A Completion Certificate is not issued when a student is absent more than 20% of the course or does not pass the post class assessment requirement of 70% overall

Reentrance

Conditions for re-enrollment will be approved only after evidence is shown to the School Directors satisfaction that the condition, which caused the interruption for unsatisfactory progress, has been rectified.

Certification Testing

Career Development Solutions Programs does include the cost of certification exams when noted in the program. Each student is financially responsible for the cost of exam registrations. Exam Registration Fee (non-refundable)s vary and are established individually by each certifying body (Microsoft, Novell, CIW, CompTIA etc.). Appointments for exams are registered and purchased from Pearson VUE. Exam appointments may be made via the Pearson VUE website at https://home.pearsonvue.com/. If you schedule an exam with Pearson VUE and fail to make that appointment, Pearson VUE will charge you for that exam.

Vouchers / Exam Policy

All vouchers for exams expire 12 months from the date of issuance unless otherwise specified. When student is issued an exam voucher it is the student's responsibility to schedule and complete the exam within 12 months of the issuance of the exam voucher unless otherwise specified.

Completion Requirements

Completion requires a minimum of 80% course attendance and an overall passing score of 70% or better on Career Development Solutions post class assessments.

Student Conduct

Students must abide by all school policies and regulations. This includes the proper use of software, hardware, classroom behavior, dress code, respect for the instructor's authority, completion of courses in the designated time frame, and adherence to attendance policies.

Career Development Solutions believes that no student has the right to interfere with another student's ability to learn. If any student exhibits behavior that hinders that right, they will be asked to leave the classroom. Children are not allowed to accompany parents into any class or to labs. Students are prohibited from unlawful possession, use, or distribution of illicit drugs, alcohol, or weapons of any kind. No student will be allowed to use any verbal, physical, or discriminatory threats or abusive language towards another student, or member of the staff. The use of profanity is strictly prohibited. Discriminatory remarks of any kind will not be tolerated and may result in termination from the program. Any violation of this conduct policy should be brought to the attention of the Instructor immediately. These concerns can be made verbally, or in writing as stated in the grievance procedures described in this catalog.

Any student who violates this student conduct policy may be placed on advisement, suspension, or dismissed from the program. Any courses that are missed due to violations of the conduct policy must be made up, and are the student's responsibility.

Mobile Phone Policy

Students will always have Mobile Phones on silent. Talking on mobile phones in class is prohibited.
Talking on phones in classrooms will result in student being asked to leave for the day. **NO EXCEPTIONS**

Learning Lab

The school maintains a resource lab area at each location. The lab has resource materials and a mentor available for the students to assist them in their studies. The learning is open to students during normal operating hours. Students can drop in during business hours to utilize the lab and resources available.

Each Learning lab is staffed by an expert mentor. Students have access to a personal, state-of-the-art workstations that include two computer monitors. This allows students to have the course content on one screen or other training material while using the other to participate in an interactive environment that consists of the server, hardware, and software need for hands-on training. Students also have access to a professional mentor that will able to answer questions, troubleshoot, and provide assistance with the course work.

(5, CCR §71740 and §71810(b)(10))

Student Dress Code

Career Development Solutions is "business casual." Career Development Solutions is a corporate atmosphere. . , Students are requested to wear clothing that is clean, and appropriate. It is further requested that students refrain from wearing the following articles of clothing: sandals, shorts, sweats or any shirt that may expose your midriff. Please use your best judgment in this matter. If you are observed in inappropriate attire, you may be asked to go home and change

Veterans Addendum

The following polices are for students receiving veteran educational benefits as required to meet the minimum standards of federal law.

Satisfactory Academic Progress Policy

Progress will be monitored at the end of each week of every program for all students receiving veterans' benefits. If at the end of any week, the student's grades fall below 70%, the student will be placed on academic probation for one week. If at the end of the probation period, the student's grade is not raised to 70%, the Department of Veterans Affairs will be notified, and benefits will be interrupted.

Funding Policy

Computer Learning Center does not penalize students using VA Education benefit programs under Chapters 33 and 31 while waiting for payment from the Department of Veterans Affairs providing they submit a certificate of eligibility, a written request to use such entitlement, and any additional information needed to certify enrollment. Students will continue have access to classes, labs, and other institutional facilities as outlined in our catalog. No late fees will be assessed, and student's accounts will be considered on hold.
This is required under Title 38 USC 3679(e)

VA Benefits

I understand that it is my responsibility to monitor my benefits. I also understand that I am responsible for the funding of my training.

Attendance Policy

A student will be placed on attendance probation if he or she is below 80% in attendance in any given week. The student must bring his/her attendance above 80% by the end of the following week to be removed from probation. If at the end of the probation period, the student's attendance is not raised to 80% of scheduled classes, the Department of Veterans Affairs will be notified, and benefits will be interrupted.

A student can be placed on a maximum of TWO probations for attendance prior to academic dismissal.

Prior Education and Training Policy

This institution will inquire about each veteran's previous education and training, and request transcripts from all prior institutions, including military training, traditional college coursework and vocational training. Previous transcripts will be evaluated, and credit will be granted, as appropriate:
This is required per 38 CFR 21.4254(b)(12)

Software Piracy and Personal Items

In accordance with copyright laws, all Career Development Solutions students are prohibited from copying any of the software loaded on the school's machines. Please understand that any student found doing so may be terminated from the program.

Students are not allowed to bring any of their personal computers or related software and hardware items on any Career Development Solutions campuses to be connected or used with the school's equipment. Career Development Solutions shall not be held responsible for any lost or stolen items belonging to any student while on any Career Development Solutions campus.

Student Loans

Career Development Solutions is not a Federal Department of Education school. Therefore, students cannot use attendance during this program to defer a student loan. Career Development Solutions does not participate in Federal or State Financial Aid Programs and students are not eligible not federal financial aid

If a student obtains a loan to pay for an educational an educational program, the student will have to repay the full amount of the loan plus interest less the amount of any refund, and that if the student receives federal student financial aid funds, the student is entitled to a refund of the money's not paid from federal financial aid funds

Payment Policy

Programs of four months, or less, may require payment of all tuition and fees on the first day of instruction. Programs designed to be four months or longer, require 50 percent for tuition along with courseware cost for payment at the time of enrollment. When 50 percent of the program has been completed the remaining payment is due. The limitations in this section shall not apply to any funds received by an institution through federal and state student financial aid grant and loan programs, or through any other federal or state programs. (An institution that provides private institutional loan funding to a student shall ensure that the student is not obligated for indebtedness that exceeds the total charges for the current period of attendance. At the student's option, an institution may accept payment in full for tuition and fees, including any funds received through institutional loans, after the student has been accepted and enrolled and the date of the first class session is disclosed on the enrollment agreement.

STRF Fees

"The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the (STRF), or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program."

" It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 North Market, Suite 225, Sacramento, CA 95834, P.O. Box 980818, West Sacramento, CA 95798-0818 (916) 263-1897 or (888) 370-7589 or by fax (916) 263-1897.

To be eligible for STRF, you must be a California resident or enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.

2. You were enrolled at an institution or a location of the institution within the 120-day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.

3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.

4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.

5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.

6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.

7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollecting may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law

However, no claim can be paid to any student without a social security number or a taxpayer identification number. "

Note: Authority cited: Sections 94803, 94877 and 94923, Education Code. Reference: Section 94923, 94924 and 94925, Education Code.

Career Development Solutions is currently not pending any petition in bankruptcy not operating as a debtor in possession nor has Career Development Solutions filled a petition with the preceding five years and has not had a petition in bankruptcy filled against us within the preceding five years that resulting in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S. C. Sec. 1101 et seq.)

FACULTY MEMBER	EXPERIENCE & QUALIFICATIONS

Gabe Chapa
Applications Instructor: MOS Master, Lean Six Sigma Black Belt, MCT

Gabe began his career in the information technology field in 1997. . Venturing into the field as a computer programmer allowed him to have a basic understanding of computers and how they worked. This led to a programming position as a Project Analyst with Experian, providing the first steps towards his current career as an Applications Instructor with Computer Learning Center of Tucson. Gabe has seven years of experience as an instructor. Gabe is a three-time winner of Top 25 Instructor in the Worldwide Network.

Genaro L. Moran
Applications Instructor: Microsoft Office Specialist: Word, Excel, PowerPoint, Access, Outlook. QuickBooks, Great Plains

Bachelor of Arts in Finance- Cal State University Fullerton, MBA Liberty University, Doctoral Candidate in Organizational Management- Jones International University

Genaro Moran is both an Applications instructor with over 30 years of Business and Educational field experience, working with various office applications. As a trainer, he holds more than 15 years, using real world situations to help his students understand. Genaro trains via all three of our training modalities; the traditional classroom environment, Online LIVE virtual training and On- sites. His teaching is based on both theoretical and real-world examples. Genaro specializes in Excel and Spanish based deliveries.

David Cawthon
EC-Council CEH, Cisco CCNA, CompTIA A+, Network+, Security+, Cloud+, CYSA+.

Experienced and dynamic IT Instructor with a proven track record of effectively training and educating students in the field of Information Technology. Skilled in designing and delivering comprehensive curriculum, covering a wide range of IT topics including networking, programming, cyber security, and database management. Proficient in creating engaging and interactive learning experiences that foster knowledge retention and practical application. Highly knowledgeable in current industry trends and technologies, continuously updating skills to provide students with the most relevant and up to date information. Strong communication and interpersonal skills, adept at building rapport with students and creating a positive learning environment. Committed to providing quality education and empowering students to excel in the IT field.

James Nelson
Technical Instructor: MCT, MCSD, MCSA, MOS and CompTIA Project+,
BA in Communications from California State University, Fullerton

James has more than 20 years of experience in the IT industry focusing on database administration, programming and design. James joined the Career Development Solutions team in 1998. During this timeframe, James' principal training focus has been with Microsoft SQL Server administration, database design and programming, data warehousing and business intelligence. In addition, James teaches classes covering various other technologies such as Microsoft SharePoint, Microsoft Excel and Access VBA and Project Management.

Jeff Zahorowski
Technical Instructor:MCT, MCSA, MCITP, MCTS, MCP, CompTIA A+, Network+ and Security+,
BS in Communications Studies from California State University, Sacramento

Jeff has worked in various positions within the IT industry over the past 25 years and he has been a Technical Instructor since 2000. He joined the Career Development Solutions Technical Instructor team in 2016. Jeff's training expertise include Microsoft's Windows Server and Client operating systems. Additionally, he focuses on assisting students new to the IT industry gain a foothold within the industry by obtaining their CompTIA A+, Network+ and Security+ certifications. Employees from companies such as Intel, Apple Computer, Oracle, Northrup-Grumman and the US Navy Fighter Weapons Schools have gained insight and technical knowledge from Jeff's training events.