



*“Charting the Course...
...to Your Success!”sm*

Instructor-led Course List

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Public classes are scheduled by request only so please inform us of your interest.
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IT SERVICE MANAGEMENT

| Class Name | Duration (Days) |
|--|------------------------|
| ITSM/ITIL | |
| ITIL Foundation | 2 |
| ITIL Foundation with Certification & Case Study | 3 |
| ITIL Practitioner..... | 5 |
| ITIL Service Manager..... | 11 |
| ITSM Awareness..... | 1 |
| ITSM Planning Workshop | 4 |
| CA-OPS/MVS II | |
| Understanding and Using Unicenter CA-OPS/MVS | 2 |
| Constructing Unicenter CA-OPS/MVS Applications | 3 |
| Understanding Unicenter CA-OPS/MVS RDF and SSM | 2 |
| CA-OPS/MVS Event Management and Automation R11 | 1 |
| Operating Unicenter CA-OPS/MVS | 1 |
| Using CA-OPS/MVS with CA-Unicenter | 2 |
| Installing and Unleashing Unicenter Automation Point..... | 5 |
| CA-OPERATIONS MANAGEMENT | |
| CA-Jobtrac Concepts and Facilities..... | 3 |
| IMOD Processing..... | 2 |
| CA-Deliver for Administrators | 3 |
| CA-Dispatch for End Users..... | 2 |
| CA-Dispatch 5.1 Administrator Training..... | 3 |
| CA-View for End Users | 1 |
| CA-View for Administrators..... | 3 |
| CA-Scheduler 9 Operational Training | 1 |
| CA-Scheduler Release 9.0 Administrator Training | 3 |
| Unicenter CA-11 Job Restart and Tracking Training | 1 |
| CA-1 Operations Overview | 2 |
| CA-7 Operational Workshop | 3 |
| CA VM:Operator & VM: Schedule, Introduction to..... | 3 |
| Exploiting SYSVIEW and GSS using REXX..... | 3 |
| Unicenter CA-SYSVIEW Realtime Performance Monitor | 3 |
| CA-ACF2 Administration..... | 4 |
| CA-ACF2 Administration-Basic..... | 2 |
| Unicenter NetMaster Network Management for TCP/IP | 3 |
| CHANGE MANAGEMENT | |
| CA-AllFusion Endeavor Change Manager User Instruction..... | 2 |
| CA-AllFusion Endeavor Change Manager Administration..... | 3-4 |
| SCM using Rational ClearCase | 3 |
| Visual SourceSafe for Users..... | 1 |
| Visual SourceSafe for Administrators | 1 |
| TIVOLI | |
| Tivoli Monitoring Bootcamp..... | 5 |
| Tivoli Enterprise Console (TEC) 3.8 Bootcamp | 5 |
| Tivoli Software Distribution/Inventory Workshop | 5 |
| IBM Monitoring Bootcamp..... | 5 |
| Tivoli Identity Manager 4.5 System Administration | 3 |
| TAM for e-business 5.1 System Administration | 5 |
| Tivoli Framework 4.1 | 3 |
| Tivoli Storage Manager 5.2 Basics | 5 |
| Tivoli Storage Manager 5.2 Disaster Recovery Manager | 5 |
| CONTROL | |
| CONTROL O Automation | 2 |
| Constructing CONTROL O Applications | 3 |
| Introduction to Control-M & Control-M/Restart..... | 3 |
| Introduction to Control-M/Enterprise Manager..... | 4 |

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| Class Name | Duration (Days) |
|--|------------------------|
| SA/390 & OPC | |
| Tivoli System Automation for z/OS Essentials | 3 |
| Operating SA z/OS Managed Systems | 1 |
| Advanced Tivoli System Automation for z/OS Programming | 3 |
| OPC/ESA Training..... | 5 |

PROJECT MANAGEMENT & LEADERSHIP

| Class Name | Duration (Days) |
|--|------------------------|
| PROJECT MANAGEMENT-PMI R.E.P. TRACK | |
| Project Management Fundamentals for IT Projects | 2 |
| Project Scope and Risk Management..... | 2 |
| Time Management and Scheduling..... | 2 |
| Human Resources and Communications Management..... | 2 |
| Procurement, Contract and Cost Management | 1.5 |
| Quality Management and Project Integration | 1.5 |
| Preparation for the PMP Exam..... | 4 |
| Business Analysis for the IT Professional | 3 |
| Project Management Skills for the Business Analyst | 2 |
| High Quality Business Requirements | 3 |
| PROJECT MANAGEMENT - GENERAL TRACK | |
| Project Management Principles and Techniques | 4 |
| Requirements Analysis..... | 5 |
| Estimating and Cost Control..... | 2 |
| Formulating and Controlling Project Requirements..... | 2 |
| Project Management Leadership Skills | 3 |
| Project Management Negotiation Techniques..... | 2 |
| Risk Management..... | 2-3 |
| Advanced Microsoft Project 2003..... | 3 |
| Consulting Skills for the Business Analyst | 2 |
| Managing Project Requirements | 2 |
| PROJECT MANAGEMENT TOOLS | |
| Introduction to Microsoft Project 2003..... | 2-3 |
| Visio 2002 Professional: Level 1 for Windows | 1 |
| Introduction to Niku Project Workbench (Windows) | 2 |
| Multiple Projects with Niku Project Workbench (Windows) | 2 |
| COMMUNICATION & INTERPERSONAL SKILLS | |
| Excellence in Customer Satisfaction | 1 |
| Effective Meetings | 1/2 |
| Telephone Skills for Superior Customer Satisfaction | 1 |
| Negotiation & Assertiveness Skills | 1 |
| Improving Team Effectiveness | 2 |
| Stress Management | 1 |
| Improving Supervisor Effectiveness | 3 |
| Managing Conflict..... | 1 |
| Time Management for IT Professionals Workshop | 1 |
| Information Technology Executive and Managerial Skills | 4 |
| Constructive Criticism & Discipline Skills for Managers | 1 |
| Managing the Human Dynamics of Change & Transition..... | 1 |
| Effective Team Facilitation | 1 |
| Internal Auditor (eLearning)..... | 1 |
| TECHNICAL WRITING | |
| Writing Technical Information Effectively..... | 2 |
| Advanced Workshop for Technical Writers | 2 |
| Documenting Business and Technical Requirements | 2 |
| Writing Strategies for the Web..... | 2 |
| User Guides that Get Used | 3 |
| Proposals with the Competitive Edge..... | 2 |
| Conducting a Successful User Needs Analysis | 1 |
| Writing Technical Descriptions, Requirements & Procedures..... | 3 |

ANALYSIS AND DESIGN

| Class Name | Duration (Days) |
|--|------------------------|
| SERVICE ORIENTED ARCHITECTURES | |
| Introduction to Service Oriented Architecture | 1 |
| Introduction to SOA and Web Services | 2 |
| OBJECT ORIENTED DESIGN | |
| Object Oriented and UML Overview | 1.5 |
| Using the RUP for Object-Oriented Design | 4 |
| Modeling with UML Practical Workshop - Analysis, Design and Implementation | 2 |
| OOAD with UML | 5 |
| Intro to UML | 3 |
| Gathering and Documenting Requirements with Use Cases | 4 |
| RUP Overview | 1 |
| AGILE DEVELOPMENT | |
| Extreme Programming (XP): Managers Course | 2 |
| Extreme Programming (XP): Developers course | 3 |
| Managing Software Projects Using Scrum | 2 |
| BUSINESS ANALYSIS & DESIGN | |
| Structured Systems Analysis and Design | 5 |
| Structured Program Design and Development | 5 |
| Joint Application Design | 3 |
| Business Process Reengineering | 5 |
| Process Modeling Workshop | 3 |
| Logical Data Modeling | 2 |
| Introduction to Data Modeling and Design Using Erwin | 4 |
| Introduction to Data Modeling and Design Using ERwin R7 | 4 |
| Advanced Data Modeling Using ERwin R7 | 3 |
| Introduction to Business Process Modeling | 1-3 |
| SOFTWARE TESTING | |
| Effective Methods of Software Testing | 3 |
| Software Quality Assurance | 3 |
| Software Configuration Management (SCM) | 2 |
| Just In Time (JIT) Testing | 3 |

INTERNET DEVELOPMENT

| Class Name | Duration (Days) |
|---|------------------------|
| HTML & JAVASCRIPT | |
| HTML and Web Page Design | 3 |
| Advanced HTML | 4 |
| Introduction to JavaScript | 3 |
| Advanced JavaScript | 2 |
| WEB ACCESSIBILITY | |
| Developing Accessible .NET Applications | 2 |
| Accessible Web Site Design Process | 2 |
| Intro to Section 508 | 1 |
| Section 508- Deep Dive | 2 |
| Introduction to Accessible FLASH | 1 |
| AccVerify Pro: An In-Depth Workshop | 2 |
| WIRELESS TECHNOLOGY | |
| Wireless Programming using J2ME and MIDP | 4 |
| Introduction to Java Wireless Programming | 5 |
| WML and WAP Development | 1 |

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| Class Name | Duration (Days) |
|--|------------------------|
| COLDFUSION | |
| Introduction to Macromedia ColdFusion MX | 2 |
| Advanced Cold Fusion MX 7 Development | 3 |
| XML | |
| XML Executive Overview | 1/2 |
| Introduction to XML | 3 |
| XML Programming using Java | 3 |
| Comprehensive XML | 5 |
| XSLT | 4 |
| JAVA / J2EE | |
| Java Programming Essentials Using Eclipse | 5 |
| Java Servlet Programming | 3 |
| Java Server Pages | 3 |
| Enterprise Java Beans (EJB) Programming | 4 |
| J2EE Technology Overview for Managers | 1 |
| J2EE Web Application Development using Eclipse | 5 |
| JavaServer Faces Development | 3 |
| Enterprise Java Application Performance | 3 |
| Java for the COBOL Programmer | 5 |
| Design Patterns in Java | 5 |
| Design Patterns in J2EE | 5 |
| Hibernate | 5 |
| Java Spring Framework Fundamentals | 5 |
| Advanced Java Programming Using Eclipse | 5 |
| Java, Documenting C++, Document | 3 |
| Java Development using Ant | 2 |
| Programming Swing and the Java Foundation Classes (JFC) | 3 |
| WEBSHERE | |
| WebSphere Manager's Overview | 1 |
| Java Programming Essentials Using WSAD | 5 |
| Java Programming Essentials with RAD | 5 |
| J2EE Web Application Development Using WSAD 5.1 | 5 |
| Transitioning to Rational Application Developer v6.0 | 5 |
| J2EE Web Application Development Using RAD v6.0 | 5 |
| JSP Development using WebSphere Studio | 3 |
| Servlet Development using WSAD | 3 |
| EJB and Servlet Development using WSAD 5.0 | 5 |
| EJB Development Using RAD v6.0 | 4 |
| J2EE Struts Programming Using RAD | 4 |
| Enterprise Application Development using WSAD v5.0 | 5 |
| WebSphere 6.0 Network Deployment Administration | 5 |
| Portal Application Development Using RAD v6.0 | 5 |
| WebSphere Portal Server Administration 5.0 | 3 |
| WEBSHERE MQ | |
| WebSphere MQ Introduction | 1 |
| WebSphere MQ for MVS and Distributed Systems | 5 |
| WebSphere MQ for Architects and Developers | 3 |
| WebSphere MQ Bootcamp for COBOL/C Application Programmers | 5 |
| WebSphere MQ Bootcamp for Visual Basic Programmers | 4 |
| WebSphere MQ Bootcamp for C++ Programmers | 5 |
| WebSphere MQ Bootcamp for Java/JMS Programmers | 4 |
| WebSphere MQ Bootcamp for System Administrators | 5 |
| WebSphere MQ Bootcamp for Distributed Systems | 3 |
| WebSphere Message Broker V2 to V6 Migration | 3 |
| WebSphere Message Broker V6 Workshop for System Administrators | 2 |
| WebSphere Message Broker V6 Workshop | 5 |
| WebSphere MQ Bootcamp for Application Programmers | 5 |

INTERNET DEVELOPMENT (cont'd)

| Class Name | Duration (Days) |
|---|------------------------|
| WEBLOGIC | |
| Java Server Pages Programming with BEA WebLogic | 4 |
| Java/J2EE Servlet Programming with BEA WebLogic | 4 |
| J2EE Web Application Programming using BEA WebLogic | 5 |
| EJB Advanced Development with WebLogic | 4 |
| Developing Web Services using BEA WebLogic | 5 |
| BEA WebLogic Workshop 8.1: RAD | 5 |
| Developing Portals using Weblogic 8.1 | 4 |
| WebLogic 9.1 System Administration | 5 |
| WEB DESIGN & TOOLS | |
| Effective Web Design4 | |
| Building Rich Web Applications with AJAX and DHTML | 4 |
| MySQL Administration and Management | 2 |
| Introduction to PHP Programming: Web & Database Applications..... | 3-4 |
| Python Programming | 4 |
| WEB SERVER | |
| Apache Web Server Administration | 2 |
| Apache Tomcat Administration | 2 |
| Servlets and JavaServer Pages..... | 4 |
| IIS 6 Administration | 4 |

MAINFRAME

| Class Name | Duration (Days) |
|--|------------------------|
| Z/OS | |
| Understanding Workload Manager (WLM) | 3 |
| Capacity Planning..... | 2 |
| Mainframe Data Storage Management | 4-5 |
| z/OS Operational Changes..... | 2.5 |
| MVS Skill Pack (TSO, JCL) | 5 |
| Introduction to TSO/ISPF | 2 |
| MVS JCL Workshop | 3 |
| Advanced MVS JCL and Utilities..... | 2 |
| z/OS Systems Overview..... | 2 |
| MVS Structure and Logic..... | 5 |
| z/OS Diagnostics and Debugging..... | 5 |
| SMP/E Fundamentals..... | 4 |
| z/OS Architectural Changes | 2.5 |
| z/OS Installation | 5 |
| Parallel Sysplex Overview | 1/2 |
| Parallel Sysplex Advanced Operations & Recovery..... | 5 |
| z/OS Parallel Sysplex Concepts for System Programmers..... | 2 |
| DFSMS Implementation and Management | 3-4 |
| DFSMSshm Implementation and Management..... | 3-4 |
| WLM GOAL Mode Migration | 3 |
| z/OS WLM and Workload Licensing Changes | 1/2 |
| z/OS Performance and Tuning..... | 5 |

UNIX (AIX/SOLARIS/HP-UX)

| Class Name | Duration (Days) |
|--|------------------------|
| UNIX | |
| UNIX and Linux System Basics I | 3 |
| UNIX and Linux System Basics II | 2 |
| UNIX Shell Programming..... | 5 |
| Korn Shell Programming Essentials | 3 |
| Advanced Korn Shell Programming..... | 2 |
| Bourne Shell Programming..... | 5 |
| UNIX Performance Management..... | 3 |
| UNIX Systems Administration..... | 4 |
| LINUX | |
| Linux System Administration I..... | 5 |
| Linux System Administration II..... | 5 |
| AIX | |
| Executive Overview of AIX..... | 1 |
| Introduction to AIX | 5 |
| Programmer's Introduction to AIX | 5 |
| AIX Systems Administration Lite..... | 5 |
| AIX Systems Administration I..... | 5 |
| AIX Systems Administration II..... | 5 |
| SOLARIS | |
| Solaris 10 System Administration Level I..... | 5 |
| Solaris 10 System Administration Level II..... | 5 |
| Solaris Internals | 5 |

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|--|-----|
| OS/390 OPEN SYSTEMS | |
| z/OS UNIX Systems Services Introduction..... | 3-5 |
| OS/390 UNIX Systems Services Implementation..... | 4 |

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|-----------------------------------|---|
| OS/390 SECURITY | |
| RACF Administration | 4 |
| Advanced RACF Administration..... | 3 |
| CA-ACF2 Basics..... | 5 |
| CA-ACF2 CICS Interface..... | 5 |

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|--|-----|
| CICS | |
| CICS Design..... | 3 |
| CICS Command Level Programming | 5 |
| CICS Advanced Programming Workshop | 4 |
| CICS/TS Application Debugging Workshop | 4 |
| CICS T/S: XML, SOAP and Web Services..... | 5 |
| CICS Structure & Problem Analysis | 5 |
| CICS for z/OS Version 3.1..... | 2.5 |
| CICS for System Programmer..... | 4.5 |
| CICS/TS V3.1 Overview and Migration | 2.5 |

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|--|---|
| IMS | |
| IMS Operator Training | 2 |
| IMS/DB Application Programming Workshop..... | 5 |
| IMS/DC Application Programming Workshop..... | 5 |

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|---|---|
| VSAM | |
| Introduction to VSAM..... | 3 |
| VSAM Application Performance and Tuning | 4 |

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| APPLICATION TOOLS | |
| Abend-Aid..... | 1 |
| File-Aid for TSO/ISPF | 2 |
| File-Aid Batch | 1 |
| Xpediter/TSO | 1 |
| Xpediter/CICS..... | 1 |

MAINFRAME (Cont'd)

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| Class Name | Duration (Days) |
|--|------------------------|
| EASYTRIEVE | |
| Easytrieve Plus for Business Professionals | 3 |
| Easytrieve Plus for Programmers | 3 |
| OPERATIONS | |
| DB2 Operations | 2 |
| MVS System Operation | 2-3 |
| CICS Concepts and Commands for Operations | 2 |
| NetView for Operators | 2.5 |
| VTAM Facilities and Operations | 4.5 |
| AS/400 | |
| AS/400 Concepts and Facilities | 4.5 |
| AS/400 Concepts with Control Language | 4.5 |
| AS/400 Control Language Programming | 4.5 |
| AS/400 System Operator's Workshop | 3 |
| Introduction to WebSphere for AS/400 | 4.5 |
| Introduction to RPG/400 Programming Workshop | 4.5 |
| Introduction to RPG IV | 4.5 |
| RPG IV and ILE for RPG Programmers | 4 |
| DB2/400 and SQL Programming | 3 |

PROGRAMMING LANGUAGES

| Class Name | Duration (Days) |
|---|------------------------|
| .NET | |
| Introduction to .NET | 5 |
| Programming with C# | 5 |
| .NET Manager's Overview1 | |
| .NET Programming with Visual Basic: Part 1 | 3 |
| .NET Programming with Visual Basic: Part 2 | 3 |
| .NET Programming with Visual Basic | 5 |
| Web Services and XML using Microsoft .NET and C# | 5 |
| Visual Basic .NET: Building Components and Web Services | 3 |
| Introduction to .NET for Developers | 1 |
| XML Parsing using C# and .NET | 2 |
| .NET for VB6 and ASP Developers | 2 |
| Visual Studio .NET Concepts for Technical Managers | 1.5 |
| ADO.NET Workshop | 4 |
| .NET Framework using C# | 3 |
| C# Essentials | 2 |
| Application Development using C# and .NET | 5 |
| ASP.NET using C# | 5 |
| Programming with ADO.NET | 3 |
| Programming with the .NET Framework (Visual C# .NET) | 5 |
| ASP.NET Web Applications Using Visual Studio .NET | 5 |
| Developing .NET Applications for Visual Basic .NET | 5 |
| Developing .NET Applications for Windows Visual C# .NET | 5 |
| Introduction to C# Programming with .NET | 5 |
| Visual Studio 2005/.NET 2.0 New Features | 1 |
| .NET Programming with C# | 5 |
| XML Programming Using C# and .NET | 4 |
| ASP.NET 2.0 Workshop | 5 |

| Class Name | Duration (Days) |
|--|------------------------|
| VISUAL BASIC & ASP | |
| Introduction to Visual Basic | 3 |
| Visual Basic Workshop | 5 |
| Visual Basic Database Programming | 2 |
| Active Server Pages | 4-5 |
| Advanced Active Server Pages | 2 |
| C & C++ PROGRAMMING | |
| Introduction to C Programming | 5 |
| Advanced C Programming | 5 |
| Introduction to C++ Programming | 5 |
| Advanced C++ Programming | 4 |
| Programming in Visual C++ using Foundation Classes | 4 |
| Advanced Visual C++ (MFC) Programming | 4 |
| CORBA Development in C++ Environment | 4 |
| Introduction to make and imake | 2 |
| PERL | |
| Introduction to Perl | 5 |
| Advanced Perl Programming | 4 |
| Perl CGI Programming | 2 |

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| COBOL | |
| COBOL Application Programming | 5 |
| Advanced COBOL Programming | 5 |
| Debugging for Legacy COBOL | 3 |
| New Features of Enterprise COBOL for z/OS | 2 |
| Making the Transition: COBOL to Java | 5 |
| Making the Transition: COBOL to VB.NET | 4-5 |

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| SAS | |
| SAS Programming Workshop | 5 |
| SAS Advanced Processing Workshop | 2 |
| SAS Report Writing Workshop | 3 |
| SAS ODS Reporting Workshop | 2 |
| Using SQL in SAS Programming | 2 |

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| ASSEMBLER | |
| Introduction to Assembler Language | 5 |
| Intermediate Assembler Language | 5 |
| Advanced Assembler Language | 5 |
| Assembler Dump Reading and Debugging | 3 |

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| REXX | |
| REXX in a Multi-Platform Environment | 3 |
| Advanced REXX Programming | 2 |
| Introduction to Object REXX Programming | 5 |
| TSO/ISPF Dialog Manager Development | 5 |

DATABASE & BUSINESS INTELLIGENCE

(CONTINUED)

| Class Name | Duration (Days) |
|---|-----------------|
| ORACLE PROGRAMMING | |
| Oracle 10g New Features | 2 |
| Oracle 10g Concepts and Facilities | 2-3 |
| Oracle 10g SQL & SQL*Plus | 3 |
| Oracle 10g PL/SQL Programming | 3 |
| Oracle 9i Introduction for Application Developers..... | 5 |
| Oracle 9iR2AS Developing Portals | 5 |
| Oracle 9iR2AS Developing Portlets | 3 |
| Oracle 9i Concepts and Facilities | 2 |
| Oracle 9i: Programming in Jdeveloper..... | 5 |
| Oracle 9i PL/SQL Programming | 3 |
| Oracle 9i Advanced PL/SQL Programming | 2 |
| Oracle Designer Workshop | 5 |
| Oracle 9i SQL and SQL*Plus | 3 |
| Oracle 10g Advanced PL/SQL Programming | 2 |
| Oracle 9i Application Tuning..... | 3 |
| Oracle 10g Advanced SQL Queries..... | 2 |
| Oracle 10g Java Database Programming..... | 3 |
| Introduction to Oracle 9i SQL and PL/SQL | 5 |
| Oracle 9i Physical Database Design..... | 3 |
| Oracle 10g Application Tuning..... | 3 |
| Oracle 9i Advanced SQL Queries..... | 2 |
| Introduction to Oracle9iR2: SQL and PL/SQL | 5 |
| Oracle AS Discoverer 10g Create Queries and Reports | 2 |
| Oracle Discoverer 10g: Develop A EUL..... | 3 |
| ORACLE ADMINISTRATION | |
| Oracle 10g New Features for Administrators | 3 |
| Oracle 10g Database Administration | 5 |
| Oracle 10g Database Administration Lite | 3 |
| Oracle 10g Database Performance and Tuning | 5 |
| Oracle 10g Real Application Clusters | 3-5 |
| Oracle Backup & Recovery..... | 2 |
| Oracle 9i Database Administration | 5 |
| Oracle 9i Database Administration Lite..... | 3 |
| Oracle 9i Performance and Tuning..... | 5 |
| Oracle 9i Introduction to Advanced Replication..... | 4 |
| Oracle10gAS: Basic Administration..... | 5 |
| Oracle10gAS: Advanced Administration..... | 5 |
| ORACLE FORMS/REPORTS | |
| Oracle Forms I | 4 |
| Oracle Forms I | 3 |
| Oracle Reports..... | 4 |
| DB2 UDB FOR Z/OS & OS/390 | |
| DB2 UDB for z/OS Application Programming | 5 |
| DB2 UDB for z/OS Database Administration | 5 |
| DB2 UDB Stored Procedures for OS/390 | 2-3 |
| QMF - Query Management Facility | 3 |
| DB2 Version 8 Transition | 2 |
| DB2 V8 Technical Introduction | 2 |
| DB2 UDB Performance and Tuning For Programmers..... | 3 |
| DB2 UDB FOR UNIX/WINDOWS | |
| DB2 UDB for UNIX/Windows Application Development | 5 |
| DB2 UDB Stored Procedures for UNIX/Windows | 2-3 |
| DB2 Administration for UNIX and Windows..... | 5 |
| DB2 UDB for UNIX/Windows Performance and Tuning | 3 |
| DATA MINING & DATA WAREHOUSING | |
| The Data Warehouse ETL Toolkit..... | 3 |
| Relational and Dimensional Data Warehouse Design | 3 |
| Introduction To Data Mining..... | 3 |

| Class Name | Duration (Days) |
|---|-----------------|
| SQL | |
| SQL Basics..... | 3 |
| SQL Advanced | 3 |
| CRYSTAL REPORTS | |
| Crystal Reports Level 1 Version 11.0..... | 2 |
| Crystal Reports Version XI Level 2: Becoming Proficient..... | 2 |
| Crystal Reports Level III: VB and Web Integration | 2 |
| Crystal Reports User Training Workshop For Lawson Software | 3 |
| BUSINESS OBJECTS | |
| Business Objects Reporting | 2 |
| Business Objects 5.0 Designer | 3 |
| Business Objects v6.x Advanced Reporting | 2 |
| Business Objects WebIntelligence | 1 |
| BusinessObjects Enterprise XI R1/R2: Administering Servers | 3 |
| BusinessObjects Enterprise XI R1/R2: Administering Users and Content with the CMC | 2 |

PC/LAN & NETWORKING

| Class Name | Duration (Days) |
|---|-----------------|
| MICROSOFT WINDOWS SERVER 2003 | |
| Managing and Maintaining a Windows Server 2003 | 5 |
| MS Windows Server 2003 Network Infrastructure..... | 5 |
| Exchange Server 2003, Implementing and Managing..... | 5 |
| Windows Server 2003 Active Directory Infrastructure | 5 |
| Planning and Maintaining a MS Windows 2003 Network Infrastructure.. | 5 |
| Updating Skills from Windows NT 4.0 to Server 2003..... | 5 |
| Office Sharepoint Portal Server 2003 Infrastructure..... | 3 |
| Systems Management Server 2003 | 5 |
| E-Business Solutions Using BizTalk Server 2004..... | 5 |
| Microsoft Operations Manager 2005 Bootcamp | 4 |
| Windows Server Troubleshooting, Monitoring and Administration | 2 |
| MICROSOFT WINDOWS 2000 | |
| Exchange 2000 Server: System Administration | 5 |
| Windows 2000: Network and Operating System Basics | 3 |
| Windows 2000: Installation and Administration | 5 |
| MICROSOFT SQL SERVER | |
| Programming a Microsoft SQL Server 2000 Database | 5 |
| Microsoft SQL Server 2000: System Administration | 5 |
| SQL Server 2005 Reporting Services | 3 |
| SQL Server 2005 Programming | 5 |
| TCP/IP | |
| Networking Overview | 3 |
| Introduction to Enterprise TCP/IP..... | 3 |
| Advanced Enterprise TCP/IP..... | 2 |
| Fundamentals of DNS | 2 |
| Storage Networking over TCP/IP | 2 |

PC/LAN & NETWORKING (Cont'd)

| Class Name | Duration (Days) |
|--|------------------------|
| CISCO ROUTING & INTERNETWORKING | |
| Introduction to Routing Protocols..... | 2 |
| Introduction to Cisco Router Configuration..... | 3 |
| Interconnecting Cisco Network Devices (ICND) v2.2..... | 5 |
| Cisco Voice Over IP (CVOICE) v4.2..... | 5 |
| Cisco IP Telephony Part 1 (CIPT1) v4.1..... | 5 |
| Implementing Cisco Quality of Service (QOS) v2.1..... | 5 |
| Securing Networks with PIX and ASA (SNPA) v4.0..... | 5 |
| CISCO Certified Network Associate BootCamp..... | 5 |
| NETWORK SECURITY | |
| Advanced Intrusion Detection and Response..... | 5 |
| Active Defense Advanced Tools..... | 5 |
| ISSO Boot Camp..... | 5 |
| CISSP Exam Preparation Boot Camp..... | 5 |
| VoIP Boot Camp..... | 5 |
| Securing Linux/ Unix Systems..... | 5 |
| Securing Windows Systems..... | 5 |
| CISSP Boot Camp..... | 5 |
| Ethical Hacking..... | 5 |
| Forensic Training for the Enterprise..... | 5 |
| Securing Active Directory..... | 2 |
| Security for the Executive..... | 1 |
| Securing Wireless Networks..... | 5 |
| PC APPLICATIONS | |
| Microsoft Office Word 2003: Level 1..... | 1 |
| Microsoft Office Word 2003: Level 2..... | 1 |
| Microsoft Office Word 2003: Level 3..... | 1 |
| Microsoft Office Excel 2003..... | 1 |
| Microsoft Office PowerPoint 2003: Level 1..... | 1 |
| Microsoft Office PowerPoint 2003: Level 2..... | 1 |
| Microsoft Office Access 2003: Level 1..... | 1 |
| Microsoft Office Access 2003: Level 3..... | 1 |
| Microsoft Office Access 2003: Level 4..... | 1 |
| Microsoft Office Outlook 2003: Level 2..... | 1 |
| Office 2000: New Features (Windows)..... | 1/2 |
| Microsoft Office 2003: Transition from Office 2000..... | 1 |
| Microsoft Office FrontPage 2003..... | 1 |
| Experience the 2007 Microsoft Office System..... | 1/2 |
| Getting Started with the 2007 Microsoft Office System..... | 1/2 |
| Deploying MS Windows Vista and 2007 Office System..... | 1 |
| Excel 2003: Level 2..... | 1 |