



Spring 2017 Information Technology Course Catalog

Citywide Training Center

NYC
Citywide Administrative
Services

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Commissioner



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Note to participants

All dates and prices are subject to change

DATABASE

Microsoft SQL Server Training & Certification

The next wave of SQL Server will help extend organizations beyond the database with a cloud-ready information platform. Maintaining maximum uptime, data availability and a level of compliance are not just expected skills from IT professionals, but are critical to any healthy business.

Microsoft SQL Server training covers all aspects of Microsoft's premier database system for all business sizes. Whether your focus is SQL Server administration, programming or business intelligence and reporting,



Microsoft SQL Server 2012/2014 Certifications

Microsoft SQL Server certifications allow you to focus on one or more area of specialization:

- **Database Administrator:** Day-to-day server administration and maintenance
- **Database Developer:** Extract and manipulate your data, optimize performance

Microsoft Certified Solutions Associate (MCSA): SQL Server

Course Code	Class Dates	# Training Days	Number of Hours	Training Time	CEU	Price
I20461	Jan 30-Feb 3	5	40	9:00AM – 5:00PM	3.0	\$1,800
	Apr 17-21					
I20462	Jan 9-13	5	40	9:00AM – 5:00PM	3.0	\$1,800
	Feb 6-10					
	Apr 24-28					
I20463	Feb 13-17	5	40	9:00AM – 5:00PM	3.0	\$1,800
	May 1-5					
70461	Exam	Select your Date				\$165
70462	Exam	Select your Date				\$165
70463	Exam	Select your Date				\$165

Courses Offered in this Package:

20461 Querying Microsoft SQL Server (5 days)

Overview:

This 5-day course provides participants with the technical skills required to write basic Transact-SQL queries for Microsoft SQL Server 2014. This course is the foundation for all SQL Server-related disciplines; namely, Database Administration, Database Development and Business Intelligence.

20462 Administering Microsoft SQL Server Databases (5 days)

Overview:

This five-day course provides participant with the knowledge and skills to maintain a Microsoft SQL Server database. The course focuses on teaching individuals how to use SQL Server product features and tools related to maintaining a database.

20463 Implementing a Data Warehouse with Microsoft SQL Server (5 days)

Overview:

This course describes how to implement a data warehouse platform to support a BI solution. Participants will learn how to create a data warehouse with Microsoft SQL Server, implement ETL with SQL Server Integration Services, and validate and cleanse data with SQL Server Data Quality Services and SQL Server Master Data Services.

Certification and Exams

The MCSA: SQL Server certification candidate must pass all three exams.

Certification	Exams
MCSA: SQL Server Certification	70461: Querying Microsoft SQL Server 70462: Administering a Microsoft SQL Server Database 70463: Implementing Data Warehouses with Microsoft SQL Server

Microsoft Certified Solutions Expert (MCSE): Data Platform

Course Code	Class Dates	# Training Days	Number of Hours	Training Time	CEU	Price
I20464	Jan 9-13	5	40	9:00AM – 5:00PM	3.0	\$1,800
	Mar 13-17					
	May 15-19					
I20465	Jan 16-18	3	24	9:00AM – 5:00PM	1.8	\$1080
	Mar 20-22					
	May 22-24					
70464	Exam	Select your Date				\$165
70465	Exam	Select your Date				\$165

Prerequisite: MCSA: SQL Server 2012

Courses Offered in this Package:

20464 Developing Microsoft SQL Server Databases (5 days)

Overview

This 5-day course introduces SQL Server and describes logical table design, indexing and query plans. It also focuses on the creation of database objects including views, stored procedures, along with parameters, and functions. Other common aspects of procedure coding, such as indexes, concurrency, error handling, and triggers are also covered in this course.

20465 Designing Database Solutions for Microsoft SQL Server (3 days)

Overview

Participants will have the opportunity to practice hands-on skills and design tasks in a virtual lab environment and will learn about topics such as data compression, high availability, data migration, security, and scalability.

Certification and Exams

The MCSE: Data Platform certification candidate must pass two exams.

Certification	Exams
MCSE: Data Platform	70464: Developing Microsoft SQL Server Databases 70465: Designing Database Solutions for SQL Server

HELP DESK

CompTIA A+ Certification

Course Code		Class Dates	# Training Days	Number of Hours	Training Time	CEU	Price
I420		Jan 9-13	5	40	9:00AM – 5:00PM	3.0	\$1,800
		Apr 17-21					
220901	Exam	Select your Date					\$199
220902	Exam	Select your Date					\$199

CompTIA A+ certification is an internationally recognized, vendor-neutral certification that many employers consider a prerequisite for entry-level IT employment. A+ certification signifies that the individual is capable of performing tasks such as installation, configuration and troubleshooting of common PC systems as well as basic networking skills. With this certification training, the participants will learn:

- Installation, configuration and maintenance of PC operating systems
- Maintenance and installation of PC hardware components and the basics of PC and networking security
- Troubleshooting and diagnosing skills for PC hardware and software
- Basic network skills, including networking PCs and troubleshooting networks

Courses Offered in this Package:

A+ Certification (2016 Objectives) (5 days)

Overview:

In this course, you will acquire the essential skills and information you will need to install, upgrade, repair, configure, troubleshoot, optimize and perform preventative maintenance of basic personal computer hardware and operating systems.

Objective:

The fundamental components and functions of computer technology, networking and security. The skills required to identify hardware, peripheral, networking and security components. The skills required to install, configure, upgrade and maintain PC workstations, the Windows OS and SOHO networks. How to utilize troubleshooting techniques and tools to effectively and efficiently resolve PC, OS and network connectivity issues and implement security practices.

Certification and Exams

An A+ certification candidate must pass two exams. All candidates must pass the A+ Essentials exam and one additional exam depending on area of specialty.

Certification	Exams
<i>CompTIA A+ Certification</i>	<i>CompTIA A+ 220801</i> <i>CompTIA A+ 220802</i>

Microsoft Certified Solutions Associate: MCSA Windows 10

Course Code	Class Dates	# Training Days	Number of Hours	Training Time	CEU	Price
I20697	Jan 9-13	5	40	9:00AM – 5:00PM	3.0	\$1,800
	Mar 6-10					
	Apr 24-28					
	Jun 19-23					
I20698	Jan 23-27	5	40	9:00AM – 5:00PM	3.0	\$1,800
	Mar 13-17					
	May 1-5					
	Jun 26-30					
70698	Exam	Select your Date				\$165
70697	Exam	Select your Date				\$165

20697 Implementing and Managing Windows 10 (5 days)**Overview:**

This course is designed to provide students with the knowledge and skills required to install and configure Windows 10 desktops and devices in a Windows Server domain corporate environment. These skills include learning how to install and customize Windows 10 operating systems and apps, and configure local and remote network connectivity and storage. Students will also learn how to configure data security, device security, and network security, and maintain, update, and recover Windows 10.

20698 Deploying and Managing Windows 10 Using Enterprise Services (5 days)**Overview:**

This 5-day course provides administrators with the knowledge and skills needed to deploy and manage Windows 10 desktops, devices, and applications in an enterprise environment. Students learn how to plan and implement Windows 10 deployments in large organizations. Students also learn how to manage the Windows 10 installations after deployment to provide secure identity and data access using technologies related to Group Policy, Remote Access, and Device Registration. To support a variety of device and data management solutions, Microsoft Azure Active Directory, Microsoft Intune, and Microsoft Azure Rights Management are introduced. These services are part of the Enterprise Mobility Suite which provide identity and access management, cloud-based device, application, and update management, and secure data access to information stored both in the cloud and on any location within your corporate network.

Certification and Exams

The MCSA: Windows 10 certification candidate must pass two exams.

Certification	Exams
MCSA: Windows 10	70698: <i>Installing and Configuring Windows 10</i> 70697: <i>Configuring Windows Devices</i>

NETWORKING

CompTIA Network+ Certification

Course Code	Class Dates	# Training Days	Number of Hours	Training Time	CEU	Price
I491	Jan 16-20	5	40	9:00AM – 5:00PM	3.0	\$1,800
N10006	Exam	Select your Date				\$285

The CompTIA Network+ certification is a vendor-neutral certification. Network+ certification signifies that the individual is capable of performing tasks such as installation, configuration and troubleshooting of common networking systems.

CompTIA Network+ certification serves as a solid foundation for other networking and IT certification programs offered by vendors such as Microsoft and Cisco. The participants will learn:

- Basics of networking theory, concepts and networking methods
- Basics of networking data delivery
- Networking media, cabling and hardware
- Networking protocols and the OSI model
- Networking Operating Systems and TCP/IP fundamentals
- Basics of PC and networking security

Courses Offered in this Package:

Before pursuing your Network+ training and certification, it is highly recommended to achieve **A+ Certification** first.

Network+ Certification (5 days)

Overview:

The participant will describe the major networking technologies, systems, skills and tools in use in modern networks. Taking this course will help the participant prepare for the N10-006 exam and certification.

Objective:

Participants will be able to: Identify the basic components of network theory, communications and data delivery methods. List and describe network media and hardware components. Identify the major types of network implementations, components of a TCP/IP network implementation, major services deployed on TCP/IP networks, characteristics of a variety of network protocols, components of a LAN implementation, components of a WAN implementation, major issues and technologies in network security, components of a remote network implementation and major issues and technologies in disaster recovery. Identify major data storage technologies and implementations. Identify the primary network operating systems and major issues, models, tools and techniques in network troubleshooting.

Certification and Exams

The Network+ certification candidate must pass a single exam. Although not required, it is strongly advised to have your A+ Certification prior to taking the Network+ exam.

Certification	Exams
Network+ Certification	N10006: Network+

Cisco CCENT Certification

Course Code		Class Dates	# Training Days	Number of Hours	Training Time	CEU	Price
I1005		Jan 23-27	5	40	9:00AM – 5:00PM	3.0	\$2,200
		Mar 20-24					
		May 15-19					
100105	Exam	Select your date					\$150

If you're new to Cisco products, obtaining your Cisco CCENT certification with training is the perfect place to start. With this certification training, the participants will learn:

- Building a simple network
- Ethernet LANs
- Wireless LANs
- Wide area networks (WAN)
- Networking and router basics

Courses Offered in this Package:

Cisco® Interconnecting Cisco® Networking Devices Part 1 v3.0 (ICND1) (5 days)**Overview:**

This course will enable students to understand QoS, virtualization and cloud services, and network programmability related to WAN, access and core segments. It will provide the foundational understanding of network layers 1-3 that are applicable to core routing and switching plus other advanced technologies. Several topics have been added including; understanding the interactions and network functions of firewalls, wireless controllers and access points, along with additional focus on IPv6 and basic network security. The configuration commands are introduced through examples and supported with lab exercises. A full suite of labs have been developed using the virtual IOS environment with flexible topologies that reinforce concepts with hands-on, guided discovery and challenge labs that align to each lesson module.

Certification and Exams

The Cisco CCENT requires a single exam.

Certification	Exams
<i>Cisco® Certified Entry Networking Technician (CCENT)</i>	<i>100105 ICND1 exam</i>

Cisco CCNA Certification

Course Code	Class Dates	# Training Days	Number of Hours	Training Time	CEU	Price
I1005	Jan 23-27	5	40	9:00AM – 5:00PM	3.0	\$2,200
	Mar 20-24					
	May 15-19					
I2005	Jan 30-Feb 3	5	40	9:00AM – 5:00PM	3.0	\$2,200
	Mar 27-31					
	May 22-26					
100105	Exam	Select your date				\$150
200105	Exam	Select your date				\$150

The Cisco Certified Network Associate (CCNA) certification indicates a foundation in and apprentice knowledge of networking. CCNA certified professionals can install, configure, and operate LAN, WAN, and dial access services for small networks (100 nodes or fewer), including but not limited to use of these protocols: IP, IGRP, Serial, Frame Relay, IP RIP, VLANs, RIP, Ethernet, Access Lists.

Courses Offered in this Package:

Cisco® Interconnecting Cisco® Networking Devices Part 1 v3.0 (ICND1) (5 days)**Overview:**

This course will enable students to understand QoS, virtualization and cloud services, and network programmability related to WAN, access and core segments. It will provide the foundational understanding of network layers 1-3 that are applicable to core routing and switching plus other advanced technologies. Several topics have been added including; understanding the interactions and network functions of firewalls, wireless controllers and access points, along with additional focus on IPv6 and basic network security. The configuration commands are introduced through examples and supported with lab exercises. A full suite of labs have been developed using the virtual IOS environment with flexible topologies that reinforce concepts with hands-on, guided discovery and challenge labs that align to each lesson module.

Cisco® Interconnecting Cisco® Networking Devices Part 2 v3.0 (ICND2) (5 days)**Overview:**

This course will students with the knowledge and skills needed to install, configure, operate, and troubleshoot a small enterprise network. It will ensure that students understand and are ready to deploy the latest shifts in technologies and solutions as follows: understanding of Quality of Service (QoS) elements and their applicability, how virtualized and cloud services will interact and impact enterprise networks, an overview of network programmability and the related controller types and tools that are available to support software defined network architectures A full suite of labs have been developed using the virtual IOS environment with flexible topologies that reinforce concepts with hands-on, guided discovery and challenge labs that align to each lesson module. Upon completing this course

Certification and Exams

The Cisco CCNA can be obtained by taking a single exam which combines ICND1 and ICND2 or by taking two separate exams.

Certification	Exams
Cisco® Certified Network Associate (CCNA)	100105 ICND1 exam 200105 ICND2 exam

NETWORK SERVER ADMINISTRATION

CompTIA Linux+ Certification

Course Code		Class Dates	# Training Days	Number of Hours	Training Time	CEU	Price
I430		Jan 23-27	5	40	9:00AM – 5:00PM	3.0	\$1,800
		Apr 3-7					
		Jun 12-16					
LX0103	Exam	Select your Date					\$194
LX0104	Exam	Select your Date					\$194

The CompTIA Linux+ certification is a vendor-neutral certification which verifies the basic competence of individuals to work with and maintain Linux installations. With this certification training, the participants will learn:

- Linux Fundamentals
- Linux hardware
- Installation and basic usage of Linux
- Configuration and administration of Linux
- Linux in a networking environment
- Security, monitoring and troubleshooting
- The Linux kernel

Courses Offered in this Package:

CompTIA Linux+ Certification (5 days)

Overview:

The CompTIA Linux+ certification course builds on your existing user-level knowledge and experience with the Linux operating system to present fundamental skills and concepts that you will use on the job in any type of Linux career.

Objective:

Investigate information about Linux that can help you prepare for supporting Linux users and machines. Work with user and group accounts. Work with the Linux file system. Manipulate various types of Linux files. Change ownership and permissions for Linux files and directories. Work with Linux printing services. Work with Linux packages. Work with many of the configuration files and commands that make up the Linux environment. Work with jobs and processes. Compare the services critical to running the Linux operating system to those services that can be run to enhance or expand system performance. Configure Linux services related to Internet use. Configure Linux services for providing users with network connectivity. Investigate basic security issues in Linux. Work with the hardware commonly associated with Linux machines. Install the Linux operating system.

Certification and Exams

The Linux+ certification candidate must pass two exams.

Certification	Exams
Linux+ Certification	LX0103: CompTIA Linux+ Exam 1 LX0104: CompTIA Linux+ Exam 2

Microsoft Certified Solutions Associate (MCSA): Windows Server 2012

Course Code	Class Dates	# Training Days	Number of Hours	Training Time	CEU	Price
I20410	Jan 23-27	5	40	9:00AM – 5:00PM	3.0	\$1,800
I20411	Jan 30-Feb 3	5	40	9:00AM – 5:00PM	3.0	\$1,800
I20412	Feb 6-10	5	40	9:00AM – 5:00PM	3.0	\$1,800
70410	Exam	Select your Date				\$165
70411	Exam	Select your Date				\$165
70412	Exam	Select your Date				\$165

The Microsoft Certified Solutions Associate (MCSA): Windows Server 2012 certification shows that you have the primary set of Windows Server skills that are relevant across multiple solution areas in a business environment.

Courses Offered in this Package:**20410 Installing and Configuring Windows Server 2012 (R2 Update) (5 days)****Overview:**

The course is part one of a series of three courses that provide the skills and knowledge necessary to implement a core Windows Server 2012 infrastructure in an existing enterprise environment.

20411 Administering Windows Server 2012 (R2 Update) (5 days)**Overview:**

Students will learn the administration tasks necessary to maintain a Windows Server 2012 infrastructure, such as user and group management, network access and data security.

20412 Configuring Advanced Windows Server 2012 Services (R2 Update) (5 days)**Overview:**

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.

Certification and Exams

The MCSA: Windows Server 2012 certification candidate must pass all three exams.

Certification	Exams
MCSA: Windows Server 2012	70410: <i>Installing and Configuring Windows Server 2012</i>
	70411: <i>Administering Windows Server 2012</i>
	70412: <i>Configuring Advanced Windows Server 2012 Services</i>

Microsoft Certified Solutions Expert (MCSE): Messaging

Course Code	Class Dates	# Training Days	Number of Hours	Training Time	CEU	Price
I20341	Feb 6-10	5	40	9:00AM – 5:00PM	3.0	\$1,800
	Apr 17-21					
	Jun 12-16					
I20342	Feb 13-17	5	40	9:00AM – 5:00PM	3.0	\$1,800
	Apr 24-28					
	Jun 19-23					
70341	Exam	Select your Date				\$165
70342	Exam	Select your Date				\$165

The Microsoft Certified Solution Expert (MCSE): Messaging will help you validate your ability to move your company to the cloud, increase user productivity and flexibility, reduce data loss, and improve data security for your organization.

Prerequisite: MCSA: Windows Server 2012

Courses Offered in this Package:**20341 Core Solutions of Microsoft Exchange Server 2013 (5 days)****Overview:**

Participants will gain the knowledge and skills to plan, deploy, manage, secure, and support Microsoft Exchange Server 2013.

20342 Advanced Solutions of Microsoft Exchange Server 2013 (5 days)**Overview:**

Participants will gain the knowledge and skills to configure and manage a Microsoft Exchange Server 2013 messaging environment.

Certification and Exams

The MCSE: Messaging certification candidate must two exams.

Certification	Exams
MCSE: Messaging	70341: Core Solutions of Microsoft Exchange Server 2013 70342: Advanced Solutions of Microsoft Exchange Server 2013

NETWORK SECURITY

CompTIA Security+ Certification

Course Code	Class Dates	# Training Days	Number of Hours	Training Time	CEU	Price
I551	Jan 9-13	5	40	9:00AM – 5:00PM	3.0	\$1800
	Feb 13-17					
	Mar 27-31					
	May 22-26					
SY0401	Exam	Select your date				\$311

The CompTIA Security+ is a vendor-neutral certification which validates an individual's knowledge of system security and security practices in the IT industry. Whether your goal is to become Security+ certified for your job, to prove your basic knowledge of security concepts or gain more knowledge to secure your network, training and Security+ certification is the perfect solution. With this certification training, the participants will learn:

- Basics of authentication and authorization
- Types of attacks and malicious code
- Remote access security
- Email and web security
- Wireless security
- Security design and security baselines
- Security monitoring and intrusion detection
- Physical security
- Security forensics

Courses Offered in this Package:

Security+ Certification (5 days)

Overview:

This course focuses on providing the skills and knowledge necessary to prepare participants for the CompTIA Security+ Certification Exam. This course provides the broad-based knowledge necessary to prepare for further study in specialized security fields.

Objective:

To identify fundamental concepts of computer security and security threats. The skills to harden internal systems and services as well as internetwork devices and service. How to implement secure network communications. To establish security best practices for creating and running web-based applications. How to manage public key infrastructure (PKI) and certificates. How to enforce organizational security policies. The necessities to monitor the security infrastructure and manage security incidents.

Certification and Exams

The Security+ certification candidates must pass one exam. Although not required, it is strongly recommended that candidates have their A+ Certification and Network+ certification or equivalent on-the-job experience.

Certification	Exams
<i>CompTIA Security+ Certification</i>	<i>SY0401: Security+</i>

EC-Counsel: Certified Ethical Hacker (CEH)

Course Code	Class Dates	# Training Days	Number of Hours	Training Time	CEU	Price
I66655	Jan 9-13	5	40	9:00AM – 5:00PM	3.0	\$2,200
	Mar 13-17					
	Jun 5-9					

The CEH certification will fortify the application knowledge of security officers, auditors, security professionals, site administrators and anyone who is concerned about the integrity of the network infrastructure. This certification immerses participants in an interactive environment where they will learn how to scan, test, hack and secure their own systems. Participants then learn how intruders escalate privileges and what steps can be taken to secure a system.

Courses Offered in this Package:**CEH: Certified Ethical Hacker V9 & CNDA: Certified Network Defense Architect (5 days)****Overview:**

This course will help security officers, auditors, security professionals, site administrators, and anyone who is concerned about the integrity of the network infrastructure to know an intruder's footprints and take preventive measures.

Objective:

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

CISSP: Certified Information Systems Security Professional

Course Code	Class Dates	# Training Days	Number of Hours	Training Time	CEU	Price
I9022	Jan 9-13	5	40	9:00AM – 5:00PM	3.0	\$2,200
	Feb 13-17					
	Mar 27-31					
	Apr 17-21					
	May 15-19					
	Jun 26-30					

A CISSP is an information assurance professional who defines the architecture, design, management and/or controls that assure the security of business environments. The vast breadth of knowledge and the experience it takes to pass the exam is what sets the CISSP apart. The credential demonstrates a globally recognized standard of competence provided by the (ISC)² CBK which covers critical topics in security today, including cloud computing, mobile security, application development security, risk management and more.

Courses Offered in this Package:**Certified Information Security Systems Professional (CISSP) (5 days)****Overview:**

In this course, students will analyze a wide range of information systems security subjects that are organized into 10 domains for CISSP exam certification.

Objectives:

Upon successful completion of this course, students will be able to:

- Analyze information systems access control.
- Analyze security architecture and design.
- Analyze network security systems and telecommunications.
- Analyze information security management goals.
- Analyze information security classification and program development.
- Analyze risk management criteria and ethical codes of conduct.
- Analyze software development security.
- Analyze cryptography characteristics and elements.
- Analyze physical security.
- Analyze operations security.
- Apply Business Continuity and Disaster Recovery Plans.
- Identify legal issues, regulations, compliance standards, and investigation practices relating to information systems security.

Prerequisites:

CompTIA Network+ Certification (2011 Objectives)
CompTIA Security+ Certification

Other Prerequisites

It is highly recommended that participants have certifications in Network+ or Security+, or possess equivalent professional experience upon entering CISSP training. It will be beneficial if students have one or more of the following security-related or technology-related certifications or equivalent industry experience: MCSE, MCTS, MCITP, SCNP, CCNP, RHCE, LCE, CNE, SSCP®, GIAC, CISA™, or CISM®.

PROJECT MANAGEMENT

Project Management Professionals (PMP) Exam Preparation

Course Code	Class Dates	# Training Days	Number of Hours	Training Time	CEU	Price
I441	Jan 23-26	4	35	9:00AM – 6:00PM	2.4	\$1,760
	Mar 20-23					
	May 15-18					

Concentrating on PMI's actual PMP exam content from the Guide to the Project Management Body of Knowledge-Fourth Edition (PMBok Guide) and other sources, this program features a wide variety of proven learning tools and study aids.

Expert led lectures, authorized practice tests and a treasure trove of tips and techniques will prepare you to pass the PMP Certification Exam, while making you the best project manager you can be.

To become a certified Project Management Professional, a participant must have:

- A bachelor's degree and 4,500 hours of Project Management experience - OR - a high school diploma or equivalent and 7,500 hours of Project Management experience.
- 35 contact hours of classroom instruction that relates to project management objectives. Several types of courses fulfill this requirement.
- Supporting documentation is required for the above qualifications.
- Pass the PMP exam, which consists of 200 multiple-choice questions to be completed in 4 hours.
- There is an additional fee of \$555 payable to the Project Management Institute

Course Objectives:

- Prepare to take the PMP or CAPM exams
- Become familiar with PMBoK Guide terms, definitions and processes
- Advance soft skills in leadership, negotiation, communication and conflict resolution
- Master test-taking techniques
- Learn styles and types of questions found on the PMP or CAPM exams
- PMBoK Guide's five process groups, nine knowledge areas and the area of professional and social responsibility

ITIL Foundation 2011

Course Code	Class Dates	# Training Days	Number of Hours	Training Time	CEU	Price
I443	Jan 30-Feb 1	3	24	9:00AM – 5:00PM	1.8	\$1,320
	Mar 20-22					
	May 8-10					

The IT Infrastructure Library (ITIL) is the most widely adopted approach for IT Service Management in the world. It provides a practical, no-nonsense framework for identifying, planning, delivering and supporting IT services to your business plan.

The ITIL has been adopted by thousands of organizations worldwide. ITIL courses and training will help you earn your ITIL certifications and empower your organization through adoption of IT Service Management.

Courses Offered in this Package:**ITIL Foundations (3 days)****Overview:**

This course covers the latest version of core ITIL best practices presented from a lifecycle perspective. The course introduces the principles and core elements of IT service management (ITSM) based on ITIL 2011 Edition.

Objectives:

Participants will learn the principles and core elements of the service lifecycle approach to IT Service Management according to ITIL 2011 Edition. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL 2011 Edition certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. Quint Wellington Redwood's integrated case study deepens the participant's appreciation of how ITIL best practices can be applied in order to improve IT performance. At the end of this course, you will be able to:

- Identify the principles and concepts of IT Service Management based on ITIL 2011 Edition.
- Identify the best practices of implementing ITIL 2011 Edition in an organization.
- Define the terminology used in ITIL 2011 Edition
- Identify the concepts and definitions used in the Service Lifecycle.
- Define Service Strategy concepts
- Define Service Design concepts
- Define Service Operations concepts
- Define Service Transition concepts
- Define Continual Service Improvement concepts
- Define the roles, processes, and components within key areas of IT Service Management based on ITIL 2011 Edition
- Prepare the student to take the ITIL 2011 Edition Certification exam Certificate: ITIL® 2011 Edition

Web Publishing / Online Collaboration

Microsoft Certified Solution Expert (MCSE): SharePoint 2013

Course Code	Class Dates	# Training Days	Number of Hours	Training Time	CEU	Price
I20331	Feb 6-10	5	40	9:00AM – 5:00PM	3.0	\$1,800
	Mar 27-31					
I20332	Feb 13-17	5	40	9:00AM – 5:00PM	3.0	\$1,800
	Apr 3-7					
70331	Exam	Select your date				\$165
70332	Exam	Select your date				\$165

The Microsoft Certified Solution Expert (MCSE): SharePoint 2013 will prepare you to expertise in helping a company organize, sync, collaborate and share information across the organization by earning a

Prerequisite: MCSA: Windows Server 2012

Courses Offered in this Package:

20331 Core Solutions of Microsoft SharePoint Server 2013 (5 days)

Overview:

This course will teach you how to configure SharePoint Server 2013, as well as provide guidelines, best practices, and considerations that will help you optimize your SharePoint server deployment.

20332 Advanced Solutions of Microsoft SharePoint Server 2013 (5 days)

Overview:

Students will learn how to plan, configure, and manage a Microsoft SharePoint Server 2013 environment. You will also learn to optimize the Search experience, how to develop and implement a governance plan and how to perform an upgrade to the server.

Certification and Exams

The Microsoft Certified Solution Developer: Web Applications candidate must two exams.

Certification	Exams
Microsoft Certified Solution Expert (MCSE): SharePoint 2013	70331: Core Solutions of Microsoft SharePoint Server 2013 70332: Advanced Solutions of Microsoft SharePoint Server 2013

PROGRAMMING/DEVELOPMENT

Microsoft Certified Solutions Developer: Windows Store Apps Using HTML5 Certification

Course Code	Class Dates	# Training Days	Number of Hours	Training Time	CEU	Price
I20480	Jan 9-13	5	40	9:00AM – 5:00PM	3.0	\$1800
	Mar 20-24					
	Jun 5-9					
I20481	Feb 6-10	5	40	9:00AM – 5:00PM	3.0	\$1800
	Apr 17-21					
	Jun 19-23					
I20482	Feb 13-17	5	40	9:00AM – 5:00PM	3.0	\$1800
	Apr 24-28					
	Jun 26-30					
70480	Exam	Select your date				\$165
70481	Exam	Select your date				\$165
70482	Exam	Select your date				\$165

Customers demand beautiful, elegant apps that are alive with activity. Demonstrate your expertise at designing and developing the fast and fluid Metro style apps that are the focal point of the user experience on Windows 8 Consumer Preview by earning the Microsoft Certified Solutions Developer (MCS D): Windows Store Apps certification. There are two paths to achieving this certification - using HTML5 or C#.

Courses Offered in this Package:

20480: Programming in HTML5 with JavaScript and CSS3 (5 days)

This course provides an introduction to HTML5, CSS3, and JavaScript. This course helps students gain basic HTML5, CSS3 and JavaScript programming skills. This course is an entry point into both the Web application and Windows Store apps training paths. The course focuses on using HTML5, CSS3 and JavaScript to implement programming logic, define and use variables, perform looping and branching, develop user interfaces, capture and validate user input, store data, and create well-structured applications.

20481: Essentials of Developing Windows Store Apps using HTML5 and JavaScript (Visual Studio 2012)

In this course students will learn essential programming skills and techniques that are required to develop Windows Store apps. This includes a combination of both design and development skills, as well as ensuring that students are comfortable using and making the most of the Visual Studio and Expression Blend tools.

20482: Advanced Windows Store Apps Development using HTML5 and JavaScript (Visual Studio 2012)

In this course students will learn advanced programming skills and techniques that are required to develop Windows Store apps. This includes a combination of both design and development skills, as well as ensuring that students are specialists using and making the most of the Visual Studio and Expression Blend tools.

Certification and Exams

The Microsoft Certified Solution Developer: Windows Store Apps Using HTML5 Certification candidate must pass three exams.

Certification	Exams
Microsoft Certified Solution Developer: Windows Store Apps Using HTML5 Certification	70480: Programming in HTML5 with JavaScript and CSS3
	70481: Essentials of Developing Windows Store Apps using HTML5 and JavaScript (Visual Studio 2012)
	70482: Advanced Windows Store Apps Development using HTML5 and JavaScript (Visual Studio 2012)

ARCHITECTURAL DESIGN

Autodesk AutoCAD 2017

Course Code	Class Dates	# Training Days	Number of Hours	Training Time	CEU	Price
I8790	Jan 9-11	3	24	9:00AM – 5:00PM	1.8	\$1,320
	Mar 13-15					
	May 8-10					
I8791	Jan 17-19	3	24	9:00AM – 5:00PM	1.8	\$1,320
	Mar 20-22					
	May 15-17					
I8792	Jan 23-25	3	24	9:00AM – 5:00PM	1.8	\$1,320
	Mar 27-29					
	May 22-24					

AutoCAD is a software application for computer-aided design (CAD) and drafting in both 2D and 3D. It is developed and sold by Autodesk, Inc. AutoCAD was one of the first CAD programs to run on personal computers, notably the IBM PC.

AutoCAD includes a full set of basic solid modeling and 3D tools. Design and shape the world around you with the powerful, connected design tools in Autodesk AutoCAD software. Create stunning 3D designs, speed documentation, and connect with the cloud to collaborate on designs and access them from your mobile device.

From conceptual design through drafting and detailing, AutoCAD is all you need to create, visualize, document, and share your ideas. AutoCAD combines the familiar AutoCAD commands and user interface that you already know with an updated design environment, giving you the power to shape and explore your ideas like never before.

Courses:

AutoCAD 2017 Level 1: Essentials (3 days)

Overview:

In this course, participants will learn to navigate the AutoCAD user interfaces and use the fundamental features of AutoCAD. Participants will learn to use the precision drafting tools in AutoCAD to develop accurate technical drawings and you'll discover ways to present drawings in a detailed and visually impressive way.

AutoCAD 2017 Level 2: Intermediate (3 days)

Overview:

AutoCAD 2015 training is a comprehensive reference and tutorial that will help you quickly master AutoCAD software. Featuring concise explanations, step-by-step instructions, and hands-on projects based on real-world designs, this Autodesk Official Training course covers everything from interface best practices to hatches, fields, dynamic blocks, attributes, linking drawings to databases, rendering realistic views, and presenting designs. 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. With an understanding of the tools and concepts you'll learn in class, you can begin to streamline the design process and become more productive with AutoCAD.

AutoCAD 2017 Level 3: Creating and Presenting 3D Models

Overview:

In this course, you will learn the fundamental concepts and workflows for creating 3D models using AutoCAD. You will learn to create solid primitives, solid or surface models from cross-sectional geometry, or composite models from multiple solid models, and you'll learn to add the necessary features to detail, duplicate, and position 3D models. You will learn to document a 3D design by creating 2D drawings for production and visualization, and you'll learn to convert 2D objects to 3D objects. You will learn to communicate design ideas using visual styles, lights, model walk-through tools, and renderings.

