

Spring  
**2011**

# IT Career Training Catalog



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## **Mission**

The mission of the San Diego Futures Foundation is to change lives in San Diego County by making information technology available to underserved individuals, organizations and disadvantaged small businesses through training, education, technical services and equipment.

## **Objectives**

Our objectives are to:

1. Develop quality educational programs focused on the technology industry
2. Focus on providing educational opportunities to individuals with little or no background in technology so that they may pursue a career in the field
3. Provide a total package of services that includes the education, training, certification, employment services, and technology each student needs to be successful
4. Monitor the needs of the technology community in San Diego and provide training and education that will meet those needs

## Student Information

### Policies

#### Non-Discrimination

The San Diego Futures Foundation (SDFF) is a 501c3 California nonprofit corporation. It does not discriminate on the basis of race, color, national origin, sex, handicap or age in any of its policies, procedures or practices, nor does it discriminate on the basis of sexual orientation. This nondiscriminatory policy covers all SDFF programs and activities, including but not limited to academic admissions, financial aid, educational services, and student employment.

#### Family Education Rights

The Family Education Rights and Privacy Act of 1974 provides that students shall have the right of access to their educational records, and that educational institutions will not release educational records to non-school employees without consent of the student.

Written consent of the student is required before SDFF can release information concerning the student to prospective employers, government agencies, credit bureaus, etc. Students and alumni applying for jobs, credit, etc., can expedite their applications by providing SDFF with written permission to release their records, specifying which records and to whom the release should be made. For further details on and exceptions to the policies affecting disclosure of student records, contact the Administrative Office.

#### Academic Freedom

Faculty and students are entitled to freedom of expression in class discussions and should exercise discretion in introducing controversial matter that has no bearing of their subject.

Faculty members are able to express opinions without fear of institutional censorship or discipline. Their position as leaders, and with respect to SDFF's

position as a community leader, however, does impose certain obligations. As such, they should consider that the public may judge their profession and the institution by such expressions. They should therefore at all times be accurate and appropriate, respect the opinions of others, and make it clear that they are not speaking for SDFF.

Faculty, students and visitors whose actions unreasonably disrupt teaching, learning or research or other activities, or create any threat or danger to persons or property may constitute grounds for suspension, dismissal or termination, or permanent exclusion from the campus.

#### Sexual Harassment

SDFF recognizes that it is a violation of state and federal law for any employee or student, male or female, to sexually harass any student or employee of SDFF. SDFF is committed to the policy that all students and employees have the right to be treated with courtesy, respect and dignity and students and employees are expected to adhere to a standard of that is respectful to all persons in the learning environment and refrain from any sexual misconduct that undermines employment and instructional or peer relationships, debilitates morale and interferes with the productivity of any person.

SDFF does not tolerate sexual harassment in any form verbal or non-verbal or visual conduct and/or reprisal. If after prompt investigation it is determined that an employee, student, or other person using the school's facilities has engaged in sexual harassment, that person will be subject to appropriate corrective action, up to and including discharge or expulsion.

#### Admission Procedures

SDFF's admissions criteria are designed to measure the qualities and capabilities required of a professional as reflected in an applicant's academic preparation and achievement, professional experience, and personal narrative. An applicant may be admitted to SDFF as a full-time or part-time

student. Full-time status is defined as a schedule that consists of a career path.

Acceptance into any of SDFFF's programs neither constitutes nor guarantees admission to other programs. After satisfactory completion of a certificate program, a student may be admitted to another certificate program through regular admissions procedures.

### General Requirements

To enter a certificate program, an applicant must have a high school diploma, or equivalency. The level of English language proficiency required of students in the program includes passing the CASAS - Comprehensive Adult Student Assessment Systems - reading and math test at ninth grade high school level. CASAS is an adult assessment system approved and validated by the U.S. Department of Education and the U.S. Department of Labor to assess both native and non-native speakers of English. For some grant-funded programs, an applicant must show proof of legal U.S. residency. SDFFF does not provide visa services, and no instruction occurs in a language other than English.

### How to Apply

The following materials should be submitted to the Admission Office via email or in person. Send materials to [admissions@sdfutures.org](mailto:admissions@sdfutures.org) or to San Diego Futures Foundation, 4275 El Cajon Blvd. #200, San Diego, CA 92105. Applicants should call 619-269-1684 ext. 230 for additional information.

1. Complete Enrollment Application Agreement
2. Complete Application Checklist Form
3. A current resume
4. Two letters of recommendation from individuals who are in a position to address your academic and/or professional qualifications
5. A written narrative which discusses why you are attracted to the program for which you are seeking admission
6. CASAS reading and math test

7. Non-refundable application fees:
  - a. U.S. citizens, legal residents, and foreign students with valid student visa: \$55.00

### Auditing Courses and Application Procedure

Courses may be audited by students intending to enroll at the school. These audited courses can be converted into credit by students when they have enrolled, if they have completed the required course assignments and make the appropriate payments. This process must be completed within a year of auditing the course.

### Social Security Number and other Document Requirements

Applicants are required to include their Social Security number on applications for admission pursuant to the authority contained in Title 5, California Code of Regulations, Section 41201. Social Security numbers are used as a means of identifying student records. This information is kept in a secure file apart from other student records.

### Financial Information

The types and amounts of tuition and fees charged students are established by the Administration. The Administration reserves the right to make changes without advance notice whenever conditions make changes necessary, and to apply such revision to present and new students alike.

### Tuition and Fees

There is a \$25.00 registration fee for each online course. Tuition for each course is listed below.

Course	In Class	Online
IT Technician Program CompTIA A+	\$3300	\$100
Microsoft Desktop Support Technician	\$3300	\$100
Microsoft Office Specialist - Word	\$1350	\$50
Microsoft Office Specialist - Excel	\$1350	\$50

## Financial Assistance

Tuition is due in full prior to each term during registration. An alternate payment plan can be arranged in which 1/3 of the tuition is paid on the first day of the term, 1/3 by the beginning of the fourth week of the term, and 1/3 by the beginning of the eighth week. For the alternate payment plan there is an additional \$30.00 fee.

A late fee of \$25.00 will be assessed once during each of the three payment periods if payment is not made by the deadline. All payments must be made in accordance with this schedule, despite loan arrangements, funding through employer, etc. A student who has not fulfilled financial obligations will not receive transcripts and will not be allowed to continue in the program or register for subsequent terms.

## Refund Policy

SDFP has a refund policy to assist students who have officially withdrawn from the courses.

The student has a right to a full refund of all charges less the amount of \$25.00 per course for the registration fee if she or he cancels this agreement prior to, or on the first day of instruction. If a course is dropped before the second meeting of the course, within the first 10 percent of instruction, a full refund less the amount of \$25.00 for that course will be issued.

For intensive courses with the first meeting lasting more than 10 percent of the course, if the student departs during the first 10 percent of instructional time, the student will receive a full refund less \$25.00. The drop form should be submitted within five business days, and the honor system will be used to determine actual attendance.

A grade of "W" will not be recorded if a student drops within the first 10 percent of the course. A "W" grade means withdrawn, and has no impact on grade point averages.

Students may also withdraw from a course after instruction has started and receive a pro-rated refund for the unused portion of the tuition and other refundable charges, if the student has completed 40 percent or less of the instruction. Students receiving V.A. benefits will receive a pro-rated refund for any unused portion of a course.

## Financial Obligations

Students who have financial obligations incurred at SDFP and who fail to satisfactorily meet these obligations will be dropped from the program and considered "Withdrawn Not in Good Standing." Re-admission to SDFP will not be considered until these obligations are met, at which time students will be subject to the re-admission requirement for withdrawn students.

At this point in time, SDFP does not participate in federal and state financial aid programs. (Title IV). SDFP will not be responsible for financial aid nor for any release of consumer information under any state or federal financial aid program. If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

## State of California Student Tuition Recovery Fund

California law requires that, upon enrollment, a fee be assessed in relation to the costs of tuition (Education Code Section 94944-94945).

These fees support the Student Tuition Recovery Fund (STRF), a special fund established by the California Legislature to reimburse for California residents students who might otherwise experience a financial loss as a result of untimely school closure. Institutional participation is mandatory.

It is important that enrollees keep a copy of any enrollment agreement, contract, or application to document enrollment; tuition receipts or canceled checks to document the total amount of tuition paid; and records which will show the percentage of the

course which has been completed. Such records would substantiate a claim for reimbursement from the STRF, which, to be considered, must be filed within 40 days following school closure. For further information or instructions, contact:

State of California  
Department of Consumer Affairs  
1625 North Market Boulevard, Suite S-308  
California, CA 95834  
(916)574-8200

SDFP has no legal actions pending, no pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, and has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

## Academic Guidelines

### Enrollment Agreements

The SDFP Training and Education Enrollment Agreement is processed on a quarterly basis. Enrollment starts on the first day of scheduled classes. Enrollment begins only after the applicant has been formally accepted into the program and has paid or made satisfactory arrangements to pay the fees and tuition.

### Attendance Policy

SDFP expects students to attend classes and maintain pace with all course materials and other students. The training classroom is located at SDFP, 4275 El Cajon Blvd. #225, San Diego, CA 92105. The following attendance policy is enforced:

1. Each student is expected to attend all class sessions.
2. The minimum required attendance is 75% class and some courses may require more attendance to complete. Students who have not completed a course and do not

officially withdraw will receive a grade of "NC" (No Credit) unless they are eligible to receive an "I" (Incomplete) grade.

3. Students are encouraged to notify their instructor in advance if a class session must be missed by the student.
4. Faculty record student attendance for all class meetings using the class attendance sheet. The attendance sheet is placed in the coordinator's file while the instructor retains the copy of the attendance sheet for her or his class records.
5. It is the student's responsibility to make arrangements with her or his instructor for making up examinations and other relevant course work that has been missed due to either an excused or unexcused absence.
6. Students who miss more class hours than the guidelines allow due to an unforeseeable or an unavoidable event may request arrangements for makeup with the instructor.
7. Instructors have the right to issue a warning to any student who shows excessive tardiness, i.e. three instances of arriving at class 30 minutes beyond the start of the class, and/or three instances of prematurely leaving class, i.e. leaving the classroom at least 30 minutes prior to the end of the scheduled class session. Continued violation of these class arrival or departure standards will result in an academic advising and counseling meeting with the Program Director, whereby an appropriate disciplinary or corrective action will be determined.

### Leave of Absence

Students may petition for a leave of absence. Circumstances requiring a leave of absence are documented by the student in writing, and then submitted to and evaluated by the student's Program Director. A leave of absence may be granted for a maximum of one year.

### Grading System

All students of SDFF will have course work evaluated and reported by the faculty using a complete or incomplete grading system. Grading system symbols are listed below.

AU/NC	Audit/No Credit
C	Complete
I	Incomplete
W	Official withdrawal from course

### Unit of Credit

SDFF's program does not issue letter grades or units of credit. SDFF does not award credit for prior experiential learning. SDFF has not entered into an articulation or transfer agreement with any other college or university. SDFF does not issue credits, and through our training program those individuals who obtain certification and are seeking to transfer to another institution must inquire at the transferring institution regarding acceptance of the certificate or certification achieved. If the certification that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your course work at the 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 SDFF.

### Online Study

Online Study is an integral part of SDFF's training and education program. Students are issued assignments that require access to the Internet and use of SDFF-provided online content and study materials. SDFF provides students with access to the online materials at its offices, and may provide equipment to qualified students who do not have equipment necessary to access online materials.

### Academic Counseling and Tutoring

SDFF offers additional counseling and tutoring services to students who need it. Arrangements should be made with the Program Director.

Instructional counseling and tutoring is provided by an instructor on a weekly/as needed basis.

Academic counseling is provided by the Program Director. Employment services are provided by the Employment Services staff.

### Test Preparation

Students have up to eight weeks to prepare for and take their exams. The program will provide students with test preparation materials and sample tests.

### Internships

Students may participate in a 16 week intern program to help them build on their knowledge and gain real-world experience related to their career choice. Program partners will secure internships for each student. Students are expected to perform their internships in a professional and productive manner. The Internship can be the most important part of the training program and often makes the difference between employment and unemployment.

### Employment Services

SDFF offers job development and employment services. Dedicated staff assists students with resume development and refinement, mock interviews, job search, internships, interview scheduling, job placement, and follow-up services.

### Advisement Process

The Program Director tracks each student's progress toward his/her certificate on a bi-weekly basis. Advisement takes place on a continuous ad hoc basis, and formally towards the end of each program when the Program Director reviews each student's progress and advises the student for the upcoming quarter.

### Academic Honesty

Plagiarism or presenting ideas, words and views of another as their own is considered unethical conduct. The use of another's published or unpublished words, ideas, or views in a paper, report

or oral presentation must be accompanied by the necessary acknowledgement and specific citation and by the necessary references. The consequence of plagiarism or any other form of academic dishonesty may result in the non-acceptance of the student's work or in disciplinary action including dismissal.

### Administrative Withdrawal

A student may be administratively withdrawn from the program or a course because of excessive class absence, disruptive behavior, inappropriate professional or ethical conduct, unfulfilled academic requirements, or unpaid tuition or fees. Refunds will be made in accordance with SDFF's policy. Students have the right to appeal certain disciplinary actions taken by appropriate SDFF authorities. Regulations governing original hearings and appeal rights and procedures are provided to give maximum protection to both the individual charged and SDFF.

### Academic Progress, Probation and Disqualification

For purposes of determining a student's eligibility for remaining in SDFF's program, both quality of performance and progress towards the educational objective are considered. A student shall be subject to academic probation if he or she fails to maintain at least 75% attendance.

### Right of Petition

Students may petition to review certain academic regulations when unusual circumstances exist.

### Student Grievance Procedure

Any student who cannot settle her or his differences with a faculty member may file a complaint in writing to the Program Director. A committee shall be established to review the grievance and mediate the conflict. The committee shall include up to four (4) members; 1) the aggrieved student; 2) the target faculty; 3) a faculty member chosen by the student; and 4) a faculty member chosen by the Program Director.

### Probationary Status

Probation indicates that a student must complete certain educational or attendance requirements in order to bring their enrollment into good standing. If satisfactory progress is not achieved by the end of the probationary term, the student is subject to dismissal.

### Evaluation of Faculty

Students are required to provide written evaluation of faculty performance. Evaluations are used to help improve the quality of education and services provided, and remain confidential, but are made part of the administrative record

### Graduation Requirements

Graduation requires that students successfully complete the course of study prescribed in their program by SDFF, have met all financial obligations, and have been recommended for graduation by the Program Director.

## General Information

### State Approval

SDFF has applied for approval as a vocational school by the California Bureau for Private Postsecondary Education in accordance with all regulatory guidelines posted by the California Education Code and the Private Postsecondary Act of 2009.

### Faculty

Faculty members are selected on the basis of experience in their profession and their expertise in teaching technical courses, and interest in furthering their own personal and professional development as instructors and leaders in the community.

### Quarterly System

Classes are scheduled approximately ten weeks in advance. The schedule for individual courses is provided on the SDFF website at [www.sdfutures.org](http://www.sdfutures.org).

## Special Programs

SDFP occasionally offers special workshops and seminars that are relevant to the courses and subjects taught, and which provide additional benefit to the student.

## Catalog Changes

SDFP reserves the right to make any revisions in the catalog, including changes in guidelines, policies, curriculum and courses, procedures, and tuition.

## Facilities

SDFP provides a classroom, laboratory, and reference library for student access and use. All facilities are available to all students during any of the published instructional times.

### *Classroom*

SDFP's operates a state-of-the-art classroom with the latest instructional technologies including an interactive video whiteboard that is connected to the web. Workstations are available for individual student use. The classroom is fully ADA compliant and wheelchair accessible.

### *Library*

SDFP offers books and other reference materials on a wide variety of technical subjects for student use.

### *Laboratory*

SDFP maintains a laboratory that provides students with the opportunity to gain hands-on experience with technology that cannot be gained with the equipment provided exclusively for instruction. In the lab, students can take systems apart and reassemble them and try different troubleshooting scenarios without concern for the long-term use of the equipment.

### *Student Lounge and Lunch Room*

Two areas are dedicated to student breaks. The Student Lounge provides a friendly, spacious area where student can take break, eat lunch or dinner, and share information. The lunch room includes a refrigerator, coffee machine, water, and sink which students can use to store and prepare food.

## Housing

SDFP does not provide housing. It does partner with agencies that offer housing to lower-income individuals and families and will make referrals upon request.

## Student Records

Student's academic records containing application information, curriculum, financial records, completion reports and transcripts are maintained in private, secure, and fireproof files in the Administration Department. Records are maintained for fifty years, as required by the California Education Code. Only persons authorized by the Bureau for Private and Postsecondary Education may inspect or copy student records.

## Safety Compliance and Enrollment Limitation

The facilities fully comply with any and all federal, state, and local ordinances and regulations, including those requirements as to fire safety, building safety, and health. All information about safety, employment, and other regulations are posted in the aforementioned Lunch Room.

## Questions

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 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov), phone (916) 431-6959, fax (916) 263-1897.

## Review Documents Prior to Signing

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.

## Complaint

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling toll free (888) 370-7589, or by completing a complaint form, which can be obtained on the bureau's internet website [www.bppe.ca.gov](http://www.bppe.ca.gov).

## IT Technician Program

### Objectives

This program was created for individuals who are interested in becoming Information Technology Technicians. The objective is successful completion of the CompTIA A+ certification.

### IT Technician Job Description

An Information Technology (IT) Technician is a person who repairs and maintains computers and servers. The technician's responsibilities may extend to include building or configuring new hardware, installing and updating software packages, and creating and maintaining computer networks. Computer repair technicians work in a variety of settings, encompassing both the public and private sectors. Because of the relative newness of the profession, institutions offer certificate and degree programs designed to prepare new technicians, but computer repairs are frequently performed by experienced and certified technicians who have little formal training in the field.

The IT Technician might work in a corporate information technology department, a central service center, or a retail computer sales environment. A public sector technician might work in the military, national security or law enforcement communities, health or public safety field, or an educational institution. Despite the vast variety of work environments, all computer technicians perform similar physical and investigative processes, including technical support. Experienced technicians might specialize in fields such as data recovery, system administration, or information systems. Some technicians are self-employed or own a firm that provides services in a regional area. Some are subcontracted as freelancers or consultants. This type of technician ranges from hobbyists and enthusiasts that volunteer or make a little side money, to those who work professionally in the field.

The repair of problems can range from a minor setting that is incorrect, to spyware, viruses, and as far as replacing hardware or an entire operating system. Some technicians provide on-site services usually at an hourly rate. Others can provide services off-site, where the client can drop off at the repair shop. Some have pickup and drop off services for convenience. Some may also take back old equipment for recycling.

While computer hardware configuration varies widely, a technician works with two basic types of hardware; units limited to a location (desktops, mainframes, and supercomputers) and more portable (laptop and handheld) devices. Technicians also work with and occasionally repair a range of peripherals, including input devices like keyboards, mice, and scanners, output devices like displays, printers, and speakers, and data storage devices ranging from external hard drives to specialized high-storage desktop computers called servers. Technicians involved in system administration might also work with networking hardware, including routers, switches, fiber optics, and wireless networks.

When possible, IT Technicians protect the computer user's data and settings, so that after repair, the user will not have lost any data and the technician can fully use the device with little interruption, and then diagnose the problem. Addressing the issue, the technician could take action as minor as adjusting one or several settings or preferences, but could also apply more involved techniques like installing, uninstalling, or reinstalling various software packages. A reliable, but somewhat more complicated, procedure for addressing software issues is known as a restore, in which the computer's original installation image (including operating system and original applications) is reapplied to a formatted hard drive. It should be known though, that anything unique, such as settings, or personal files will be destroyed if not backed up on external media, as this reverts everything back to its original unused state.

## Certification

The courses prepare the student for CompTIA A+ Essentials and Practical Application Exams for the IT Technician certification.

CompTIA A+ IT Technician certification validates the latest skills needed by today's computer support professionals. It is an international, vendor-neutral certification recognized by major hardware and software vendors, distributors and resellers.

CompTIA A+ certification confirms a technician's ability to perform tasks such as installation, configuration, diagnosing, preventive maintenance and basic networking. The exams also cover domains such as security, safety and environmental issues and communication and professionalism.

CompTIA A+ ensures the right people have the right skills. While many of the essential skills are universal, there are additional skills required to support the needs of businesses. By offering certification options for specific job scenarios, CompTIA A+ gives individuals the ability to grow their careers in a certain area, and employers the flexibility to choose the exam combination that best fits their needs.

## Prerequisites

During the recruitment process, candidates for the IT Technician program will be reviewed for the following prerequisites:

- High school graduate
- Computer hobbyists or technicians with basic experience working with and supporting Microsoft Windows-based computer hardware and software

## Courses

The program is broken down into four segments: training, test preparation, internship, and job search. The entire program should take 10 months or less to complete. The schedule is as follows:

- Training: 10 weeks
- Test Prep: 8 weeks

- Internship: 16 weeks
- Job Search: 8 weeks

This CompTIA A+ course offers 10 sessions for the IT Technician track. Generally students are expected to complete all assignments by their due date; this usually means completing at least one to two courses each week. On average, each course takes 2 1/2 hours to complete.

All courses are self-paced and offered online. Students do not have to complete a course in one sitting, and may save their progress at different points and return to complete the course when it is convenient.

Most courses include pre-assessment to gauge the student's knowledge on the particular subject matter. Additionally, each course has a lab to reinforce the concepts being discussed in each session. Moreover, the curriculum provides a post-test to monitor the student's progress and comprehension of the subject matter. For some courses, students will be provided with printed study materials and additional resources.

Courses are held in the class and online at the student's pace. Students have approximately 1 week to complete each session and may complete them earlier if able.

There are eight, 6-hour classroom sessions for the duration of the program. Students are expected to attend each session and make arrangements for additional training with their instructor to prepare for their certification exams. The following courses are included in the training portion of the program with approximate run times of each session:

Online Training	Course Length
Session1: Technician Professionalism, Successful Communication, The Visible PC, Inside the System Unit , Visible Windows, 64-Bit Windows	1:14 hours
Session 2: Windows: The Grand Tour, Hot	1:45 hours

Keys, Function Keys, and Aero, Critical System Files, Registry and System Tools , Understanding Microprocessors, Machine Language ,Pipelines	
Session 3: Clock Multiplier, CPUs, Installing and Upgrading CPUs, RAM, BIOS and CMOS, Expansion Bus	1:45 hours
Session 4: Motherboard and Cases, Powering the PC, The Physical Hard Drive, Understanding ATA , Advanced ATA	1:33 hours
Session 5: The World of SCSI, RAID, Partitioning, Mounting and Formatting, Managing and Maintaining Drives, Removable Media	1:38 hours
Session 6: Installing and Configuring Windows, Troubleshooting Windows, Command Prompt, Users and Groups, NTFS , Backing Up the System	2:17 hours
Session 7: General Purpose I/O, Video, Managing and Maintaining Video, Multimedia	1:33 hours
Session 8: Computer Assembly, Network Cabling, Ethernet, Network Protocols and TCP/IP, Getting Online, Troubleshoot Networking Connections	1:52 hours
Session 9: Internet Applications Part I, Internet Applications Part II, Threats and Firewalls, Anti-Malware, Wireless, Printers	2:05 hours
Session 10: Installing and Maintaining Printers, Portable Computing, Laptop Repair and Power Management, LK Films: Your PC and You, LK Films: Troubleshooting and You	0:58 hours

Approximate Total Run Times:	16:45 hours
Average Program Total Training Time: (Pre-Assessments, Training Videos, Labs, Post-Assessments, Classroom Sessions, Practice Exams, Exam Preparation, External Resources, and Hands-On Activities):	346:45 hours

Session 1: Students will learn customer service aspects of IT work. Moreover students will begin to identify main computer components and will learn the various versions of Windows and understand the difference between 64 and 32 bit Windows.

Session 2: In this session, students will navigate within Windows, gain understanding of hot/function keys and how vital the registry is for any computer. Moreover, the student will learn about microprocessors and the development of the cache.

Session 3: Students will learn the internal workings of the clock multiplier and will discover the development of CPU's and how to install and upgrade this PC component. Additionally students will view various cooling techniques and be trained to identify the expansion bus.

Session 4: In this session, student will categorize different motherboards and form factors and the power supplies that pair with the cases. This session also reveals the internal composition of hard drives and the technology that connects hard drives to motherboards.

Session 5: Students will recognize the importance of SCSI technology to a technician. Moreover this session will explain how RAID configuration affects how hard drives are backed up. Additionally, this session explains the necessity of partitioning drives, maintaining drives, and details various removable media.

Session 6: This session allows students to view the necessary steps of installing, configuring, and troubleshooting Windows. Students will also be exposed to the command prompt, how to configure

users and groups and the importance of NTFS permissions and backing up any system.

Session 7: Students will identify general input/output devices and components associated with video and display. In addition, students will gain an in depth perspective of the basics of modern multimedia.

Session 8: This session lays out the basics of computer assembly and introduces cabling to students. Additionally, students learn the importance of network protocols and TCP/IP settings and the various technologies that individuals gain online access.

Session 9: Students retain the basics of internet applications and how to combat threats to the end user while online by utilizing firewalls and anti-malware. Students will also learn about the different classifications of wireless networks and will ascertain the evolution of printers.

Session 10: This final session depicts the techniques for installing and maintaining printers, what devices can be utilized for portable computing, and how to repair laptops and adjust power management settings. Finally students will observe common hazards and best practices for IT technicians.

### Training Breakdown

Online Video Training	16.45 hours
Average Program Total Training Time: (Pre-Assessments, Online Labs, Post-Assessments, Classroom Sessions, Practice Exams, Exam Preparation, and Reviewing External Resources):	330.0 hours
Projected Course Training Time:	346.45 hours

### Exams Schedule CompTIA A+ IT Technician

Number of Exam Parts	Two
Number of Questions	100 (A+ Essentials) 90 (Practical Application)
Exam Format	Linear
Exam Duration	90 minutes each
Recommended Experience	Entry Level
Minimum Passing Score	675 (A+ Technology) 700 (Practical Application)
Languages Available	English, German, Japanese, Chinese, Korean, Arabic

# Microsoft Desktop Support Technician

## Objectives

This program was created for individuals who are interested in working in a desktop support or Help Desk position. The goal is successful completion of the Microsoft Certified Desktop Support Technician (MCDST) certification.

## Microsoft Desktop Support Technician Job Description

The Microsoft Certified Desktop Support Technician (MCDST) demonstrates a technician can competently support end users and troubleshoot desktop environments running Microsoft Windows operating systems and software.

A desktop support technician is someone who assists end users with technical support of desktop computers, applications, and related technology. Support includes specification, installation, and testing of computer systems and peripherals within established standards and guidelines. Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems. This position utilizes one-on-one consultancy to end users and other network/computer staff. This position may also assist in the maintenance and testing of network servers and associated equipment. The position's responsibilities require independent analyses, communication, and problem solving. Students must perform course work with little supervision which requires initiative and judgment.

## Typical Duties of a Desktop Support Technician

- Assists staff with the installation, configuration, and ongoing usability of desktop computers, peripheral equipment and software within established standards and guidelines.

- Works with vendor support contacts to resolve technical problems with desktop computing equipment and software.
- Works with Help Desk and Network Operations staff as appropriate to determine and resolve problems received from clients.
- Interact with numerous computer platforms in a multi-layered client server environment. Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers, and administrative systems.
- Trains and orients staff on use of hardware and software.
- Recommends and / or performs upgrades on systems to ensure longevity.
- Work with procurement staff to purchase hardware and software.
- Assess functional needs to determine specifications for purchases.
- Order computer supplies, when necessary.
- Assist in maintaining LAN/WAN records and, as appropriate, telephone systems cable.

## Certification

The courses prepare the Student for Microsoft Certified Desktop Support Technician certification.

The Microsoft Certified Desktop Support Technician (MCDST) credential proves that you have the skills needed to successfully support end-users and successfully troubleshoot desktop environments that are running the Microsoft Windows operating system.

MCDST candidates are required to pass two core exams, Exam 70-271 and Exam 70-272. Elective exams are not required. The following course guide lists the courses and test preparations that are designed to help you prepare for these exams.

The MCDST exam will retire on June 30<sup>th</sup> 2011; it will continue to be supported by Microsoft as a MCITP: Consumer Support Technician. Existing students who have been certified under the MCDST are strongly recommended to upgrade their MCDST certification. For more information on this change visit the MCDST on Microsoft Windows Certification Requirements website.

<http://www.microsoft.com/learning/en/us/certification/cert-windowsclient.aspx#tab5>

## Prerequisites

During the recruitment process, candidates for the Desktop Support Technician program will be reviewed for the following prerequisites:

- 1 – 3 years experience working with, troubleshooting, and maintaining desktop PCs and operating systems including Windows XP.
- Understanding the role of supporting end users who run Microsoft Windows XP Professional in a corporate environment, or Microsoft Windows XP Home Edition in a home environment.
- Experience using applications that are included with the operating system, such as Microsoft Internet Explorer and Microsoft Outlook Express, as well as the productivity applications used in a corporate environment, such as Microsoft Office applications.
- Experience resolving operating system issues by telephone, by connecting to an end user's system remotely, or by visiting an end user's desktop.
- Possess a working knowledge of operating in a workgroup or Active Directory domain environment and how end users are affected by each environment.
- Candidates should be able to successfully answer, escalate, or resolve all calls from end users.

## Courses

The program is broken down into four segments: training, test preparation, internship, and job search. The entire program should take 10 months or less to complete. The schedule is as follows:

- Training: 10 weeks
- Test Prep: 8 weeks
- Internship: 16 weeks
- Job Search: 8 weeks

There are two courses with six interactive sessions offered for the Desktop Support Technician track. Generally students are expected to complete all assignments by their due date; this usually means completing approximately one session each week. On average each course takes 2 1/2 hours to complete.

All courses are self-paced and offered online. Students do not have to complete a course in one sitting, and may save their progress at different points and return to complete the course when it is convenient.

All sessions include pre-assessment to gauge the student's knowledge on the particular subject matter. Additionally, each course has a lab to reinforce the concepts being discussed in each session. Moreover, the curriculum provides a post-assessment to monitor the student's progress and comprehension of the subject matter. For some courses, students will be provided with printed study materials and additional resources. Courses are taken in the classroom with online homework assignments available for students to take at their own pace. Students have approximately 1 week to complete each session and may complete them earlier if able.

There are eight, 6-hour classroom sessions for the duration of the program. Students are expected to attend each classroom session and make arrangements for additional training with their instructor to prepare for their certification exams

The following courses are included in the training portion of the program with approximate run times of each session:

Online Training	Course Length
<u>Windows XP Troubleshooting Desktop Applications</u>	
Session1: MCDST Basics, Configuring the OS, Configure Connectivity, Configuring IE, Troubleshooting IE, Securing IE, Communication Applications, Managing Outlook Express Data	1:56 hours
Session 2: Outlook Express Files, Microsoft Office Suites, Customizing Office Suites, Updating for Security, MS-DOS Applications, Win16/32 Applications, Application Compatibility, Desktop Properties	1:47 hours
<u>Windows XP Troubleshooting Windows XP Operating System</u>	
Session 1: Defining an MCDST, Preparing for OS Installation, Standard Installation, Unattended Installation, Upgrading Installation, Post-Install Updating, XP Professional vs. XP Home, Local Users and Groups	1:50 hours
Session 2: Understanding NTFS, NTFS Permissions, Shared Folders, File Encryption, Data Storage, Installing Local Printers, Installing Network Printers	1:42 hours
Session 3: Storage Device Types, Types of Display Devices, ACP Interface, I/O Devices, User Settings and Profiles, Security Settings, Local Group Policies, Network Group Policies	1:52 hours
Session 4: Startup and Logon, System Performance, Networking TCP/IP, Troubleshooting TCP/IP, Networking DNS and NetBIOS, Remote Connections, Remote Desktop Support, Networking Internet	1:49 hours

Explorer	
Online Video Training:	10.56 hours

### 70-272

#### Session 1: Windows XP Troubleshooting Desktop Applications

In this course students will learn MCDST Basics, how to configure the operating system, configure connectivity, configure Internet Explorer and security and how applications' communicate.

#### Session 2: Configuring and Troubleshooting the User Environments

Students will learn the skills to configure applications for users that use Outlook Express, Microsoft Office Suite, Configure and customizing office, updating compatibility settings between 16 bit and 32 bit applications. Moreover, students will learn to identify and troubleshoot name resolution problems, problems caused by firewall configuration, or related security permissions.

### 70-271

#### Session 1: Windows XP Troubleshooting XP Operating System

In this section students will learn how to prepare for installation of windows XP, standard installation, unattended installation, upgrade installation, post installs installation. Also students will learn about setting up local users and groups. Moreover in this section student will learn how to trouble problems with a windows installation, perform and troubleshoot problems related to local installation, remote installation, unattended installation, answer end-user question related to performance, configure boot-up problem related to new installations.

Session 2: Managing and Troubleshooting Access to Resources- in this section students will learn to troubleshoot, manage files and folders, troubleshoot simple file sharing, connect to local and network print devices, manage and troubleshoot access to synchronizing offline files ,configure access permission for shared folders on NTFS partitions.

Session 3: Configuring and Troubleshooting Hardware Devices and Drives- students will configure and troubleshoot storage devices, answer end-user questions related to configuring hard disk and partitions or volumes, manages and

troubleshoot disk partitioning. Students will troubleshoot ACP interface, I/O devices, user settings and profiles, Security Settings, local group policies, Network group policies.

Session 4: Troubleshooting Network Protocols and Services-Students in this section will learn how to troubleshoot TCP/IP using ARP a automatic repair program, line commands, pathpings, and nslookup commands, configure and troubleshoot manual TCP/IP configuration, troubleshoot name resolution issues, Configure and troubleshoot remote connection, configure and troubleshoot end-user systems by using remote connectivity tools.

#### Training Breakdown

Online Video Training	10.56 hours
Average Program Total Training Time: (Pre-Assessments, Online Labs, Post-Assessments, Classroom Sessions, Practice Exams, Exam Preparation, and Reviewing External Resources):	325.0 hours
Projected Course Training Time:	335.56 hours

Students will have eight weeks to prepare for and take their exams. The Microsoft Certified Desktop Support Technician (MCDST) certification requires successfully passing two exams. Students will be provided with test preparation materials and sample tests. Students are also encouraged to find additional study material.

#### Exams Schedule

Number of Exam Parts	Two
Number of Questions	100 (70-271) 90 (70-272)
Exam Format	Linear
Exam Duration	90 minutes each
Recommended Experience	Comp TIA A+
Minimum Passing Score	700 (70-271) 700 (70-272)
Languages Available	English, German, Japanese, Chinese, Korean, Arabic

#### Exams

# Microsoft Office Specialist

## Objectives

This program was created for individuals who are interested in working in an environment or position that requires advanced skills using Microsoft Office. The goal is successful completion of the Microsoft Office Specialist (MOS) certification for Microsoft Word.

## Microsoft Office Specialist Job Description

The Microsoft Office Specialist (MOS) certification is the globally recognized standard for validating expertise with the Microsoft Office suite of business productivity programs. Earning Office Specialist certification acknowledges you have the expertise to work with Microsoft Office programs. Office Specialist-certified individuals report increased competence and productivity with Microsoft Office programs as well as increased credibility with their employers, co-workers, and clients. Office Specialist certification sets you apart in today's competitive job market, bringing employment opportunities, greater earning potential, and career advancement - in addition to increased job satisfaction.

Employers who encourage Office Specialist certification and hire Office Specialist-certified job candidates report increased employee competence and productivity with Microsoft Office programs. Office Specialist certification also simplifies the employee selection and hiring process by easily identifying individuals with the skills to be productive as soon as they are hired. Employers who invest in Office Specialist certification experience a quick return on their training and certification investment. Investing in employee skills brings improved employee morale, confidence, and productivity, while increasing the employers' bottom line.

The results of an independent research study of participants in the Office Specialist program indicate Office Specialist certification improves employee

competence, productivity, and credibility, including the following:

- Up to 87 percent of employers observe increased competency in their Office Specialist-certified employees.
- Up to 83 percent of employers feel their Office Specialist-certified employees are more productive.
- Up to 77 percent of employers feel Office Specialist certification has a positive effect on employee credibility among co-workers.
- Up to 74 percent of employers feel Office Specialist certification has a positive effect on employee credibility with customers and clients.
- Up to 82 percent of employers believe Office Specialist certification directly benefits an organization.
- Up to 67 percent of employers feel Office Specialist simplifies hiring and advancement decisions.

## Certification

The courses prepare the student for Microsoft Office Specialist: Word 2003 and Microsoft Office Specialist: Excel 2003. The exams measure the student's ability to productively use Microsoft Word 2003 and Microsoft Excel 2003.

## Prerequisites

Students should have a High School diploma. Some experience using Microsoft Word is a plus. The majority of successful candidates for Word certification:

- Basic computer skills
- Have had more than one year experience using the application in an applied setting (i.e., on the job, in school, and/or at home) prior to their exam experience,
- Spent no less than 20 hours in exam specific preparation,
- Chose practice tests/assessments, instructor-led training, self-study/books

guides, or computer-based training as their primary preparation methods, and

- Used the following methods of preparation in combination:
  - practice tests/assessments,
  - self-study books/guides,
  - computer-based training, and/or
  - instructor-led training

## Courses

The program is broken down into four segments: training, test preparation, internship, and job search. The entire program should take 10 months or less to complete. The schedule is as follows:

- Training: 10 weeks
- Test Prep: 8 weeks
- Internship: 16 weeks
- Job Search: 8 weeks

There are two courses we offer for the Microsoft Office Specialist certification track. Generally students are expected to complete all assignments by their due date; this usually means completing approximately one to two courses each week. On average each course takes 2 1/2 hours to complete.

All courses are self-paced and offered online. Students do not have to complete a course in one sitting, and may save their progress at different points and return to complete the course when it is convenient.

Most courses include pre-assessment to gauge the student’s knowledge on the particular subject matter. Additionally, each course has a lab to reinforce the concepts being discussed in each session. Moreover, the curriculum provides a post-test to monitor the student’s progress and comprehension of the subject matter. For some courses, students will be provided with printed study materials and additional resources. Courses are taken in the classroom with online homework assignments available for students to take at their own pace. Students have approximately 1 week to

complete each course and may complete them earlier if able.

There are eight, 6-hour classroom sessions for the duration of the program. Students are expected to attend each classroom session and make arrangements for additional training with their instructor to prepare for their certification.

The following courses are included in the online training portion of the program with approximate run times of each session:

Course	Course Length
Word 2003	
Session 1: Introduction, Word Basics, Time Savers, Word 2003 Interface, Creating New Documents; Proofing Documents	1:50 hours
Session 2: Basic Formatting, Advanced Formatting, Document Sections, Graphics, Charts & Diagrams; Save Documents	1:41 hours
Session 3: Printing, Templates, Collaboration, Menus & Toolbars, Basic Styles, Advanced Styles	1:33 hours
Session 4: Draw Table, Formatting Tables, Document Effects, Navigate within Documents; Creating References, Index/Table of Contents, Master of Documents	1:30 hours
Session 5: Outlines/Summaries, Forms, Mail Merge, XML, Macros, Security, Application Maintenance	1:37 hours
Session 1: Introduction, Workbook Basics, Editing Worksheets, Formatting Data, Advanced Formatting, Reusable Formats	1:51hours
Session 2: Basic Formulas, Formula Auditing, Basic Functions,	1:50 hours

Working with Names, Organization, Charts, Save and Print	
Session 3: Protecting Data, Sharing Workbook, Database, Sorting Database, Database Function, Filtering, Subtotals	1:33 hours
Session 4: Excel Advanced Features, Using Solver, Forecasting with Trendlines, Working with Scenarios, PivotTables and Pivotcharts, Capturing Data from the Web	1:51 hours
Session 5: Macros, Web Functionality, Customizing the Interface, Manipulating the Screen Display, Working with Templates, Excel with Other Applications:	1:49 hours
Online Video Training:	17:09 hours

### **Word2003**

Session 1: This session provides an overview on the basics of Word 2003. The student will receive an introduction to Word 2003 by getting the user familiar with Word interface, keyboard shortcuts, utilizing AutoCorrect features, and utilizing various Word basic skills.

Session 2: Students will learn about the basic formatting of all types of Word documents. The student will also learn how to utilize graphics and charts and diagrams and will learn the essentials of saving documents.

Session 3: This session will provide an overview on printing in a variety of layouts, creation/utilization of templates, and how to apply document collaboration features in Word 2003. Moreover, the student will learn how to create and utilize Style features and Menu features.

Session 4: Students will learn how to create and format tables, and discover how to navigate within

documents utilizing special features in Word 2003. Additionally, students will gain knowledge creating Table of Contents and creating reference in formal referencing.

Session 5: This session will instruct students how to create outlines and commonly used forms. Furthermore, the student will gain knowledge how to create a merge of information, and learn the basics of security and document protection.

### **Excel 2003**

Session 1: This session will instruct students on an introduction of Excel 2003's interface, entering data, editing data, and formatting all aspects of basic Excel skills.

Session 2: The student will learn the basics of utilizing formulas and basic functions. Additionally the student will learn how to create Range data, organize the workbook and create various charts while working with data. Furthermore, the user will be trained to save data and utilize print functions for worksheets and workbooks.

Session 3: This session will teach the basics of protecting data within a workbook, and how to give permissions/share privileges to users within a workbook. Moreover, the session details creating and maintaining databases.

Session 4: The student will review the tools within Excel 2003 to help calculate trend lines, scenarios, and utilizing web features to display data.

Session 5: The final session gives a general overview of Macros, explains in more detail about templates, ways to view the Excel interface, and how to incorporate web aspects and other Microsoft 2003 applications into their worksheets.

### Training Breakdown

Online Video Training	17.09 hours
Average Program Total Training Time: (Pre-Assessments, Online Labs, Post-Assessments,	304.0 hours

Classroom Sessions, Practice Exams, Exam Preparation, and Reviewing External Resources):	
Projected Course Training Time:	321.09 hours

## Exams

Students will have eight weeks to prepare for and take their exams. The Microsoft Office Specialist core (MOS core certification) requires successfully passing one of the exams, either MOS Word 2003, or MOS Excel 2003. Students will be provided with test preparation materials and sample tests. Students are also encouraged to find additional study material.

## Exams Schedule

Number of Exam Parts	One
Number of Questions	15-20 (MOS Word 2003 Specialist) 15-20 (MOS Excel 2003 Specialist)
Exam Duration	45 minutes (MOS Word 2003 Specialist) 50 minutes (MOS Excel 2003 Specialist)
Recommended Experience	Entry Level
Minimum Passing Score	640 (MOS Word 2003 Specialist) 690 (MOS Excel 2003 Specialist)

## Faculty and Staff

### **Daniel Romero – IT Training Program Manager – Program Director/Lead Instructor**

As the SDFF IT Training Manager and Lead instructor, Daniel Romero has three primary functions: 1) to oversee the daily operations of the training program and all related employment and supportive services, 2) to provide case management services and maintain accurate participant files, 3) to provide technical training instruction and one-to-one assistance. In addition, he provides educational, financial, employment-based counseling, supportive services, and referrals to program participants. Daniel has provided basic computer instruction skills at computer technology centers for adults and youth for the past three years. He has a Bachelor's of Arts from the University Of California, Santa Barbara with a double major, Political Science and Spanish. Other qualifications include a background in managing an after-school learning center, tutoring college students and acting as a group facilitator. He is qualified to teach in the following instructional resources: Skillsoft, LearnKey, Certiprep, Professor Teaches, Typing Master Pro and Virtual Cert Exam.

### **Louis Nava – Director of Community Technology Programs**

Louis Nava is the Director of Community Technology Programs and Program Director/Lead Instructor for SDFF's IT and Training programs. He has been employed by SDFF since 2007. He was originally hired as the Education Programs Assistant, and then promoted to Education Programs Coordinator prior to his current position. Louis has over nine years of experience as a technology instructor. Louis' instructional background includes four years as a substitute teacher with the Imperial County Office of Education. His duties included providing basic computer instruction to 200 elementary school students annually. Louis also developed and led three after-school enrichment programs which provided basic computer education.

His other work experience includes one-to-one computer training for developmentally disabled individuals preparing for independent living at the San Diego Community Housing Corporation (SDCHC). His job responsibilities at SDHC included quarterly staff development training in mid to advanced level software applications and troubleshooting.

While employed by SDFF, Louis has provided classroom instruction in computer basics, web design, hardware repair, and other subjects to 180+ high school students over a 2 year period. All students completing the instruction received school credits and grades. Most recently, Louis has led train-the-trainer instruction for over 35 organizations providing basic computer instruction. He also developed the core curriculum used statewide by the California Emerging Technology Foundation, reaching over 20,000 new users of technology.

### **James Weatherford- SDFF IT Instructor**

James Weatherford is a Microsoft Certified Support Network Specialist and a Dell Certified expert. James has 12 years experience as an IT instructor. In addition to other duties, James was responsible for conducting training for newly hired employees at Computer Technology Resources. Training included methods in how to provide help desk support, hardware and office equipment repair. As an instructor, he utilizes hands-on training, classroom instruction and on-to-one tutoring. James has an extensive background working in the IT field and applies real workplace scenarios in his instruction. James also has a background in customer relations, and brings excellent personal communication and professional skills to his job.

### **Jeff Hancock – Executive Director, Chief Operating Officer, and Chief Academic Officer**

Jeff Hancock joined the Futures Foundation in May 2000 and presently is Executive Director, Chief Operating Officer, and Chief Academic Officer. He has also previously served as the organization's Vice President of Community Programs and Chief

Operating Officer. Jeff established SDFP's computer refurbishing and distribution network and its operations in City Heights, and developed SDFP programs including the Intern Program, Technical Services, eLearn2learn, DiverseCity Tech, SDcommunities, and the San Diego Broadband Initiative. Additionally, he has 15 years of experience in the delivery of small and large scale computer training and education and support programs. Jeff's information technology background and qualifications are extensive and include network systems engineer, computer programming, and portal and website development, as well as implementing computer training programs and support for large corporations. Prior to joining SDFP, Jeff was a Project and Business Development Manager for Science Applications International Corporation (SAIC) and a Business Unit Manager and Systems Engineer for Technology Integration Group in San Diego.