

Learn iT! Catalog

Learn iT!

33 New Montgomery St., Ste. 300
San Francisco, CA 94105
(415) 693-0250

2700 Augustine Drive, Suite 299,
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(408) 200-0953

www.learnit.com

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Welcome to Learn iT!

Based in downtown San Francisco, Learn iT! has served the training needs of businesses, government agencies, and individuals since 1995.

We provide live, hands-on, instructor led training in:

- Microsoft Office, Design, Web Design, & Desktop Applications
- IT & Technical Development
- Project Management, Business, & Leadership Workshops

Our business philosophy drives us to make life better for everyone we come in contact with. Employees and management share a commitment to innovation, teamwork, and purposeful action. We understand that Learn iT! affects the lives of those we service; accordingly, we continuously remind ourselves to remain accountable and treat others as we would like to be treated.

Learn iT! is a family owned business and is proud to be making a difference through our employee-led community outreach programs.

We look forward to providing you with a new experience and a new path to your success for the future in the most advance technology in computer training.

We are committed to your success!

##

Learn iT! Mission Statement

Our goal is simple: To provide consistent, excellent instruction at competitive prices. We achieve this with qualified instructors, a wide range of classes, and affordable pricing.

When faced with a decision, we base our choice on the following criteria:

Purposeful Action:

We are in the business of affecting lives. An action is purposeful if it helps others.

Commitment to Innovation:

Nothing gets us pumped up as much as a good idea! Without change we become stagnant, bored, and ineffective.

The Golden Rule:

Simple enough, but this little test can be a very effective life and business tool.
Treat others as you want to be treated. That's it. Hard decisions, made easier.

Accountability:

Every Learn iT! employee is expected—and empowered—to make our clients' experience. Sometimes this means providing a little extra help to a student after class, setting up a special "talk with an expert" conference call, or just tidying up the coffee counter. "That's not my job description" isn't in our job description.

Teamwork:

Learn iT! is blessed enough to understand that smart and helpful people working as a team become greater as a whole. We work together and help each other out.

It can be difficult when a company is structured so everyone feels involved, but we think it's worth it.

The institution is a for-profit corporation registered with the California Secretary of State and the Department of Corporations duly authorized to operate a school of higher education in the State of California by The Bureau for Private Postsecondary Education.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to:

Bureau for Private Postsecondary Education,
2535 Capitol Oaks Drive, Suite 400,
Sacramento CA, 95833

www.bppe.ca.gov

Toll Free: (888) 370-7589, Tel: (916) 431-6959 Fax:(916) 263-1897

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

Student Complaint / Grievance Procedure

A student, or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education, by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the Bureau's Internet Web Site www.bppe.ca.gov.

Class Locations

Class sessions will be held at:

Learn iT! Corporate Headquarters
33 New Montgomery St., Ste. 300
San Francisco, CA 94105
(415) 693-0250

or

Santa Clara Office
2700 Augustine Drive, Suite 299,
Santa Clara, CA, 95054
(408) 200-0953

or

Via Learn iT! Anywhere Remote Training -- All class programs are taught live, whereby students and instructors are able to communicate in real time. No portions of Learn iT! Anywhere are taped or recorded, nor is media used as a replacement of instructor led education.

Faculty

Damon Lembi, CEO and President
Matthew Murawski, VP-Sales
Jason Hecker, Director of Special Projects
Jennifer Albrecht, Director of Professional Development Learning Program
Jose Castro, Director of Technical Training Program

Admission Requirement Policy

Admissions requirements are based largely upon the student's ability to meet the requirements of his or her chosen occupational goal. Strong motivation to learn and a desire to pursue a career are important considerations.

Applicant must be 16 years old or older (minors are required to have parental consent to enroll).

All applicants that do not have a High School Diploma or equivalent or higher will be administered an Ability-to-Benefit Test or Entrance Test. This Test is used solely to evaluate and recognize general cognitive ability of understanding in Basic English language, and basic math. This evaluation serves as a tool to better serve the student.

Students must have a minimum 7th grade reading level in English and 6th grade math level. An applicant who does not pass the admissions requirements may appeal the decision. The CEO or Vice President makes the final determination in such cases.

Applicants not accepted by the school will be refunded all registration and tuition fees paid to the school.

Students with disabilities are encouraged to have a personal interview with the School Director prior to enrollment.

Admissions and Registration Procedures

1. While visiting the school the applicant will:
 - Receive a tour of the campus
 - Complete an Entrance Exam (if applicable)
 - Receive an overview of the programs for which they are qualified
 - Receive information on tuition
2. The School Director or Admission's Representative will provide the applicant with the following information:
 - Institutional Consumer Information
 - Disclosure Forms
 - Track Disclosure Forms
 - Notice of Student Rights
 - School Catalog
3. An Admission's Representative or school official will explain the programs of study available at Learn iT! in detail to the applicant. Literature and other pertinent material will be provided. The Account Manager will interview the applicant to assess the applicants' goal.
4. Once the information has been provided to the applicant, the applicant will be given a tour of Learn iT! facilities.
5. In the event that the applicant demonstrates interest in pursuing his or her education at Learn iT! and does not have a High School diploma or equivalent, the Account Manager will direct the student to the testing area. A test proctor will administer the Entrance Test.
6. Once the applicant has successfully completed all required entrance tests, the admission's enrollment packet will be provided. The Account Manager will explain in detail each component of the enrollment packet.

7. The Account Manager and the applicant will go over the Enrollment Agreement to ensure that financial (cost of the program) and educational obligations are clearly understood. Once agreed upon, the Enrollment Agreement will be signed and dated by both parties. If the applicant is a minor (under 18 years of age) the Enrollment Agreement must bear the signature of his or her parent or legal guardian.
8. Once both parties sign the Enrollment Agreement, and the rest of the enrollment packet is completed with the proper signatures and dates, a complete set of the enrollment packet is copied for the applicant. The applicant will have the start date and end date, hours, days and all pertinent information clearly defined.

Learn iT! does not offer English as a Second Language (ESL) classes or courses in any language besides English.

Acceptance of Credits

Learn iT! does not accept transfer of credit for courses taken at other Institutions. Learn iT! has not entered into an articulation or transfer agreement with any college or university.

The Instructor and CEO can grant waiver of prerequisite courses on a case-by-case basis with proper documentation.

The transferability of credits you earn at Learn iT! is at the discretion of the institution to which you may seek to transfer. Acceptance of the certification you earn at Learn iT! is also at the discretion of the institution to which you may seek to transfer.

If the certification that you earn at Learn iT! is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution.

For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Learn iT! to determine if your certification or coursework will transfer.

Withdrawals and Refunds

Written cancellations must be made in advance according to the following guidelines and received by the Account Manager:

You have the right to cancel and obtain a refund of charges paid prior to attendance at the first class session.

If you have received federal student financial aid funds, you are entitled to a refund of monies not paid from student financial aid program funds.

To receive a refund the student should submit a request in writing to the Account Manager that scheduled the course for them. These refunds will be processed 30 days from the day refund has been acknowledged and approved.

Learn iT! works really hard in keeping its schedule of class starts on target, although not common practice, sometimes a class start may be delayed or postponed due to unforeseen circumstances. Students will be advised beforehand of any changes to their scheduled classes. If the course is canceled, we will refund the student 100% for the course and materials

Learn iT! reserves the right to cancel your contract in the event that it becomes evident that you will not be able to meet the minimum requirements to succeed in your course or if you are destructive with the school's equipment or disrespectful to your classmates and/or your trainer.

Students whose contracts have been cancelled may be reinstated only upon approval of the CEO.

Probation and Dismissal Policy

Learn iT! is committed to maintaining a safe and healthy living and learning environment for students, faculty, and staff. Each member of the community must choose behaviors that contribute toward this end. Student behavior that is not consistent with the Student Conduct Code is addressed through a process that is designed to promote safety and good citizenship and, when necessary, impose appropriate consequences.

1. Student Responsibilities: Students are expected to be good citizens and to engage in responsible behaviors, to be civil to one another and to others in the Learn iT! community, and contribute positively to student life
2. Unacceptable Student Behaviors: The following behavior is subject to disciplinary sanctions:
 - a. Dishonesty, including:
 - i. Cheating, plagiarism, or other forms of academic dishonesty that are intended to gain unfair academic advantage.
 - ii. Furnishing false information to Learn iT!
 - iii. Forgery, alteration, or misuse of a Learn iT! document, key, or identification instrument.
 - iv. Misrepresenting oneself to be an authorized agent Learn iT! or one of its auxiliaries.
 - b. Unauthorized entry into, presence in, use of, or misuse of Learn iT! property.
 - c. Willful, material and substantial disruption or obstruction of a Learn iT! activity.
 - d. Participating in an activity that substantially and materially disrupts the normal operations of Learn iT!, or infringes on the rights of members of the Learn iT! community.
 - e. Willful, material and substantial obstruction of the free flow of pedestrian or other traffic, on or leading to Learn iT! property.
 - f. Disorderly, lewd, indecent, or obscene behavior at Learn iT!, or directed toward a member of the Learn iT! community.
 - g. Conduct that threatens or endangers the health or safety of any person within or related to the Learn iT! community, including physical abuse, threats, intimidation, harassment, or sexual misconduct.
 - h. Use, possession, manufacture, or distribution of illegal drugs or drug-related paraphernalia, (except as expressly permitted by law) or the misuse of legal pharmaceutical drugs.
 - i. Use, possession, manufacture, or distribution of alcoholic beverages (except as expressly permitted by law), or public intoxication while at Learn iT!
 - j. Theft of property or services from the Learn iT! community, or misappropriation of Learn iT! resources.
 - k. Unauthorized destruction, or damage to Learn iT! property or other property in the Learn iT! community.
 - l. Possession or misuse of firearms or guns, replicas, ammunition, explosives, fireworks, knives, other weapons, or dangerous chemicals (without the prior authorization of the president) on at Learn iT!
 - m. Unauthorized recording, dissemination, or publication of academic presentations (including handwritten notes) for a commercial purpose.
 - n. Misuse of computer facilities or resources, including:
 - i. Unauthorized entry into a file, for any purpose.
 - ii. Unauthorized transfer of a file.
 - iii. Use of another's identification or password.
 - iv. Use of computing facilities, network, or other resources to interfere with the work of another member of the Learn iT! Community.

- v. Use of computing facilities and resources to send obscene or intimidating and abusive messages.
 - vi. Use of computing facilities and resources to interfere with normal Learn iT! operations.
 - vii. Use of computing facilities and resources in violation of copyright laws.
 - viii. Violation of a campus computer use policy.
 - o. Violation of any published Learn iT! policy, rule, regulation or presidential order.
 - p. Failure to comply with directions of, or interference with, any Learn iT! official or any public safety officer while acting in the performance of his/her duties.
 - q. Any act chargeable as a violation of a federal, state, or local law that poses a substantial threat to the safety or well-being of members of the Learn iT! community, to property within the Learn iT! community or poses a significant threat of disruption or interference with Learn iT! operations.
 - r. Violation of the Student Conduct Procedures, including:
 - i. Falsification, distortion, or misrepresentation of information related to a student discipline matter.
 - ii. Disruption or interference with the orderly progress of a student discipline proceeding.
 - iii. Initiation of a student discipline proceeding in bad faith.
 - iv. Attempting to discourage another from participating in the student discipline matter.
 - v. Attempting to influence the impartiality of any participant in a student discipline matter.
 - vi. Verbal or physical harassment or intimidation of any participant in a student discipline matter.
 - vii. Failure to comply with the sanction(s) imposed under a student discipline proceeding.
 - s. Encouraging, permitting, or assisting another to do any act that could subject him or her to discipline.
3. Application of this Code: Sanctions for the conduct listed above can be imposed on applicants, enrolled students, students between academic terms, and students who withdraw from school while a disciplinary matter is pending. Conduct that threatens the safety or security of the Learn iT! community, or substantially disrupts the functions or operation of Learn iT! is within the jurisdiction of this Article regardless of whether it occurs on or off Learn iT! property.
4. Procedures for Enforcing this Code: The CEO shall adopt procedures to ensure students are afforded appropriate notice and an opportunity to be heard before Learn iT! imposes any sanction for a violation of the Student Conduct Code.

Interim Suspension: The CEO of Learn iT! may place on probation, suspend, or expel a student for one or more of the causes enumerated above. No fees or tuition paid by or for such student for the class or session in which he or she is suspended or expelled shall be refunded. If the student is readmitted before the close of the session in which he or she is suspended, no additional tuition or fees shall be required of the student on account of the suspension. During periods of emergency, as determined by the CEO of Learn iT!, the CEO may place into immediate effect any emergency regulations, procedures, and other measures deemed necessary or appropriate to meet the emergency, safeguard persons and property, and maintain educational activities.

The CEO may immediately impose an interim suspension in all cases in which there is reasonable cause to believe that such an immediate suspension is required in order to protect lives or property and to insure the maintenance of order. A student so placed on interim suspension shall be given prompt notice of charges and the opportunity for a hearing within 10 days of the imposition of interim suspension. During the period of interim suspension, the student shall not, without prior written permission of the president or designated representative, enter any campus of Learn iT! other than to attend the hearing.

Violation of any condition of interim suspension shall be grounds for expulsion.

Attendance and Leave of Absence

Attendance is required for all students in all classes. Any missed time must be made up. Make-ups must be arranged with the instructor PRIOR to the absence. Students will not receive a certificate until the make-up course is completed.

Students are required to complete the course within one year of enrolling.

Charges

Refer to your Enrollment agreement for a full account of charges associated with your Learning Program.

Title IV – Federal and State Financial Aid

Federal Student Aid programs are not available to the students at Learn iT!.

If a student obtains a loan to pay for an educational program at Learn iT!, the student will have the responsibility to repay the full amount of the loan plus interest.

Bankruptcy

Learn iT! does not have a pending petition in bankruptcy pending, is not operating as a debtor in possession, has not filed a petition within the preceding five years, or has 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.)

Placement Services

Learn iT! does not provide placement services. Students may obtain referrals and gain networking opportunities as a result of completion of coursework.

Student Tuition Recovery Fund

Students have certain rights and responsibilities with respect to the Student Tuition Recovery Fund (STRF). It is a State requirement that a student who pays tuition to pay a state-imposed assessment for the STRF. The purpose of the STRF is to protect students in case the school closes and cannot return paid tuition to the students once it closes. It acts as like a state administered student funded insurance policy to protect the students.

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or

2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

Students are required to pay \$2.50 prorated for every \$1,000 of tuition paid. – *This cost is absorbed by Learn iT!, and is not an additional cost to be incurred by the student.*

Notice Concerning Transferability of Credits and Credentials Earned At Our Institution

The transferability of credits you earn at Learn iT! is at the discretion of the institution to which you may seek to transfer. Acceptance of the certification you earn at Learn iT! is also at the discretion of the institution to which you may seek to transfer. If the certification that you earn at Learn iT! is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Learn iT! to determine if your certification or coursework will transfer.

Facilities & Equipment

San Francisco Campus
33 New Montgomery St., Ste. 300, San Francisco, CA 94105.

Number of Classrooms: 11
Classroom Capacity Range: 12-32 Students
Design: Standard Classroom Style and One U-Shaped

Santa Clara Campus
2700 Augustine Drive, Suite 299 Santa Clara, CA 95054
Number of Classrooms: 5
Classroom Capacity Range: 4-8 Students
Design: Standard Classroom & Satellite Learning Classrooms

We house both corporate training and vocational training services in the same facility. Restrooms as well as a break room/lobby supplied with a refrigerator, a microwave, a coffee machine and a vending machine are available for student use.

Library

Learn iT! does not offer a formal student library, as all necessary course materials are made available to students. That said, many courses offer supplemental reading suggestions, and these texts are typically available at the San Francisco Public Library.

Services

The student's instructor and/or the CEO will consult with the student if it's necessary. Students have the right to request an informal meeting to express any concerns to a school official.

A list of nearby restaurants and public transportation is available for the student.

Telephone messages will be relayed to students only in case of emergency.

Special tutorial instruction is periodically scheduled for individuals with academic problems to ensure completion of the training program. Tutorial programs are available as needed for an additional hourly fee.

The student may receive a Certificate of Completion upon completion of the prescribed course of study at no additional cost at the student's request.

Housing

Learn iT! does not offer dormitory facilities. If necessary, a number of hotels are available in the area – students are directed to do their own search for lodging.

Learn iT! assumes no responsibility to find or assist a student in finding housing.

VISA

Learn iT! does not provide English as a Second Language (ESL) services.

Visa services are not provided, and Learn iT! cannot vouch for student status or any associated charges.

Applicants who have completed an high school or program in an English speaking country or school are considered meeting the entrance English requirement for enrolling in a course at Learn iT!.

Learn iT! will rely on self-attestation for students that do not consider English to be their primary language. If a student decides the level of comprehension needed to complete a course is above their current aptitude, that student will be offered a refund in accordance with our refund policy.

Instruction of all Learn iT! courses occurs in English.

Experiential Credit

Learn iT! does not award credit for prior experiential learning and has no articulation or transfer agreement with any other college or university.

Financial Aid

Learn iT! does not offer any form of State or Federal Financial Aid.

Standards

Learn iT! uses a simple Complete/Incomplete grading standard. All students that complete a Learn iT! course will receive a Certificate of Completion. Students may receive additional certificates as well, specific to the course of study.

Distance Education

All class programs are taught live, whereby students and instructors are able to communicate in real time. No portions of Learn iT! Anywhere are taped or recorded, nor is media used as a replacement of instructor led education.

Certificates will be mailed to Learn iT Anywhere students upon completion of the course, and should be received within 10 business days. Please call (415) 693-0250 if certificate has not been received within after 10 business days.

Grievances

From time to time, differences in interpretation of school policies will arise among students, faculty, and/or the administration. Persons seeking to resolve problems or complaints should first contact the instructor in charge. Requests for further action may be made to the CEO.

When such differences arise, usually a miscommunication or misunderstanding is a major contributing factor. For this reason, we urge both students and staff to communicate any problems that arise directly to the individual(s) involved. If this problem cannot be resolved in this manner, the CEO should be contacted. Normally the informal procedure of discussing the difference will resolve the problem.

If the complaint cannot be resolved after exhausting Learn iT's grievance procedure, the student may file a complaint with the Bureau for Private Postsecondary Education:

Bureau for Private Postsecondary Education,
1625 North Market Street, Suite S-202,
Sacramento, CA 95834
<http://www.bppe.ca.gov>
(888) 370-7589, Fax (916) 574-8648

Any student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education using the contact information listed above.

Records

Student records are maintained for at least five years from the date of student's graduation, termination, or withdrawal, and are retained by the school and are available upon individual request.

Programs

Desktop Training – Business Applications

Business Software Applications – Microsoft Office

Windows 7

Duration: 4 hours

Module Price: \$120

This hands-on course teaches the core features and functions of Windows 7. Students will learn how to use the Start menu and taskbar move and resize windows create and manage files, folders, and libraries edit file metadata and search for content on their computers. Students will also create shortcuts, use gadgets, and change system settings. Also, students will browse the Web with Internet Explorer 8 (included with Windows 7), add sites to their Favorites lists, and add RSS feeds. Finally, students will learn how to manage a home network, how to secure, update and backup the computer and learn ways of optimizing Windows 7 performance.

Who Should Attend:

This course is designed for any worker, business professional, or private individual who needs to learn how to use, customize and secure files and settings on a computer using the Windows 7 operating system.

Windows 7 New Features

Duration: 4 hours

Module Price: \$120

This hands-on course is designed for persons who are familiar with and comfortable working in previous versions of Windows and want to upgrade to the new and enhanced features of Windows 7. This course is not for students who are first-time Windows users. Can also be taught as a 2-hour, seminar-style training.

Prerequisites

Students need to have experience working in a Windows XP or Windows Vista environment.

Course Outline

- Navigate efficiently around the Windows 7 Desktop user interface
- Using the enhanced Windows 7 Taskbar
- Examine Enhancements in Windows Explorer
- “Pin” programs you use often to the taskbar and launch them with just one click
- Open files you use regularly in just two clicks using “Jump Lists” on the improved taskbar
- Use “Snap” to arrange windows by dragging them to opposite sides of your screen, and “Shake” to focus on a particular window you have open
- Enhanced Search capabilities allow you to find the information you want by adding visual cues and previews to search results
- New Windows 7 Parental Control features
- Working with and configuring Devices and Printers
- Troubleshooting Computer Problems & Using the “Action Center”
- Backing Up Your Computer and Data
- Securing your data using BitLocker
- Sharing Files and Folders through “Home Groups”
- Configuring Windows 7 Defender to protect your computer and network

- Configuring User Account Control and using Parental Controls

Computer Basics using Windows 7 and IE 8

Duration: 4 hours

Module Price: \$120

This hands-on course teaches the basics of using a computer. Students will learn how to start the computer, log in, and use the Start menu to start applications. Using some of Windows 7's built-in applications, they will learn to control the mouse, using it to draw as well as using it to move, resize, and close multiple windows.

Students will use the keyboard to create typewritten documents, saving their completed work as files in folders on discs, then learn how to move those files/folders between computers. Copy music from a CD, delete files you don't need any more (and bring a file back that you deleted by mistake). Personalize the look of your computer screen, and see how to shut down the computer at the end of your day.

Who Should Attend:

This course is designed for any worker, business professional, or private individual who needs to learn basic steps to get started using a computer with the Windows 7 operating system.

Topics

- Start the computer and sign-in
- Start a program from Start-menu
- Paint with the mouse
- Use the mouse to point/click/drag/right-click, right-drag or double-click
- Resize/scroll/move/close a program Window
- Use a Word Processor as a typewriter
- Undo actions
- Get Help from within a program
- Start a new document in a program
- Learn about parts of the computer
- Save a finished document as a file in a folder on a disc
- Install a printer
- Copy and Paste information between windows
- Use the Snipping Tool to Copy & Paste
- Use Windows Explorer to view files
- Use a removable "Thumb Drive" to move files/folders between computers
- Play music and copy it from CD to hard drive
- Using the Recycle Bin
- Easily get back to a program that you use often by placing on the desktop or pinning it to the Start Menu or Taskbar
- Personalize the Desktop
- Surf the Internet using Internet Explorer 8
- Shut down the computer at the end of the day

Get To Know Vista

Duration: 4 hours

Course Price: \$120

Microsoft Windows Vista, Microsoft's latest operation system, offers a fantastic new user experience and is designed to help you feel confident in your ability to view, find, and organize information and to enhance your computing experience with exciting new features.

For a hands-on approach join Learn iT! for a 4-hour hands on course covering new and enhanced features of Vista. Discover the power of your personal computer in a friendly environment where you'll always feel comfortable to ask our instructors questions.

Each of these courses offered by Learn iT! will incorporate the new features and enhancements of Windows Vista, including:

- New User Interface – including Windows Vista Aero
- New Windows Explorer options
- Live Taskbar thumbnail views
- Windows 3-D Flip finder view
- Enhanced Security features
- Incredible new Search features
- New features of Internet Explorer 7
- Enhanced Performance – including Windows ReadyBoost

Access 2003

Duration: 4 Hours

Module Price: \$120

Access 2007

Duration: 4 Hours

Module Price: \$120

Access provides a powerful set of tools that are sophisticated enough for professional developers, yet easy to learn for new users. Create or use powerful database solutions that make organizing, accessing, and sharing information easier than ever.

Access 2010

Duration: 4 hours

Module Price: \$120

Excel 2003

Duration: 4 hours

Module Price: \$120

Excel 2007

Duration: 4 hours

Module Price: \$120

Excel 2010

Duration: 4 hours

Module Price: \$120

OneNote

Duration: 4 hours

Module Price: \$120

Computers are frequently used to create, organize, and share your notes and information with others; you can also enhance the content to suit your purpose. In this course, you will use Microsoft® Office OneNote® 2007 to create different kinds of notes. You will also organize, locate, and share information using OneNote 2007.

Course Objective:

You will create, edit, organize, and enhance notes and also integrate them with other applications using Microsoft® Office OneNote® 2007.

Target Student: A student, homemaker, teacher, or professional, who requires an organizational tool to manage information, or to collaborate and share information such as meeting notes with others.

Prerequisites:

Students should have covered the course, Introduction to Personal Computers: Using Windows XP, or have equivalent skills and knowledge. Also, some experience with Microsoft Office applications is useful where OneNote is used in conjunction with Outlook, Word, Excel, and PowerPoint. Students should have also taken the Level 1 course for each of these Office applications, or have equivalent experience.

Performance-Based Objectives

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

- explore the Microsoft® Office OneNote® 2007 user interface and create a simple notebook.
- create notes using Microsoft® Office OneNote® 2007.
- use templates, organize content, and search for information with Microsoft® Office OneNote® 2007.
- integrate Microsoft® Office OneNote® 2007 with other applications.
- use Microsoft® Office OneNote® 2007 to share your notes with other people.

Outlook 2003

Duration: 4 hours
Module Price: \$120

Outlook 2007

Duration: 4 hours
Module Price: \$120

Outlook 2010

Duration: 4 hours
Module Price: \$120

PowerPoint 2003

Duration: 4 hours
Module Price: \$120

With PowerPoint, you may create on-screen slides, speaker's notes, audience handouts, and an outline, all in a single presentation file. In addition to slide shows, PowerPoint can tailor its output to produce a printed outline, colorful newsletter or professional handouts.

The application includes built-in presentation templates and a multitude of colorful designs which can be modified to fit your specifications.

PowerPoint 2007

Duration: 4 hours
Module Price: \$120

PowerPoint 2010

Duration: 4 hours
Module Price: \$120

Word 2003

Duration: 4 hours
Module Price: \$120

Word 2007

Duration: 4 hours
Module Price: \$120

Word 2007 for Law Firms

Duration: 4 hours
Module Price: \$120

This class helps legal staff use Microsoft Office Word 2007 to prepare pleadings, contracts, estate plans, and other complex documents.

This course is filled with pragmatic tips, tricks, and time-saving shortcuts.

Word 2010

Duration: 4 hours
Module Price: \$120

Office 2007 New Features and Tips & Tricks

Duration: 3.5 hours
Module Price: \$120

We will spend 3.5 hours of hands-on training on what's different (including new features) in Office 2007.

Specifically we will look at Outlook, Word, Excel, and PowerPoint. By the end of this session you will have seen and practiced the following in Office 2007:

Office 2010 New Features and Tips & Tricks

Duration: 4 hours
Module Price: \$120

Business Software Applications – Microsoft Other**Introduction to the PC**

Duration: 2 Hours

Module Price: \$25

The Personal Computer has revolutionized the manner in which people conduct both their business and personal lives, and now you're ready to give it a try.

Let Learn iT!'s two-part Introduction to the PC series give you your start. Intro to the PC provides a detailed overview of the PC, beginning with the history of the PC and some of the illusive terms and definitions surrounding it, and moving into hands-on training in turning on your computer, using your keyboard and mouse, and understanding basic functions of Windows. When it comes to your own PC, your Learn iT! instructor can give you tips on what to look for when purchasing a PC, how to install software, and proper ergonomics for a safe working environment.

There's no better time to start than now, and no better way to learn how than Learn iT!.

Project 2003

Duration: 4 hours

Module Price: \$120

Project 2007

Duration: 4 hours

Module Price: \$120

Project 2010

Duration: 4 hours

Module Price: \$120

This four-module, instructor-led course provides students with the knowledge and skills that are needed to understand, create, build out, track progress, and report status for corporate projects using Microsoft Office Project 2010.

This course offers a significant amount of lecture, hands-on practices, and discussions that assist students in becoming proficient in the skills that are needed to use Microsoft Office Project 2010.

Audience

This course is intended for project managers, team leads, team members (resources), or other staff who are responsible for documenting and managing work in projects and will be or are using the 2010 version of this software.

This class is fundamental knowledge for all individuals who will also be using Microsoft Office Project Server 2010. These individuals should be familiar with key project management concepts and terminology found in Project Management Institute (PMI), A Guide to the Project Management Body of Knowledge (PMBOK Guide) – Third Edition, and may have exposure to earlier versions of Microsoft Office Project.

This class is not appropriate for people who are currently using only MSOP 2003 or 2007 with no plans to upgrade to the 2010 version.

At Course Completion

After completing this course, students will be able to:

- Define and understand the intended benefits, processes, and uses of the Microsoft Office Project Application.
- Plan, organize, and document Phases, Tasks/Activities, and Milestones in a project plan.

- Plan, organize and document Resources that are needed to build successful schedules and budgets.
- Understand the best practices for ensuring the software will calculate schedules based on the needs of all users/stakeholders.
- Understand best practices for resolving issues such as “slipping” schedules and management of changes to resource allocation.
- Understand how to use the views, tables, and reports to analyze project and task status, and report that status to interested stakeholders.
- Understand customizing the software to tailor the needs of the organization and project manager.
- Understand collaborative functions available in this version of Microsoft Office Project 2010.

Prerequisites

Before attending this course, students should have:

- Familiarity with the key project management concepts and terminology found in the PMI PMBOK Guide –Third Edition.
- Experience with Microsoft Office Excel.
- Experience or exposure to SharePoint as a user.
- Working experience as a project manager, team lead, or resource on project teams in their organization.

Microsoft Certified Professional Exams

There is no corresponding Microsoft Certified Professional exam for this course.

Project 2010 New Features

Duration: 4 hours

Module Price:

Introduction

This instructor-led course provides students with the knowledge and skills that are needed to understand the major changes in Microsoft Office Project 2010. This course offers a significant amount of lecture and hands-on practices that assist students in becoming proficient in using the new and enhanced functions in Microsoft Office Project 2010.

Audience

This course is intended for project managers, resource managers, and technical staff who use or support Microsoft Office Project 2010. These individuals are capable of managing projects using earlier versions of Microsoft Office Project.

At Course Completion

After completing this course, students will be able to:

- Understand and use the new and enhanced features in Microsoft Office Project 2010.
- Understand the differences between the Standard and Professional versions of the software.

Prerequisites

Before attending this course, students should have:

- Working experience as a project manager, team lead, or resource on project teams in their organization.
- Experience using previous versions of Microsoft Office Project to create project schedules.
- Experience with Microsoft Office Excel.
- Experience with or exposure to SharePoint as a user.

Visio 2003

Duration: 4 hours

Module Price: \$120

Visio provides an easy way to communicate your ideas visually, allowing you to create useful images like diagrams, flowcharts, and schematic drawings.

During this one day course, participants will learn to create these graphics, as well as timelines, office layout plans, workflow diagrams, organizational charts, maps, flowcharts and more. Visio has extensive applications in project management, marketing, quality assurance, strategic planning, or human resources, and is the industry standard business drawing tool.

Visio 2007

Duration: 4 Hours

Module Price: \$120

Visio provides an easy way to communicate your ideas visually, allowing you to create useful images like diagrams, flowcharts, and schematic drawings.

During this one day course, participants will learn to create these graphics, as well as timelines, office layout plans, workflow diagrams, organizational charts, maps, flowcharts and more. Visio has extensive applications in project management, marketing, quality assurance, strategic planning, or human resources, and is the industry standard business drawing tool.

Visio 2010

Duration: 4 hours

Module Price: \$120

Visio 2010 provides an easy way to communicate your ideas visually, allowing you to create useful images like diagrams, flowcharts, and schematic drawings.

During this one day course, participants will learn to create these graphics, as well as timelines, office layout plans, workflow diagrams, organizational charts, maps, flowcharts and more. Visio has extensive applications in project management, marketing, quality assurance, strategic planning, or human resources, and is the industry standard business drawing tool.

Business Software Applications – Other**Social Networking: Grow Your Business with Facebook, Twitter, and LinkedIn**

Duration: 4 hours

Module Price: \$120

If your business isn't correctly maximizing social networking sites like Facebook, Twitter, LinkedIn and others you're losing one of the great business opportunities of our age. Learn iT teaches anyone from beginners to seasoned social network users how to get the most out of free and paid marketing through today's top sites. Now is the time to get your business into social marketing!

NOTE: This class is NOT an "Introduction to Facebook". It is designed for those already fairly familiar with social networking who wish to utilize it for business promotion.

Quickbooks

Duration: 4 hours

Module Price: \$120

Bookkeeping for a small business can be quite a responsibility. Why not alleviate the stress with QuickBooks? QuickBooks can lead you through simple step by step procedures to set up your company file. Data entry is quick, consistent, and accurate with features which work together to help you manage your company's finances efficiently. This accounting software application allows you to produce checks, invoices, bills, and reports effortlessly. No need to look for an outside source to help you with the books; let Learn iT!'s eight-part QuickBooks series teach you to do it on your own!

Google Apps Training For End Users

Duration: 4 hours

Module Price:

Google Apps Training for End Users is designed to teach new Google Apps Users how to get the most out of the Google Apps collection of tools and features. This course is geared for individuals transitioning from an office environment to a Google Apps environment. You'll learn the benefits, limitations, and differences between Google Apps tools and other comparable popular software applications - such as using Microsoft Outlook versus Gmail and creating documents with Google Docs versus Microsoft Word.

Course Prerequisites

Class participants should have experience using a Web browser. Basic understanding of word processing and desktop software is helpful.

Business Software Applications – Microsoft Office Maximized

Manage Your Everyday with Outlook 2007

Duration: 4 hours

Module Price: \$240

Rather than teach you “our way” to organize your life, Organizing with Outlook will identify key organizational concepts inherent in all time management approaches, and show what Outlook can do to meet your particular needs.

From automating the sorting process, to prioritizing your tasks, to using the Outlook calendar on a mobile device or your day planner of choice, this course will reveal the most effective tools to incorporate into your current organizational system.

Of course, everyone has their own way of trying to stay organized, and there are hundreds of philosophies on the way to achieve an empty inbox, clean desk, and efficient task list or daily plan. Nevertheless, we find ourselves constantly buried beneath the pile, spending hours each day dealing with the influx, and never finishing everything.

Regardless of your approach, Microsoft Outlook is probably a central figure in this drama, and this course will explore how it can be used to get more done in less time.

Topics include:

- Navigating in Outlook
- Discuss the four main structures (Mail, Calendar, Tasks, and Contacts) of Outlook and how they interact.

- Explore key organizational concepts and best practices for folders.
- Creating and organizing folders
- Discover the purpose and power of flagging e-mails
- Explore Categories and how to use them for e-mails, appointments, and tasks.
- Creating custom fields.
- Customizing views to maximize the information you need.
- The power of Search Folders
- Automate Outlook and make it work for you with Rules
- Print calendars to use in daily planners
- Interactivity with mobile devices (discussion)
- Establish Key Organizational concepts:
- Put e-mails where they belong
- Prioritizing
- Processing
- The idea behind the folder tree
- Managing an overflowing inbox
- The purpose of flagging e-mails

MS Office 2007 Efficiency: Speed Tips, Tricks, and Shortcuts (Excel, PowerPoint & Outlook)

Duration: 4 hours

Module Price: \$240

With so little time, and more work to do every day, we need to ensure we use our tools as effectively and efficiently as possible.

In this course we will explore the most important shortcuts and time saving tools in Outlook, Excel, Word and PowerPoint. You will learn existing keyboard shortcuts and how to create your own, you will modify the program interface to fit your needs, and discover key tools that will make your life easier, no matter what you're work requires.

Topics include:

- Navigation and selection shortcuts
- Top shortcuts for all of Microsoft
- Customize toolbars and menus
- Create and use templates
- Outlook search folders
- Save chart templates in Excel
- Automatic Subtotals
- Using the PowerPoint Master Slide
- Create macros to automate repetitive actions
- Create Rules in Outlook

Outlook 2007 as CRM: Make the Most of Your Contacts

Duration: 4 hours

Module Price: \$240

Even the best networker needs to utilize their contacts for networking to be effective. In this course you will learn how to organize, track, and market to your contacts using some of the most powerful, and underutilized tools of Microsoft Outlook. We will also discover the potential of Mail Merge, empowering you to create personalized Marketing Materials for e-mail blasts.

Topics include:

- Utilizing Categories
- Customized contact forms
- Custom views to quickly filter your contacts
- Distribution lists
- Associate tasks, calendar appointments, and e-mails to a contact
- Create boiler plate documents in Word
- Running Mail Merge
- Manage undeliverable e-mails/do not e-mail with Rules & Search folders

Prerequisites:

Proficiency creating Word Documents and basic Outlook functionality

Presenting Financials 2007: Make Numbers and Statistics Stand Out with Excel and PowerPoint

Duration: 4 hours

Module Price: \$240

This course is designed for individuals who want to combine the data analysis tools of Microsoft Excel with the presentation capabilities of Microsoft PowerPoint. You will learn how to uncover the key values for your business, turn those values into well designed, user friendly charts, and incorporate those charts into a professional PowerPoint Presentation.

Topics Include:

- Best Practices for creating Charts
- Tips on common chart customization (e.g. creating threshold marks)
- Using drawing elements to enhance charts
- Data analysis tools
- Automatic Subtotals
- Pivot Table
- Pivot Chart
- Best Practices for Presentations
- Imbedding and Linking charts in PowerPoint
- Animating charts in PowerPoint

Teamwork: Collaboration in Microsoft Office 2007 (Outlook, PowerPoint & Excel)

Duration: 4 hours

Module Price: \$240

Nobody works alone, and this course will teach you how to use Microsoft Office applications to collaborate as a team. You will explore how to work together in Outlook, sharing Calendars, assigning tasks, and creating meetings. In Word you'll learn how to track edits and manage the many drafts of a document. Discover how to link data across Excel files and how to share slides in PowerPoint, even make sure the shared drive doesn't get out of control. We'll even explore how to control access to sensitive files.

Topics include:

- Outlook Permissions and delegates
- Meeting requests
- Assigning tasks
- Track Changes in Word
- Versions

- Linking in Excel
- Use the PowerPoint Slide Library
- S: Drive Best Practices
- File protection
- Intro to SharePoint: The ultimate collaborative environment

Bootcamps

MCAS Boot camp – Office 2007 Microsoft Certified Applications Specialist

Duration: 5 days

Module Price:

****PLEASE NOTE: THIS CLASS IS NOT ELIGIBLE FOR ANY INDIVIDUAL LEARNING PACKAGE (Month Pass, 6 Month Pass, etc.)****

Learn IT's Microsoft Certified Applications Specialist Series is designed to provide IT and business professionals the training they need to fully comprehend the 2007 Microsoft Office suite, in preparation for the MCAS certification exams. Our master instructors, state of the art facility, business related exercises and practice sessions ensure our students' continued success, not just certification passage.

This MCAS certification series is the 2007 version of the Microsoft Office Specialist certification track (MOS), and specifically targets workplace demand for 2007 Office system skills.

Audience

Anyone who currently holds a position, or is looking for a career in the following positions would greatly benefit from this course: Help Desk (Applications) Support, Web Professional, IT Consultant, Communications, Database Administrator, Software Specialist, and all positions that rely heavily on Microsoft Office 2007

At Boot camp Completion

The BootCamp is a great opportunity to round out your mastery of Office 2007 and prepare you to for the MCAS certification exams for Word 2007, Excel 2007, & PowerPoint 2007.

Additional Information:

This Course includes the Microsoft Step by Step Manuals, test preparation software, skill assessment and up to five exam vouchers. Student can opt to take their exams during the boot camp or at a later date within six months of their course.

MOS Boot camp - Microsoft Office Specialist 2010

Duration: 5 days

Module Price: \$1875

****PLEASE NOTE: THIS CLASS IS NOT ELIGIBLE FOR ANY INDIVIDUAL LEARNING PACKAGE (Month Pass, 6 Month Pass, etc.)****

Learn IT's Microsoft Certified Applications Specialist Series is designed to provide IT and business professionals the training they need to fully comprehend the 2010 Microsoft Office suite, in preparation for the MOS certification exams. Our master instructors, state of the art facility, business related exercises and practice sessions ensure our students' continued success, not just certification passage.

This MOS certification series is the 2010 version of the Microsoft Office Specialist certification track (MOS), and specifically targets workplace demand for 2010 Office system skills.

Audience

Anyone who currently holds a position, or is looking for a career in the following positions would greatly benefit from this course: Help Desk (Applications) Support, Web Professional, IT Consultant, Communications, Database Administrator, Software Specialist, and all positions that rely heavily on Microsoft Office 2010

At Boot camp Completion

The Boot camp is a great opportunity to round out your mastery of Office 2010 and prepare you to for the MOS certification exams for Word 2010, Excel 2010, & PowerPoint 2010. During the class you will prepare and take the exams for all three programs.

Included in this course:

This Course includes the Microsoft Step by Step Manuals, test preparation software, skill assessment and up to five exam vouchers. Student can opt to take their exams during the boot camp or at a later date within six months of their course.

Prerequisites:

Participants must have previously attended, or have equivalent knowledge from the 1st 2 days of the Word, Excel, and PowerPoint courses. Similar experience with previous versions of the program (2003, or 2007) is acceptable as a prerequisite.

Creative Applications – Adobe CS Programs

Acrobat 9

Duration: 4 hours
Module Price: \$120

Adobe Captivate

Duration: 4 hours
Module Price: \$120

With the Adobe Captivate software, you can quickly create professional “eLearning” content (presentations and/or full motion video) with interactivity, software and scenario simulations, quizzes, and other engaging experiences with no programming or multimedia skills required.

You will also learn how to boost your productivity with templates and collaboration workflows.

This 2 day course covers all the essentials and then some, with additional “lab time” to practice with your instructor available, to get you on your way to creating your own professional looking presentations, demonstrations, and interactive lessons and quizzes using Adobe Captivate 4.

Dreamweaver

Duration: 4 Hours
Module Price: \$120

Illustrator

Duration: 4 Hours
Module Price: \$120

InDesign

Duration: 4 Hours

Module Price: \$120

Adobe InDesign is a page layout program that allows complete compatibility with other Adobe graphic applications such as Photoshop and Illustrator. InDesign offers all the tools needed for page layout, including typographic control of text, master pages, styles, controlled text flow and multiple column layouts. InDesign's innovative advanced features, including drawing tools, graphic and text frames, transparency, tables, color gradients for text and objects and the ability to open and convert PageMaker and QuarkXPress publications give greater creative control over newsletters, brochures and flyers.

InDesign truly pushes the outside of the desktop publishing envelope.

Photoshop

Duration: 4 hours

Module Price: \$120

If you want to use images in newsletters, printed ads, marketing materials, or on web pages, Photoshop is a terrific tool. Photoshop sets the industry standard for image editing applications.

Photoshop also functions as a powerful paint program that can create original artwork with a variety of brushes and filters.

Acrobat 9 for Law Firms

Duration: 4 hours

Module Price: \$120

This course teaches how to use Acrobat 9 Professional, tailored to the needs of the legal industry.

Flash

Duration: 4 Hours

Module Price: \$120

Adobe Flash is the solution for producing high-impact, vector-based animation and interactivity for Web sites. Flash has attracted an army of graphic artists and Web developers who create dazzling animations and interfaces for the Web, adding sound, motion, and interactivity to engage Web viewers with the kind of experience that builds brand loyalty for publishers and culture for Web sites.

Creative Applications – Other

HTML

Duration: 4 hours

Module Price: \$120

How do you prepare for the world of web design and on-line publishing? Learn the language of HTML.

Learn iT!'s HTML Web Design program teaches you how to create colorful, interactive and accessible web sites that take full advantage of the latest web browser technology. The Beginning HTML classes teaches you how to format text on your pages, add hyperlinks, pictures and tables. Even if you plan on doing most of your web design with an authoring tool such as Macromedia Dreamweaver, Macromedia Flash, or Microsoft

FrontPage, an understanding of HTML is necessary to make the most of those programs and fine tune your page design.

Learn iT's HTML course is taught to the latest standard, XHTML, teaching the future of the web today.

CSS

Duration: 4 Hours

Module Price: \$120

Once you're familiar with HTML, Cascading Style Sheets (CSS) is a great way to further your web site building skills. CSS is used to extend the formatting and stylistic capabilities of your HTML documents, allowing greater flexibility and control in page layout and design.

Prerequisites:

HTML 1-4 or equivalent experience

Quark

Duration: 4 Hours

Module Price: \$120

Many newspapers, magazines, and flyers are created in Quark. Used for graphic design and general page-layout, Quark allows you to combine text and graphics on a printed page and manipulate them with creativity and precision.

Guided Print Design Lab

Duration: 2 days

Course Price: \$480

Creating a professional print design and sending it to print can be a daunting technical process. As a print designer, you'll need to know specialized ways to gather information, create design briefs, settle on a look and feel, work with print houses, and create dynamic designs that produce a branded experience. Let our Adobe Certified instructors lead you through your first print design project!

In Learn iT's two-day Guided Print Design Lab, our expert instructors will lead you step-by-step through a design project. You'll be guided through design creation, "usability" layout, the review process, pre-press preparation, and tips and tricks. Your instructor will also act as your extra-nice Design Director; they'll offer advice and answer questions when you get stuck. You'll learn invaluable information that will keep you from feeling lost in the professional world.

Professional print design is much more than just knowing the software.

If you want to create professional work, it is incredibly useful to have direct guidance from a practiced expert.

****PRE-REQUISITES:** You MUST have taken Illustrator 1-6 OR InDesign 1-6 (or have equivalent knowledge)

Guided Web Design Lab

Duration: 2 Days

Course Price: \$480

Your first web design project can be daunting. Let our Adobe Certified instructors lead you through your first project!

In Learn iT's two-day Guided Web Design Lab, you will get a chance to apply your new skills while an expert stands by and guides you through the trickier parts. You will leave with a fully functional web site, designed and constructed by you!

You will be provided with a sample project designed by our experts, allowing you to use a wide variety of integrated technologies and techniques. You'll be guided through workflow, summary reviews, tips and tricks, and provided with someone to check your work and ask questions of!

****PRE-REQUISITES:** You must have taken Dreamweaver 1-6 and Illustrator 1-2 (or have equivalent knowledge)

Web Design Theory and Best Practices

Duration: 4 Hours

Module Price: \$120

Every student, experienced or beginner, should take Web Design Theory and Best Practices. It is designed to fill in the gaps in learning that normally take designers years to learn on their own, if they ever do.

Web Design Theory covers things like project set-up, usability theory, web marketing, search engine ranking, and how to get and succeed at contract work.

Most Learn iT classes teach students how to build a web site. Web Design Theory and Best Practices teaches students how to make sure their web site is great.

Professional Development – Business Applications

Professional Development – Leadership

Successful Supervision

Duration: 2 Days

Course Price: \$900

ROI

As you examine your own management objective and leadership style, you will discover why some of your methods aren't working — and how you can build on your strengths. The focus is on results. You will apply the insights to one of your leadership challenges in class and design an action plan to resolve it.

You will also create a roadmap for future success as you learn to:

- Communicate your leadership objectives with clarity and impact.
- Strengthen your power of influence and test new approaches for motivating others.
- Make lasting changes in your leadership style and behaviors.

Experience

Our active-learning approach blends interactive lectures with hands-on experiences that put the principles into practice. Faculty challenges you to examine your own management objectives and leadership style and explain why many of the current methods will not get the results you need.

Throughout the program, you focus on your own current challenges. You will experiment with new approaches and behaviors in applied learning sessions, receive constructive feedback and insights from faculty and fellow professionals, and leave with specific action steps for resolving current and future challenges.

Session Topics for the Successful Supervision Program

- Values Based Leadership
- Making the Transition: The New Supervisor
- Setting Effective Performance Expectations for Your Staff
- Managing Your Former Peers
- Keep Your “Boss” Boundaries Intact
- Overcoming the Fear of Failure: How to Effectively Apologize
- Creating an Successful Individual Employee Motivation Plan
- Manage Up: Building a Solid Relationship with Your Boss
- Progress Report Expectations
- Self-Promotion through Reporting
- Strategic Planning for Supervisors
- Conflict Resolution

Credits: 14 PDUs

Strategic Planning

Duration: 1 day

Module Price: \$450

ROI

Are you drowning under the weight of tactical activities and short-term operational demands? Learn how to allocate time and energy to think ahead, add value, and innovate for the future. Today, managers and individual contributors alike are redefining what it means to be truly successful.

A recent Wall Street Journal study revealed that the most sought-after executive skill is strategic thinking, but only 30% of managers have this skill set. Managers with superior strategy skills are more likely than other managers to be promoted to top levels of their organizations.

Experience

This one-day seminar combines interactive lectures, with hands-on planning activities, and straightforward tools that show you how to leverage business insights to plan your company's future success. Successful organizations rely on strategy to determine how to use limited resources to better their organization's place in the competitive landscape.

The reality is that not all managers are good strategists. If your organization wants to be proactive and forward thinking, then its employees must think about the future in entrepreneurial and innovative ways. Regardless of your situation, this interactive workshop will give you valuable tools to use immediately.

Session Topics for the Strategic Planning Program

- Distinguish between strategic thinking and strategic planning, and learn to leverage both to gain competitive advantage
- Utilize assessments to determine your skills as a strategic thinker, and your company's need for strategic planning
- Become familiar with key terms and concepts in the strategic planning process
- Use a simple tool to create a mission statement for your organization, department or work group
- Prepare to conduct a S.W.O.T. (or) S.O.A.R analysis for your unit to identify trends that shape the competitive landscape, and anticipate how they will evolve
- Learn how to identify the needs and wants of customers
- Understand the components of an internal assessment including core competencies, and "culture"
- Establish a time line and approach to prepare your strategic plan

Audience

Mid-level, Senior and Executive leaders seeking to increase their confidence and proficiency in strategic thinking and planning will benefit from this workshop. This course is suitable for any person who wants a better understanding of best practices around planning business strategy.

Negotiation Skills

Duration: 1 day

Module Price: \$450

ROI

You will explore a variety of negotiation styles while thinking about their strategic advantages and disadvantages so you can develop your ability to persuade and influence with diplomacy and tact. Throughout the session, you will strengthen your collaborative and competitive negotiation skills by creating negotiation plans that will make you more efficient when preparing for and dealing with internal and external workplace issues.

Simply defined, negotiation is a basic means of getting what we want from others. It's back and forth communication designed to reach an agreement when you and the other side have some shared and some opposing interests. This class gives you the tools you need to negotiate with yourself first to increase your confidence and command in every negotiation.

Experience

The program complements interactive lectures with hands-on practice and role-play to help you become more aware of how you can get what you want from decision makers and peers or get the best price from external vendors. In the Negotiation Skills seminar, you will begin with a social styles questionnaire to reveal your dominant negotiation method, and introduce you to alternative negotiating approaches. Using real life scenarios, we work together to determine when it is appropriate to implement the win-win methodology versus competitive negotiation tactics.

Participants leave with a holistic understanding of best practices to persuade and influence at all levels.

Session Topics for the Negotiation Skills Program

- What kind of Negotiator Are You?
- Collaborative Negotiation Basics
- Holistic Negotiation Strategies
- Build an Argument to Persuade and Influence
- Competitive Negotiation Strategies
- Tactics Used By the Other Side

Credits: 7 PDUs

Effective Performance Reviews

Duration: 1 Day

Module Price: \$450

ROI

Research shows that organizations with a systematic performance management process are more successful than those without.

You will learn how leading companies retain and develop their talent into top performers.

You will leave our one-day seminar with a clear understanding of what it takes to construct an effective performance management process, including how to build accurate and useful job descriptions, create standards documents, S.M.A.R.T goal setting, performance review and feedback best practices.

Experience

Demystify the performance management process through interactive lectures, breakout sessions, and hands-on activities.

During this one-day seminar, you will standardize your performance management process using a 4-step job analysis and simple template to build a standard job description. Participants learn to differentiate between goals and standards, how to write a descriptive performance review and prepare and plan for the interview. Our participants' master the art of performance coaching through guided role-play, and leave with the skills every leader needs to give and receive performance feedback including how to listen and paraphrase.

Regardless of your situation, this interactive workshop will give you valuable tools to use immediately.

Session Topics for the Performance Management and Appraisal Program

- Recognize the importance of having a performance review process for employees
- Identify the performance management cycle, and the part employees, managers and organizations play in that cycle
- Understand how to work with employees to set performance objectives and standards
- Develop skills in coaching and giving feedback, listening and asking questions resulting in improved performance

- Identify an effective interview process and have the opportunity to practice the process in a supportive atmosphere

Credits: 7PDUs

Change Management

Duration: 1 day

Course Price: \$450

ROI

You will increase your confidence and adaptability by learning the principles behind the change cycle and behavioral change readiness.

Through examination and reflection of how you respond to personal and/or organizational change and transition, you identify strategies for accepting and implementing change, and learn to see it as an opportunity for self-motivation and innovation.

You will build a personal action plan that articulates how you will implement what you learn from the program to increase your success in your organization and personal life.

Experience

This one-day seminar combines interactive lectures with hands-on activities and breakout sessions to uncover how to expertly manage individuals and teams through challenging times. The behaviors and feelings of those experiencing change affect all of us. Regardless of your situation, this interactive workshop will give you valuable tools to use immediately.

We explore the common triggers that interfere with people's ability to understand and take action concerning the changes they face. We consider the impact of a well-prepared and appropriately timed change announcement and learn how to announce a pending organizational change that is well received by employees. Faculty challenges you to observe your relationship to personal and organizational change and determine how to build skills that will make you and your team more efficient and productive during uncertain times.

Credits: 7PDU

Make Meetings Matter: Face to Face Meeting Strategies

Duration: 3 hours

Module Price:

In this 3 hour session, you will learn to create meetings that are productive, effective and accomplish the stated goals. Learn which meeting structure is the best fit is given your meeting goals and participants. Plan for your next meeting using the 5 P's of Effective Meeting preparation, and apply and practice a meeting design methodology to create meetings that work – every time. Consider obstacles that can hinder meeting progress and develop strategies to overcome them. Learn key facilitation strategies to engage participants and consistently create effective meetings that work.

What You Will Cover

- Live Meeting Strategies
- Discover why meetings don't work
- Learn to clearly define your meeting's content, duration and structure
- Save time and streamline your weekly meeting process & procedure
- Start on time and engage participants with a hook

- Increase the probability of a successful meeting with a 5-step meeting planning tool

Who Should Attend

- Individuals and leaders who facilitate face to face meetings
- Individuals and leaders who need to learn current researched best practices on leading face to face meetings
- Trainers, coaches and consultants who need to consistently deliver effective face to face meetings

Available Formats

- Customized Course
- Power Tool Offering
- Client site or L! Site

Credits: 3 PDUs

Make Meetings Matter: Virtual Meeting Strategies

Duration: 3 hours

Module Price:

The use of virtual meetings has grown at 80% in global companies. Also, 50% of employees now belong to virtual teams. The ability to lead virtual meetings in today's global business economy is now a required critical skill. Yet, the average virtual meeting today lacks energy and results.

In this three hour class, you will focus on the key business drivers which support the rise in virtual meetings. You will learn the three key areas where virtual meetings differ from co-located meetings and strategies for overcoming these differences. Apply a heavily practiced and researched meeting facilitation methodology to create meetings that work – every time. Plan for technology so it can help instead of a hindering participant engagement and use a feedback process to engage participants and consistently create effective virtual meetings.

What You Will Cover

- Virtual Meeting Strategies
- Understand the role virtual meetings play in the current business environment
- Learn current technological mediums for virtual meetings and how to select the best medium for your meeting goals
- Uncover how virtual meetings are different than co-located (face-to-face) meetings
- Utilize a well-researched facilitation model for creating meetings that are productive, well-designed and engaging
- Apply best practices for facilitating virtual Q&A sessions
- Effectively create best practices from post meeting feedback to continuously improve the virtual participant experience

Who Should Attend

- Individuals and leaders who facilitate virtual meetings
- Individuals and leaders who need to learn current researched best practices on leading virtual meetings
- Trainers, coaches and consultants who need to consistently deliver effective live & virtual meetings

Available Formats

- Customized Course
- Power Tool Offering
- Client site or L! Site

Credits: 3 PDUs

Leading Through Change

Duration: 90 min

Module Price:

Overview of the Course:

Through examination and reflection of how you respond to personal and/or organizational change and transition, you identify strategies for accepting and implementing change, and learn to see it as an opportunity for self-motivation and innovation.

What You Will Cover:

- Become more strategic and adaptable during unexpected organizational or personal change by understanding the Change Cycle.
- Develop a communication plan to announce a pending organizational change that is well received by employees.

Credits: 1.5 PDUs

Coaching Skills for Leaders

Duration: 90 min

Module Price:

Audience:

Business Leaders

Overview of the course:

How effective are you at motivating your employees? Frederick Herzberg is regarded as one of the great original thinkers in management and motivational theory. In this course, you discover how to motivate individual employees to enhance the overall success of your team.

What You Will Cover:

- Discover how effective you are at motivating your employees.
- Learn how to guide and motivate your team through the power of scientifically based coaching principles.
- Develop an Employee Motivation Plan to keep your team inspired and focused on the success of your organization.

Credits: 1.5 PDU

Professional Development – Communication and Business Skills

Action Writing

Duration: 90 min

Module Price: \$120

PDUs: 1.5

Overview of the course:

In this course, we will use the single most effective writing strategy, Bottom Lining, to ensure that your message is clear, concise and powerful.

Audience:

Business Professionals

What You Will Cover:

- Learn tools to help identify and succinctly state the bottom line of any message.
- Discover the ideal structure of e-mail subject lines
- Master techniques to develop a message structure that gets to the point and maintains audience interest.

Business Writing

Duration: 1 Day

Module Price: \$450

Are your emails well-written, succinct, and instructive? Do you think your e-mails get read first because of the way they are written? Do you utilize the current best practices to write persuasively and professionally?

E-mail has become the single most important communication tool in business today. Unfortunately, poorly written e-mails damage relationships, ruin sales opportunities, and prevent career advancement. Every e-mail sent is scrutinized by its recipient – so it is vital that your e-mails create a favorable image.

Effective writing is not a natural talent. On the contrary, it is a relatively simple skill that no businessperson should be without.

In this class, you'll learn practical and useful techniques. You'll be able to write from the readers' point of view, organize information clearly and logically, and present a professional image of yourself and your organization. You will learn the common pitfalls of poorly written e-mail communications and how to create e-mails that will get read first. You will enhance your learning with exercises, assessment tools, and group discussions.

How You Will Benefit

- Avoid embarrassment & error-proof your writing
- Use structured brainstorming techniques to break through writer's block
- Recognize the benefits and drawbacks of e-mail communication
- Write e-mail subject lines that get your e-mail read first
- Utilize proven business writing methods to sound professional
- Effectively communicate feeling in writing
- Identify and communicate the central theme to your audience
- Learn how to diplomatically argue a point that persuades your audience

Who Should Attend

- Business professionals at all levels who want to improve their writing and communication skills through email and other written methods

Available Formats

- 1 Day Course
- Customized Course
- Power Tool Offering
- Client site or L! Site

Credits: 7PDU

Critical Thinking

Duration: 1 day

Module Price: \$450

You make solid decisions and solve tough problems at work. But, how do you explain your rationale and strategy to your peers, boss, or customers? Elucidating your critical thinking process will create buy-in and enhance your reputation as thought leader in your organization.

Employees who can analyze and reason consistently are an invaluable resource. Applied critical thinking skills provide an essential foundation for all effective planning, problem-solving, and decision-making activities. Critical thinkers are a competitive advantage because they are skeptical of quick fixes and operational dogma. They generate productive ideas and are intellectually competent to forge new direction.

This course introduces the basic concepts, features, and skills associated with critical thinking. You will understand the role of critical thinking in today's global workplace. You will learn how showing competency in strategic thinking through decision-making and problem solving will enhance your image as a thought leader in your organization. You'll be able to demonstrate your rational approach for the decisions you make and problems you solve, and learn new methods for facilitating innovation.

How You Will Benefit

- Recognize what Critical Thinking is, and why it is valuable
- Learn how to use inquiry to activate Critical Thinking skills
- Complete a personal assessment to determine what Critical Thinking skills you need to develop in yourself
- Understand how mental models impact our decision making, thinking, and reasoning processes
- Use the Ladder of Inference to control and evaluate your thought processes, and understand the decision making patterns of others
- Gain confidence that you're making the best decision by using problem solving tools and strategies to use your decision time most effectively
- Understand problems from multiple perspectives with the Productive Thinking Model
- Formulate creative solutions using creative problem solving and idea generating methods

Who Should Attend

Business professionals at all levels who want to improve their critical thinking skills through researched tools and assessments

Available Formats

1 Day Course

Customized Course

Power Tool Offering

Client site or L! Site

Credits: 7PDUs

Communication Strategies

Duration: 1 Day

Module Price: \$450

ROI

A thriving organization depends on effective and efficient communication. As you examine your own communication strategies and styles, you will discover why some of your techniques are not working, and learn how to build on your strengths.

The class culminates in the creation of a personal action plan for successful future communications.

Experience

This one-day seminar allows you to concentrate on improving your own communication methods. Faculty challenges you to observe your communication styles and strategies and determine how to improve or modify those techniques to communicate more effectively. You will discuss what non-verbal messages you communicate and why different personalities respond to different methods of communication.

You will receive productive feedback from faculty and fellow professionals, and leave with specific tools and ideas to enhance your future communications.

Credits: 7PDU

Customer Service Skills

Duration: 1 day

Module Price: \$450

ROI

With so much competition in today's global economy, providing exceptional customer service is no longer an option, it's a necessity. Learn iT!'s one day customer service seminar provides you with the skills you need to handle a variety of situations and increase your productivity, efficiency and effectiveness. When you treat your customers exceptionally well, your customers will become an influential marketing tool for your business.

Experience

This one-day seminar teaches you simple techniques to wow your customer every time. You will learn how to determine what your customer wants, what they need and why they leave.

All participants become more comfortable with active listening and questioning through interactive role play, and practice. We leverage simple tools to overcome objections and turn challenging customers into cooperative ones.

Finally, you explore strategies to give the same outstanding service on the telephone that you give your customers in person. You will receive productive feedback from faculty and fellow professionals, and leave with specific tools and ideas to enhance your future interactions with all types of customers.

Session Topics for the Customer Service Seminar

- Discover what customers really want, and why they leave
- Use listening and questioning strategies to increase your efficiency and confidence with customers
- Diffuse irate, persistent, incoherent and difficult customers, and turn challenge into cooperation
- Learn techniques to give the same exceptional service on the telephone as you give your customers in person
- Explore a simple formula to personalize service and remember names

Credits: 7PDUs

Dealing with Conflict and Difficult People

Duration: 1 Day

Module Price: \$450

Conflict at work is inevitable. How do you handle yourself during conflict with difficult people and situations? Do you utilize effective strategies and skills during conflict or do you just react?

Conflict and difficult people exist at work as in all facets of life. Since you can't prevent conflict, the most important thing is to learn how to manage conflict in productive ways.

There are several strategies for coping with conflict and difficult people -- knowing when and how to use these techniques can make you a more effective business professional and reduce the stress in your life.

In this class, you will learn the cycle of conflict and the role we play in that cycle. You will learn about different types of conflict and how to work effectively to manage those scenarios. You will utilize different communication modalities to increase your chances of turning a conflict or stressful situation into a dialogue of cooperation. You will understand the ten different types of people and what motivates them. Once you understand what motivates them, you can be more effective in facilitating tough situations and people so you can get work done without hassle and stress.

How You Will Benefit

- Discover the cyclical nature of conflict, why it happens, and how to break the cycle
- Use communication strategies to turn conflict into cooperation
- Learn how to identify the 10 most difficult types of people and understand how they think, what they fear, and what motivates them to act the way they do
- Discover strategies to effectively and diplomatically deal with difficult people who seek perfection, control, approval, and attention
- Develop a comprehensive action plan to address and resolve conflict between you and your difficult person

Who Should Attend

- Business professionals at all levels who want to learn how to effectively respond to conflict and deal with difficult people instead of reacting
- Managers and leaders who desire to turn conflict into productivity with the teams and individuals they lead

Available Formats

- 1 Day Course
- Customized Course
- Power Tool Offering
- Client site or L! Site

Credits: 7PDUs

Presentation Skills- Present like a Pro- 2-Day Workshop

Duration: 2 days

Course Price: \$900

ROI

What if you could discover the secret all exceptional presenters share? With a focus on professional business communication, Learn iT!'s 2-day Presentation Workshop teaches you how to interact effectively with the audience, what to do when you draw a blank, or suffer from the "ums" and "ya knows," and how to captivate and persuade your audience with minimal anxiety.

Experience

Your two days will be spent in a group setting with a facilitator to learn and practice fundamental and advanced presentation skills. Included in the workshop are instructor led exercises, group activities and extensive feedback designed to increase your comfort and competency when speaking in public. Each participant will take part in a videotaped presentation followed by a peer feedback session and one-on-one feedback from a senior instructor to guarantee progress and eliminate any distracting behaviors.

Session Topics

- Use PowerPoint best practices to optimize your impact
- Learn how to construct and organize a powerful message that sticks
- Develop dynamic delivery skills and connect with your listeners
- Overcome anxiety and gain confidence when presenting
- Use transitions to engage your audience
- Maximize your impact with body language, props, and visual aides
- Learn best practices for Q & A sessions
- Practice and present with proven preparation techniques

Time Management

Duration: 1 day

Module Price: \$450

How do you manage your time with hectic workdays, constant interruptions and changing priorities?

In the modern day workplace, projects need to be finished immediately, and there never seems to be enough time to get everything done. Priorities seem to change by the hour. How we manage our workflow has become an even more critical skill for today's knowledge worker.

There are many time management methodologies that exist today. At LearnIT!, we encourage finding the practices that best meet your work and life requirements.

In this class, you will focus on key practices for managing your time effectively. You'll learn to prioritize projects among changing and competing demands for your time. You will also gain an understanding of how the current day workplace requires a constant re-tooling to work strategically instead of to work harder. You will learn innovative tools that can help you better align your daily activities to accomplish your goals.

Our class provides techniques and methodologies of workflow management that will enhance your learning with practical exercises, assessment tools, and group discussions.

How You Will Benefit

- Assess your current time management motivation and skills, and discover what gets in your way
- Learn how to make time tangible and appropriately estimate how long tasks take
- Discover how to juggle multiple tasks and deliver your best work
- Use a proven and researched time management plan to turn "stuff" into actions and master your workflow
- Learn processing best practices for paper and email
- Learn to effectively delegate tasks and ensure your task is executed through communication and milestone check-ins
- Create a planning and tracking system to guarantee continued success

Who Should Attend

- Individuals and managers who are new to the most current time management methodologies on how to get work done strategically
- Individuals and managers who want to refine their time management strategies on how to get work done strategically
- Individuals and managers who want to better use Outlook as a tool to manage their tasks and daily to-do lists
- Individuals and managers who have large projects and need to understand how to “get ahead” on those projects while still managing daily operational tasks

Available Formats

- 1 Day Course
- Customized Course
- Power Tool Offering
- Client site or L! Site

Credits: 7 PDU

Planning and Preparing for Your Negotiation

Duration: 90 min

Module Price:

Overview of the Course:

You will strengthen your negotiation skills by creating a negotiation plan that will make you more efficient when preparing for and dealing with internal and external workplace issues. This class gives you the tools you need to negotiate with yourself first to increase your confidence and command in every negotiation.

What You Will Cover:

- Recognize the importance of preparing for the negotiation process, regardless of the circumstances
- Identify negotiation styles, their advantages and disadvantages

Credits: 1.5 PDUs

Professional Development – Project Management

PM 101 - Project Management Essentials

Duration: 1 day

Module Price: \$450

ROI

Effective project management reduces cost, confusion, and wasted time. Participants learn how to competently plan and manage projects to success. The Project Management Fundamentals Series (PM 101, 102 & 103) is designed to give participants a basic understanding of the project management industry, standards, tools & processes.

Experience

During the workshop, participants are exposed to official project management language and taught processes that professional project managers use to evaluate a project's viability and ensure successful project initiation.

Most of all, you will learn simple tools that you can immediately apply to your projects to determine project feasibility, and to create a project charter and determine a stakeholder analysis.

Session Topics for the PM 101 Program: Project Management Essentials

- Discover what Project Management is and the roles, responsibilities and processes understood by professionals in the field
- Identify the five process groups and nine knowledge areas
- Understand the 7 traits all effective project managers share
- Learn about (PMI) Project Management Institute's standards and certifications
- Distinguish between project work and operational work
- Understand the inputs, processes, tools and outputs of the Initiating Process Group
- Learn the components necessary to create a project charter
- Learn how to perform a stakeholder analysis

Credits: 7 PDUs

PM 102 - Project Planning - Create the Plan

Duration: 1 day

Module Price: \$450

ROI

PM 102 covers the basics of project planning by introducing you to the planning process group. Using a Work Breakdown Structure, Decomposition Approaches and a Network Diagram, you will learn a step-by-step way to create detailed and accurate project plans. Participants leave understanding the critical path, and types of relationships and constraints that form the "flow" of project work. You will also learn how to reduce risk through statistical means using PERT to estimate how long things take.

Experience

Through a blended learning approach of lecture, breakout sessions and individual work, participants are taught processes that professional project managers use to evaluate a project plans' viability and ensure successful project planning and management.

Session Topics for the PM 102 Program: Project Planning

- Reduce the likelihood of project failure or costly rework
- Understand the Planning Process Group
- Create a High Level Work Breakdown Structure
- Learn top-down and bottom-up decomposition approaches
- Discover the difference between a WBS and a Network diagram
- Understand the types of relationships and constraints that form the "flow" of project work
- Learn to lower risk through statistical means using PERT
- Understand Critical Path Methodology and learn how to calculate the "Critical Path"

Credits: 7 PDUs

PM 103 - Managing Projects while they Run - After You Have Planned

Duration: 1 day

Module Price: \$450

ROI

According to the Project Management Institute, professionally planned projects are an average of 79% more efficient than those that are not. In PM 103, participants leave with the confidence that they can effectively

control a project through its lifecycle. You will learn state-of-the-art techniques to observe, track, report, and re-strategize.

Experience

Through a blended learning approach of lecture, breakout sessions and individual work, participants learn best practices for keeping a project in control, and mechanisms to "correct" project progress. You will learn how to calculate variances for dates, durations, costs, and effort. In addition, you will explore professional project management graphing techniques.

Session Topics for the PM 103 Program: Managing Projects While They Run

- Learn best practices to observe and track project progress
- Understand how to control variance within the project
- Measure project progress
- Use professional risk management plans
- Effectively report progress and team status
- Learn how to keep a project in control, and mechanisms to "correct" project progress
- Discover how to calculate variances for dates, durations (actual time), costs, and effort (man hours)
- Explore professional project management graphing techniques
- Build a useful communication plan

Credits: 7 PDUs

Influencing Through The Art of Persuasion

Duration: 90 min

Module Price: \$120

Audience:

Business Leaders and Business Professionals

Overview of the course:

One way effective leaders, coaches and mentors measure success, is by their ability to positively influence others. In this course you learn how to use rhetorical strategies to build a persuasive argument that will influence decision makers.

What You Will Cover:

- Identify the role that evidence plays in supporting strong arguments and explanations
- Recognize deceptive reasoning tactics
- Use rhetorical strategies to build a persuasive argument to influence decision makers

Credits: 1.5 PDUs

Influencing Without Authority

Duration: 1 day

Module Price: \$450

How do you influence people who don't report to you to get work done?

In today's global economy, organizations are more horizontal. In order to accomplish our goals, we have to get things done with peers who don't report to us. The effective team member, employee, and manager uses the strategic skill of influencing to achieve results – regardless of their position in the organization. The ability to persuade others in order to get work done is now a required critical skill.

In this class, you will focus on how to succeed when you don't have authority and control over execution. You will learn the strategies of successful influencers and how they leverage the power of networks, persuasion and preparation. You will learn how to influence people by using a Power Methods Model and an Influence Model to frame your plan for being a successful influencer and networker. You will practice influencing techniques and enhance your learning with exercises, assessment tools and group discussions.

How You Will Benefit

- Assess your influence behaviors and identify areas for development
- Understand what influence is and what prevents you from getting what you want when you need it
- Recognize how to use different types of power to persuade others
- Develop methods to persuade others based on individual personality types
- Cultivate your network of allies and build stronger relationships
- Sell your ideas to implement change and achieve results
- Design and apply an approach to various real-life situations, including: influencing your boss, and dealing with difficult subordinates, cross-functional teams, and colleagues

Who Should Attend

- Project Managers
- Individuals who run projects but aren't project managers
- Individuals who work on cross-functional teams
- Individual who need help influencing 'up' in their organization
- Leaders who want to gain additional ways to influence without using position power
- Individuals, coaches, and consultants who need to persuade and influence at different levels of the organization

Available Formats

- 1 Day Course
- Customized Course
- Power Tool Offering
- Client site or L! Site

Credits: 7PDUs

Professional Development – Project Management Boot camp

Project Management Professional (PMP)® Exam Prep Boot camp

Duration: 5 Days Course Price: \$2295
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Course Objective:

You will apply the generally recognized practices of project management acknowledged by the Project Management Institute (PMI®) to successfully manage projects.

Target Student:

This course is designed for persons who have on the job experience performing project management tasks, whether or not project manager is their formal job role, who are not certified project management professionals, and who might or might not have received formal project management training.

The course is appropriate for these persons if they wish to develop professionally, increase their project management skills, apply a formalized and standards-based approach to project management, seek career

advancement by moving into a formal project manager job role, as well as to apply for Project Management Institute, Inc. (PMI®) Project Management Professional (PMP®) Certification.

Prerequisites:

Familiarity with project management concepts and some working experience with project management are required. Experience with a specific project management software tool is not required.

- Microsoft Word Level 1 is required.
- Project Management Fundamentals is recommended.

Course Objectives

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

- describe professional project management.
- initiate a project.
- plan project work.
- develop project schedules.
- develop cost estimates and budgets.
- plan project quality, staffing, and communications.
- analyze risks and plan risk responses.
- plan project procurements.
- execute project work.
- manage project procurement.
- monitor and control project work.
- monitor and control project schedule and costs.
- monitor and control project performance and quality.
- monitor and control project risks and procurements.
- close the project.

Technical Training – Microsoft Technologies

Boot camps

MCTS Boot camp for SharePoint 2010

Duration: 5 days Course Price: \$2795
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This accelerated, instructor-led boot camp will prepare qualified Microsoft professionals to earn the Microsoft Certified Technology Specialist (MCTS): Microsoft SharePoint 2010, Configuring (exam 70-667).

Audience Profile

This course is intended for IT Professionals who are experienced in Windows SharePoint Services (WSS) 3.0, Microsoft Office SharePoint Server (MOSS) 2007, or SharePoint 2010 and are interested in certification.

Course Length

5 days | Monday through Friday, 8:00am – 6:00pm
Testing on Friday (70-667)

Software Assurance Vouchers

This course requires 8 SA vouchers.

Student Materials

- 10174 Configuring and Administering Microsoft SharePoint 2010 Microsoft Official Courseware
- One exam voucher is included in the course. Students may schedule the exam and take the test at Learn IT!
- MeasureUp practice exam materials
- Exclusive practice exam questions
- Lunch included

At Course Completion

After completing this course, students will be able to:

- Prepare for and install SharePoint 2010
- Configure the fundamental service and logical components of a SharePoint implementation
- Administer SharePoint using the user interface, the command line, and Windows PowerShell
- Manage content in Lists and Libraries
- Administer identities and authentication
- Secure content in SharePoint sites
- Manage customizations to a SharePoint implementation
- Configure SharePoint services and applications
- Configure SharePoint social networking features
- Manage SharePoint search
- Configure farms, servers, service applications, and web applications
- Install, upgrade, configure, and operate a SharePoint farm
- Configure high availability and recoverability
- Monitor and optimize SharePoint performance

Prerequisites

In addition to their professional experience, students who attend this training should have experience:

- Administering Active Directory: creating and managing user and group accounts, delegation of administration, configuring Group Policy
- Administering network infrastructure: DNS, TCP/IP connectivity

- General conceptual awareness of Microsoft .NET Framework as it relates to SharePoint 2010
- Administering SQL Server 2005 or 2008: creating logons, assigning roles, using SQL Management Studio
- One year experience using Windows PowerShell cmdlets
- General security and authentication practices
- SP-1001

MCSE / MCSA - Windows Server 2003 Security Boot camp

Duration: 14 Days Course Price: \$6500

IT security often spells the difference between failure and success! Learn IT! doesn't cut corners on security as we offer our MCSE: Security 2003 Boot Camp, a comprehensive course designed for the true computer professional.

Our MCSE: Security 2003 program is accelerated and taught in two weeks, providing a complete solution for a secure Microsoft computing environment while implementing security on the Microsoft platform.

Course Benefits

MCSE: Security 2003 students learn important skills, including:

- Intense, two-week instruction, labs and review
- Hands-on practice and skills development on real Microsoft servers and multi-domain configurations
- Specialization for newest Microsoft Security certifications and on Microsoft Windows Server 2003

Course Completion

- Upon the completion of our MCSE: Security 2003 course, students learn how to:
- Maintaining secure server and workstation environments
- Preventing malicious attacks on Microsoft networks
- Proficiently install and maintain Microsoft Windows XP Professional and Windows Server 2003 architecture
- Extensively design, administer, and plan an Active Directory network that focuses on security
- Effectively administer and implement Windows operating systems
- Support a powerful network infrastructure
- Certified Professional Exams

Meals

Meals are included for each student consisting of continental breakfast and lunch. One group dinner is provided at the end of the course.

Exam Materials

Each student receives practice exams from www.exactquestions.com and 8 exam vouchers for testing. All of the exam vouchers are used during the course.

Learn IT!'s MCSE: Security 2003 course extensively prepares students for the following Microsoft Certified Professional exams:

- 70-270 - Installing, Configuring, and Administering Microsoft Windows XP Professional
- 70-290 - Managing and Maintaining a Microsoft Windows Server 2003 Environment
- 70-291 - Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure
- 70-299 - Implementing and Administering Security in a Microsoft Windows 2003 Network

- 70-293 - Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure
- 70-294 - Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure
- 70-298 - Designing Security for a Microsoft Windows Server 2003 Network
- CompTIA Security+

Prerequisites

Prior to enrolling in Learn IT!'s MCSE: Security 2003 Boot Camp, students should have a minimum of 6-12 months of experience in information systems, along with the completion of A+, Network Plus, or possess an equivalent in job experience.

6367/6368 - .NET Object-Oriented Programming Boot camp

Duration: 5 days

Course Price:

About this Course:

This five-day, instructor-led course provides a foundation to designing and developing n-tier object-oriented applications with .NET 3.5 SP1 and Visual Studio 2008. Attendees will learn object-oriented concepts including classes, methods, properties, inheritance, interfaces, and polymorphism. They will also learn to identify opportunities to apply these concepts, and how to implement them in Visual Studio with .NET 3.5 SP1. This course prepares students for the 646x series of courses, as well as the 1026x series of courses.

Audience:

This course is intended for beginner-to-intermediate programmers with at least 3 months of experience in C#, Visual Basic, or Java. Students attending this course are intending to use object-oriented concepts and the .NET Framework for future business application development. This course forms the building blocks for all TS exams.

At Course Completion:

After completing this course, students will be able to:

- Describe the fundamentals of getting started with object-oriented development and review Visual Studio 2008 features.
- Describe classes and their importance in the basic structure of an object-oriented application.
- Add properties and methods to implement the internal functionality of a class.
- Implement inheritance, abstraction and polymorphism to reduce code duplication.
- Create structures that emphasize code reusability.
- Implement interfaces to establish common relationships between classes, reduce code dependencies, and facilitate code.
- Create an object-oriented structure design from a business problem.
- Create object-oriented structures based on their knowledge of classes, properties, methods, inheritance, and interfaces.
- Create and use delegates, events and exceptions to establish interclass communications.
- Design class interactions based on a set of business requirements.
- Design class interactions using methods, events, delegates and exceptions.
- Evaluate techniques to improve their own design.
- Evaluate a design pattern and determine its applicability to a business scenario.
- Create and maintain updatable units of software by deploying components and class libraries.
- Maintain an application without deploying the entire application.
- Manage a software development process
- Add data validation to ASP.NET and Windows Form applications
- Debug and profile applications

- Monitor and log .NET Framework applications
- Test .NET Framework applications
- Use the new language features in VB.NET and C# that support Language-Integrated Query (LINQ)
- Use LINQ to Datasets, LINQ to Objects, LINQ to XML, LINQ to Entities, and LINQ to SQL
- Implement security in .NET applications
- Create and send a Simple Mail Transfer Protocol (SMTP) mail message
- Create and set network credentials
- Configure .NET Framework applications
- Deploy a .NET Framework application
- Create a Windows Presentation Foundation (WPF) application

Prerequisites:

Before attending this course, students must have:

- An understanding of the problem-solving techniques that apply to software development
- A basic understanding of scripting techniques
- Hands-on experience creating and implementing script code
- A fundamental understanding of the .NET Framework, and the following terms:
 - Common Language Runtime
 - .NET Framework class library
 - Common Type System
 - Metadata
 - Assemblies
- A basic understanding of the Visual Studio environment

BizTalk

MCSD 2157-Developing Business Solutions Using Microsoft BizTalk Server 2004 Intense with Mega Lab

Duration: 5 Days
 Course Price: \$2495

Prerequisites:

Before attending this course, students must have:

- At least two years of experience developing distributed applications (Microsoft Visual Basic®, C, Java)
- Familiarity with systems integration and Web services terminology and concepts
- Familiarity with Microsoft Visual Studio® .NET
- Working knowledge of XML
- Experience with prior versions of BizTalk Server is not required

MCSD 2933 - Developing Business Process and Integration Solutions Using Microsoft BizTalk Server 2006

Duration: 5 Days
 Course Price: \$2495

Introduction

Elements of this syllabus are subject to change.

This five-day instructor-led course provides students with the knowledge and skills to efficiently and effectively integrate systems, employees, and trading partners through orchestration in a highly flexible and highly automated manner.

Audience

This course is intended for solution architects and developers who are responsible for developing Microsoft BizTalk Server 2006 business process and integration solutions.

At Course Completion

- Describe the message processing architecture and the development environment provided by BizTalk Server 2006.
- Create XML and flat-file schemas.
- Create a BizTalk map and use functoids to manipulate data in a map.
- Deploy a BizTalk project and view deployed assemblies.
- Route messages based on the contents of a received message.
- Configure common adapters to enable BizTalk integration.
- Create an orchestration to represent a business process.
- Use orchestration shapes to define a detailed business process.
- Configure an orchestration for transactional business processing.
- Create, deploy, and manage a BizTalk application.
- Configure BizTalk to consume and publish Web services.
- Configure business rules and call a business rule from within an orchestration.
- Enable Business Activity Monitoring (BAM) functions for business users.
- Integrate trading partners into a business process.

Prerequisites

- 1-2 years' experience developing distributed applications.
- Background in Microsoft .NET Framework concepts and technology.
- Hands-on experience with Microsoft Visual Studio 2005.
- Working knowledge of Microsoft SQL Server.
- Working knowledge of XML.
- No prior BizTalk experience is necessary.

MCSD 2934 - Deploying and Managing Business Process and Integration Solutions Using Microsoft BizTalk Server 2006

Duration: 2 Days

Course Price:

Introduction

Elements of this syllabus are subject to change.

This two-day instructor-led course provides students with the knowledge and skills required to install and configure a computer running Microsoft BizTalk Server 2006. The course also shows you how to deploy and manage BizTalk applications in a production environment.

Audience

This course is intended for systems engineers and network administrators with two to three years of experience managing an enterprise-level Microsoft Windows Server environment.

At Course Completion

- Describe the services and tools provided in BizTalk Server 2006.
- Install BizTalk Server 2006 on a computer.
- Deploy BizTalk applications to a BizTalk server 2006 computer.
- Manage and monitor BizTalk applications on a BizTalk Server 2006 computer.
- Manage BizTalk Server groups and backup a BizTalk Server 2006 computer.

Prerequisites

- Experience administering a Microsoft Windows-based network environment.
- Experience installing and configuring Microsoft SQL Server.
- Experience with a scripting language such as Microsoft Visual Basic Scripting Edition or Microsoft JScript.
- Familiarity with Microsoft .NET concepts and technology.

CRM

80002 - Administration in Microsoft Dynamics CRM 4.0

Duration:

Course Price:

80003 - Workflow in Microsoft Dynamics CRM 4.0

Duration:

Course Price:

8910 - What's New in Microsoft Dynamics CRM 4.0

Duration: 1 day

Course Price:

Introduction

This one-day instructor-led course provides students with the knowledge and skills to begin planning for Microsoft Dynamics CRM 4.0.

Audience

This course is intended primarily for Microsoft partners and customers who are already familiar with Microsoft Dynamics CRM 3.0. The material covers functionality that applies to a wide range of audiences, from business users to system administrators to developers.

At Course Completion

After completing this course, students will be able to:

- Describe key new features of Microsoft Dynamics CRM 4.0.
- Add an organization and add business units to it
- Export, edit, and import data by using the Import Data Wizard.
- Import a customization
- Create, publish, and monitor a simple workflow.

Prerequisites

Before attending this course, students must have:

- Familiarity with Microsoft Dynamics CRM 3.0.

Microsoft Certified Professional Exams

No Microsoft Certified Professional exams are associated with this course currently.

8911 - Installation and Deployment in Microsoft Dynamics CRM 4.0

Duration: 2 days

Course Price:

Introduction

This two-day instructor-led course provides students with the tools to install and configure Microsoft Dynamics CRM 4.0. The course focuses on the components used within a Microsoft Dynamics CRM deployment, the hardware and software requirements needed to successfully deploy Microsoft Dynamics CRM, and the installation instructions for the primary Microsoft Dynamics CRM components: the Microsoft Dynamics CRM Server, the E-Mail Router, and Microsoft Dynamics CRM for Office Outlook.

Audience

This course is intended for novice and experienced system administrators, implementation consultants, system integrators, technical staff, or support professionals who plan to install and deploy Microsoft Dynamics CRM 4.0 and understand the technical aspects and administrative functionality of Microsoft Dynamics CRM.

At Course Completion

The course completion objectives are:

- Identify the Hardware and Software requirements for the various Microsoft Dynamics CRM deployment scenarios.
- Execute the pre-installation checklist requirements that must be in place before installing Microsoft Dynamics CRM Server
- Complete the Installation procedures for the Microsoft Dynamics CRM Server, Microsoft Dynamics CRM for Microsoft Office Outlook, and Microsoft Dynamics CRM E-mail Router.
- Complete the Post-installation review that verifies the validity of the installation.
- Complete several Post-installation tasks. This includes loading of sample data.
- Upgrade a Microsoft Dynamics CRM v3.0 installation to 4.0
- Uninstall Microsoft Dynamics CRM 4.0

Prerequisites

Before attending this course, students must have:

- Working knowledge of Microsoft Dynamics Windows Server 2003, Active Directory, Internet Information Services (IIS), Microsoft Exchange, Microsoft SQL Server 2005, and Microsoft Outlook.

Microsoft Certified Professional Exams

No Microsoft Certified Professional exams are associated with this course currently.

8912 - Customization and Configuration in Microsoft Dynamics CRM 4.0

Duration: 3 days

Course Price:

Introduction

This three-day instructor-led course provides students with the tools to configure and customize Microsoft Dynamics CRM 4.0. Configuration topics include setting up business management functions such as:

- Business units
- Users
- Teams
- Security privileges and roles
- System Settings
- Multilingual User Interface Language Packs
- Currency Exchange Rates
- Multiple Organizations

The course also focuses on using the Microsoft Dynamics CRM 4.0 Customization tools to customize the following system components:

- Forms
- Views

- Entities
- Attributes
- Relationships
- Entity Mappings

The following customization topics are outside the scope of this course, but are introduced here to provide students with insight into potential advanced customization features:

- Application Event Programming
- Client Extensions
- Workflow
- SiteMap
- URL Addressable Forms
- IFrames
- SDK

Audience

This course is intended for Microsoft Dynamics CRM Implementation Consultants and System Administrators and Customizers who will configure the application's organizational settings and customize the application using its built-in customization tools. The course is not intended for developers who customize the application using Web development, JavaScript (JScript), DHTML, and the Microsoft Dynamics CRM SDK.

At Course Completion

The course completion objectives are:

- Configure a company's organizational structure within Microsoft Dynamics CRM
- Add user accounts
- Create and maintain security roles
- Create teams of users
- Create and configure multiple organizations within one implementation
- Configure system settings, currency exchange rates, and multilingual user interface language packs
- Import and export customizations
- Customize forms and views
- Customize database entities and attributes
- Customize entity relationships and mappings
- Identify areas where advanced customization functionality can be implemented

Prerequisites

Participants in this course must have a working knowledge of how to use Microsoft Dynamics CRM 4.0. It is recommended, but not required, that students have completed Microsoft Dynamics CRM 4.0 Applications training. Because this course focuses on customizing database entities, attributes, relationships, and mappings, it is recommended that students have a basic understanding of Microsoft SQL Server and relational database functionality.

Microsoft Certified Professional Exams

No Microsoft Certified Professional exams are associated with this course currently.

8913 - Microsoft Dynamics CRM 4.0 Applications

Duration: 3 days

Course Price:

Introduction

This three-day course explores the Microsoft Dynamics CRM application from a user's perspective. Application functionality covered in the course includes:

- Sales Management
- Marketing Automation
- Service Management
- Service Scheduling

Elements of this syllabus are subject to change.

This three-day instructor-led course provides students with the knowledge and skills to improve their business processes by using the key features of sales management, marketing automation, service management, and service scheduling.

Audience

This course is intended for individuals or anyone that plans to implement, use, maintain, or support Microsoft CRM in their organization. The class is targeted toward service schedulers, administrators, office managers, CEO's, and consultants who want to understand the technical aspects of Microsoft CRM and gain foundational knowledge of the application functionality.

At Course Completion

After completing this course, students will be able to:

- Microsoft CRM User Interface and application terminology
- Basic and advanced navigation and record maintenance
- Microsoft CRM Client for Outlook functionality and synchronization
- Planning and budgeting tasks related to marketing campaigns
- Create and manage customer lists
- Create marketing campaigns
- Manage campaigns and track campaign responses
- Account, Contact, and Activity record management
- Service Scheduling functionality. This includes Scheduling Services, Scheduling Administration, and Defining Services.
- Microsoft CRM Advanced Find functionality to evaluate customer data
- Service functionality. This includes Contract, Case, Knowledge Base, and Queue management
- Account, Contact, Lead, Opportunity and Activity record management
- Sales functionality, including Lead, Opportunity, Quote, Order, Invoice, and Product Catalog management

Prerequisites

Before attending this course, students must have:

- General knowledge of Microsoft Windows
- An understanding of Customer Relationship Management solution processes and practices

Microsoft Certified Professional Exams

No Microsoft Certified Professional exams are associated with this course currently.

Exchange/Office Communication Server

10135A - Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010

Duration: 5 days

Course Price: \$2595

This five-day, instructor-led course will provide you with the knowledge and skills to configure and manage a Microsoft Exchange Server 2010 messaging environment. This course does not require previous Exchange

Server experience, but does require that students have significant experience in managing Windows Server and Active Directory services or Active Directory Domain Services (AD DS). This course will teach you how to configure Exchange Server 2010, as well as provide guidelines, best practices, and considerations that will help you optimize your Exchange server deployment.

Audience Profile

This course is intended for people aspiring to be enterprise-level messaging administrators. Others who may take this course include IT generalists and help desk professionals who want to learn about Exchange Server 2010. People coming into the course are expected to have at least three years experience working in the IT field—typically in the areas of network administration, help desk, or system administration. They are not expected to have experience with previous versions of Exchange Server.

At Course Completion

After completing this course, students will be able to:

- Install and deploy Exchange Server 2010.
- Configure Mailbox servers and mailbox server components.
- Manage recipient objects.
- Configure the Client Access server role.
- Manage message transport.
- Configure the secure flow of messages between the Exchange Server organization and the Internet.
- Implement a high availability solution for Mailbox servers and other server roles.
- Plan and implement backup and restore for the server roles.
- Plan and configure messaging policy and compliance.
- Configure Exchange Server permissions and security for internal and external access.
- Monitor and maintain the messaging system.
- Transition an Exchange Server 2003 or Exchange Server 2007 organization to Exchange Server 2010.
- Configure the Unified Messaging Server role and Unified Messaging components.
- Implement high availability across multiple sites and implement Federated Sharing.

Prerequisites

In addition to their professional experience, students who attend this training should have the following prerequisite knowledge:

- Fundamental knowledge of network technologies including Domain Name System (DNS) and firewall technologies.
- Experience with the Windows Server 2003 and Microsoft Windows Server 2008 operating systems.
- Experience with Active Directory services in Windows Server 2003 or Active Directory Domain Services (AD DS) Windows Server 2008.
- Experience managing backup and restore on Windows Servers.
- Experience using Windows management and monitoring tools such as Microsoft Management Console, Active Directory Users and Computers, Performance Monitor, Event Viewer, and Internet Information Services (IIS) Administrator.
- Experience using Windows networking and troubleshooting tools such as Network Monitor, Telnet and NSLookup.
- Fundamental knowledge of certificates and Public Key Infrastructure (PKI).
- Basic experience with Windows Mobile.

10233A - Designing and Deploying Messaging Solutions with Microsoft Exchange Server 2010

Duration: 5 days

Course Price: \$2695

This five-day, instructor-led course provides you with the knowledge and skills to design and deploy messaging solutions with Microsoft Exchange Server 2010. This course describes how to gather requirements for a messaging solution and then design the integration of Exchange Server 2010 with the current infrastructure. The course then covers how to plan and deploy the various server roles in Exchange Server 2010. You will explore the various options for implementing messaging security, policies, and compliance. The course also examines the high availability and disaster recovery options and how to develop a troubleshooting plan. Finally, the course describes how to plan the transition from earlier versions of Exchange Server to Exchange Server 2010 and the integration of Exchange Server 2010 with other messaging systems.

Audience Profile

This course is intended for IT professionals who are responsible for the Exchange Server messaging environment in an enterprise. This IT professional is the senior administrator, or "engineer" who acts as a technical lead over a team of administrators. This person is a third level of support in addition to the Exchange Recipient Administrator, which is the first level and the Exchange Server Administrator, which is the second level. In an effort to ensure that end users have the best possible messaging experience, this person also evaluates new technologies and tools. The candidate is responsible for the planning and deployment of the Exchange Servers in an enterprise environment. He or she should have a minimum of two years of experience administering, deploying, managing, monitoring, upgrading, migrating, and designing Exchange Server.

At Course Completion

After completing this course, students will be able to:

- Gather the information required to design a messaging system.
- Design the integration of Exchange Server with the current infrastructure.
- Design the deployment of the Mailbox server services in Exchange Server 2010.
- Design the Client Access server deployment.
- Design the Hub Transport server and Edge Transport server deployments.
- Plan and deploy messaging security.
- Plan and deploy a messaging policy and compliance solution.
- Plan a highly available Exchange Server 2010 deployment. Plan a disaster recovery solution in Exchange Server 2010.
- Develop a plan for monitoring and troubleshooting the Exchange Server environment.
- Plan and implement a transition from Exchange Server 2003 or Exchange Server 2007 to Exchange Server 2010.
- Integrate Exchange Server 2010 with other messaging systems and with federated partners.

Before attending this course, students must have:

- At least two years of experience working with Microsoft Exchange Server
- At least six months of experience working with Exchange Server 2010 or Exchange Server 2007
- At least two years of experience administering Windows Server, including Windows Server 2008
- At least two years of experience working with Active Directory Domain Services (AD DS)
- At least two years of experience working with name resolution, including Domain Name Service (DNS)
- Experience working with certificates, including Public Key Infrastructure (PKI) certificates
- Experience working with Microsoft Windows PowerShell

MCSE 5047B/5049A/5050A - Microsoft Exchange Server 2007 Foundations for IT Professionals

Duration: 5 Days

Course Price: \$2595

Elements of this syllabus are subject to change.

At the end of this five-day course, students who are new to Exchange Server will learn how to configure and manage a messaging environment in accordance with technical requirements, manage messaging security and policies, and recover Exchange mailboxes and servers in a variety of disaster scenarios.

Students will learn how to install Exchange Server 2007 and manage routing, client access, and the backup and restore of databases. They will also learn how to manage addressing and recipient objects such as mailboxes, distribution groups, and contacts. Students will learn how to manage messaging and connection security, how to manage spam, anti-virus, and content filtering, and will learn how to install and configure a gateway server.

Attendees will also learn how to perform full and dial-tone recoveries of a mailbox server, repair a mailbox database, and how to perform a full recovery of Client Access servers, Hub Transport servers, and Edge Transport servers.

Audience

IT Professionals, IT generalists, and help desk professionals who want to learn about Microsoft Exchange Server 2007 are the audience for this course. IT Professionals, IT generalists and help desk professionals should have at least 3 years experience working in the IT field—typically in the areas of network administration, help desk, or system administration.

At Course Completion

After completing this course, students will be able to:

- Describe how Exchange Server 2007 and Active Directory work together.
- Install Exchange Server 2007.
- Configure Mailbox Server roles.
- Manage recipient objects.
- Manage e-mail and address lists.
- Manage client access.
- Manage Messaging Transport.
- Manage availability, backup and recovery.
- Maintain the message system.
- Manage anti-spam and antivirus features.
- Configure edge transport servers.
- Implement messaging policies.
- Recover messaging databases.
- Prepare for and recover from Mailbox server failures.
- Prepare for and recover from non-Mailbox server failures.

Prerequisites

This course requires that students meet the following prerequisites:

- Experience using these tools and applications:
 - NTBackup command.
 - NSLookup command.
 - Windows Explorer
 - Microsoft Management Console (MMC)
 - Active Directory Users and Computers
 - Active Directory Sites and Services
 - Internet Information Services (IIS) Admin
 - Outlook

- Working knowledge of Windows server operating system. For example, how storage is configured, basic backup and restore techniques, and what a client/server application interaction means.
- Working knowledge of network technologies. . For example, what Transmission Control Protocol (TCP/IP) and Domain Name System (DNS) do and how to use them, basic routing concepts (Wide Area Networks (WAN) vs. Local Area Network (LAN) router vs. switch vs. hub).
- Working knowledge of Active Directory. For example, how user objects are managed, what is stored in Active Directory partitions, basic architectures (domain, forest, sites, etc.), and how domain controllers are managed. Also, site and site connector configuration, schema and configuration partitions, and Global Catalogs.
- Conceptual understanding of e-mail technologies For example, that Simple Mail Transport Protocol (SMTP) is a protocol used for e-mail and the differences between transport protocols and client access protocols (Post Office Protocol (POP), Internet Access Message Protocol (IMAP), SMTP).
- Working knowledge of malware, basic concepts of spam, phishing schemes, and unwelcome message content.
- Conceptual understanding of firewalls. For example, how SMTP messages are allowed through a firewall.
- Working knowledge of how a Public Key Infrastructure (PKI) is managed in the directory.

Microsoft Certified Professional Exams

This course will help the student prepare for the following Microsoft Certified Professional exam:

- Exam 70-236: Implementing, Troubleshooting and Maintaining a MS Exchange Server 2007 Infrastructure.

MCSE 5051A - Monitoring and Troubleshooting Microsoft Exchange Server 2007

Duration: 2 Days

Course Price: \$995

Preliminary Course Syllabus

Note: You are viewing a Preliminary Course Syllabus. This course is not yet available. Because some parts of the course are currently in development, some elements of this syllabus are subject to change.

Introduction

Elements of this syllabus are subject to change.

At the end of this two-day workshop, specialists will be able to monitor and troubleshoot an Exchange Server 2007 messaging system. Students will learn how to correlate client and server issues and resolve those issues. They will also learn how to monitor systems and create reports from the monitoring data.

Audience

This workshop is intended for experienced enterprise-level messaging professionals who have at least 3 years experience working in the Information Technology field, including administering Exchange Servers.

At Workshop Completion

After completing this workshop, students will be able to:

- Monitor and troubleshoot client performance and connectivity.
- Monitor and troubleshoot mail flow.
- Monitor and troubleshoot messaging servers.
- Troubleshoot calendars and public folders.
- Monitor and troubleshoot external and additional services.
- Identify trends in a messaging system.

Prerequisites

This workshop requires that students meet the following prerequisites:

- Understanding of server hardware. For example, the role of hardware components and understanding of potential hardware bottlenecks.
- Basic knowledge of server and Exchange performance characteristics. For example, the importance of sample rates and sizes are and how they are used.
- Experience using these tools and applications:
 - Perfmon command
 - MDBVUE tool
 - Active Directory Management tools
 - telnet commands
 - nslookup command
 - Internet Information Services (IIS) Admin
 - Windows PowerShell
 - Exchange QueueViewer
 - Exchange Management Console
 - Event Viewer
 - Outlook
 - ADMAP command
- Working knowledge of Windows server operating system. For example, how storage is configured, basic backup and restore techniques, and what a client/server application interaction means.
- Working knowledge of network technologies. For example, what Transmission Control Protocol (TCP/IP) and Domain Name System (DNS) do and how to use them, basic routing concepts (Wide Area Networks (WAN) vs. Local Area Network (LAN) router vs. switch vs. hub).
- Working knowledge of Active Directory. For example, how user objects are managed, what is stored in Active Directory partitions, basic architectures (domain, forest, sites, etc.), and how domain controllers are managed. Also, site and site connector configuration, schema and configuration partitions, and Global Catalogs.
- Working knowledge of Exchange Server 2003. For example, what the different server roles are, how the different server roles interact, what protocols the server roles use to communicate, what roles the clients connect to, How messaging policies work, how Microsoft ActiveSync 4.2 interacts with Exchange Server, how to manage recipients in exchange and Active Directory (AD), how message hygiene interacts with the message flow.
- Understanding of Exchange transport technologies. For example, connectors, routing via AD sites, the basic components of the Simple Mail Transport Protocol (SMTP) transport system, how the client connectivity protocols work (Post Office Protocol (POP), Internet Access Message Protocol (IMAP), SMTP).

Completion of the following courses, or equivalent knowledge

- Course 5047A: Introduction to Installing and Managing Microsoft Exchange Server 2007
- Course 5049A: Managing Messaging Security using Microsoft Exchange Server 2007

Microsoft Certified Professional Exams

This course will help the student prepare for the following Microsoft Certified Professional exam:

- Exam 70-236: Implementing: Troubleshooting
- Exam and Maintaining a MS Exchange Server 2007 Infrastructure

MCSE 5053/5054 - Designing a Messaging Infrastructure and High Availability Messaging Solution Using Microsoft Exchange Server 2007

Duration: 5 Days

Course Price: \$2595

Elements of this syllabus are subject to change.

This five-day instructor-led course provides students with the knowledge and skills to design a messaging infrastructure and a high availability messaging solution using Microsoft Exchange Server 2007.

Students will learn to assess an existing infrastructure and determine technical and business requirements for both new Microsoft Exchange Server 2007 deployments, and migrations. Students will create a design that addresses security, architecture, scalability, co-existence, and client access needs. They will also learn strategies for gaining approval for designs from stakeholders.

Students will also create a high availability design to meet service level agreement requirements and learn strategies for gaining approval for the design. They will learn how to identify risks and create mitigation plans to maintain the business continuity of the messaging system. Students will learn how to design a backup strategy, disaster recovery procedures, and test plans for those procedures.

Audience

This course is intended for people with 3 or more years experience working with previous versions of Exchange Server and experience implementing Exchange Server 2007.

Most students will have managed enterprise-level Exchange Server organizations. Students are expected to be new to participating in designing Exchange Server 2007 deployments and high availability solutions, or be planning to design Exchange Server 2007 deployments and high availability solutions in the near future.

Students may have done some design for Exchange 2000 Server or Exchange Server 2003 deployments, but want to learn how to design Exchange Server 2007 environments. Students will also have experience in designing and managing Active Directory directory services and network infrastructure deployments. Students may have experience in designing and managing high availability solutions for other network services.

At Course Completion

After completing this course, students will be able to:

- Gather business and technical requirements for a messaging infrastructure.
- Design an Active Directory directory service and message routing infrastructure.
- Design the hardware and system configuration for Exchange servers.
- Design security for the messaging environment.
- Design strategies for co-existence and interoperability.
- Design a strategy for upgrading to Exchange Server 2007.
- Design messaging policies.
- Obtain approval for a messaging infrastructure design.
- Describe foundational high availability concepts for messaging.
- Evaluate high availability messaging technologies for Exchange Server 2007
- Create a high availability messaging strategy.
- Design the messaging portion of a business continuity plan.
- Design backup for a high availability messaging environment.
- Ensure recovery readiness of a high availability messaging environment.

Prerequisites

Before attending this course, students must have:

- Must understand hardware concepts. For example, what RAID is, what a SAN is, processor options, memory requirements, how disk I/O functions and the limitations of disk I/O, and storage options for Exchange server. The differences in addressable memory spaces between 32 and 64 bit architectures.
- Must have extensive detailed knowledge of Active Directory concepts and design principles. For example, site replication, integrated authentication, schema extension, DNS, group and organization unit structure and inheritance, etc.

- Working experience with designing and implementing Active Directory in Windows Server 2003.
- Must understand Exchange architecture. For example, the purpose of server roles, functions of specific server roles, how message routing and queuing works in Exchange, standard messaging protocols (SMTP, IMAP4, POP3), how Exchange replicates data stores, client access methods, etc.
- Working experience with Exchange 2000 Server or Exchange Server 2003 and Exchange Server 2007. For example, must have installed, maintained, and supported a production Exchange environment.
- Must have a basic understanding of high availability concepts. For example, how clustering works at the operating system level (Windows clustering) and how network load balancing works.
- Must have a basic familiarity with deriving business requirements. For example, gathering business requirements and understanding that business needs come from a variety of sources (direct personnel needs, regulatory, business operations requirements).
- Must have a basic understanding of backup systems. For example, types of backups (disk to tape, disk to disk, Storage Area Networks (SAN) snapshot, imaging, etc.), backup rotation schemes, and offsite backup procedures.
- Must already know how to use:
 - Microsoft Exchange Server 2007 Management tools
 - Exchange Best Practice Analyzer (ExBPA)
 - WinNT backup (ntbackup.exe)
 - Microsoft Visio or Microsoft Office PowerPoint 2003 (to create infrastructure diagrams)
- Must have familiarity and experience with a Windows scripting or command line scripting

10533 - Deploying, Configuring, and Administering Microsoft Lync Server 2010

Duration: 5 days

Course Price: \$2695

This five-day instructor-led course teaches IT professionals how to deploy, configure, and administer a Microsoft Lync Server 2010 solution. The course emphasizes Lync Server 2010 Enterprise Voice features from a deployment and configuration perspective. The labs in this course build on each other to create a solution that includes IM and Presence, Conferencing, and Enterprise Voice. This course helps the student prepare for Exam70-664.

Audience Profile

This course is intended for IT professionals and telecommunications professionals who want to learn how to install, configure, manage and maintain a Microsoft Lync Server 2010 environment. These professionals should have at least 3 years' experience working with unified communications software, including knowledge of and experience with Microsoft Office Communications Server 2007 R2.

At Course Completion

After completing this course, students will be able to:

- Describe how the features and architecture of Microsoft Lync Server 2010 enable real time communication and collaboration
- Deploy Lync Server 2010
- Configure users and rights using Role Based Access Control (RBAC)
- Deploy and manage Lync 2010 clients
- Configure and manage external user access using the Edge server role
- Deploy basic Enterprise Voice functionality
- Extend Enterprise Voice functionality to include Trunk options, call park orbit, and the unassigned number feature
- Integrate Microsoft Exchange Server 2010 Service Pack 1 (SP1) Unified Messaging (UM) with Lync Server 2010
- Configure the Response Group Service, including agent groups, queues, and workflows
- Configure and manage conferencing

- Configure and use archiving and monitoring
- Perform backup and restore of Lync Server 2010 critical data
- Improve bandwidth management using Call Admission Control (CAC)
- Configure and deploy Enhanced 9-1-1
- Configure a Survivable Branch Server for a branch office

Prerequisites

In addition to their professional experience, students who attend this training should have an understanding of the following telecommunications concepts:

- The difference between TDM and VoIP
- Gateways and PBX
- Session Initiation Protocol (SIP)
- Codecs
- Dialing plans

Students should also understand the following general concepts:

- Networking fundamentals, including TCP/IP/UDP, DNS
- Active Directory principles and management
- Windows Server 2008 fundamentals
- Public Key Infrastructure (PKI)
- Exchange Messaging concepts
- PowerShell basics
- SQL Server concepts and operation

10534 - Planning and Designing a Microsoft Lync Server 2010 Solution

Duration: 5 days

Course Price: \$2695

This five-day instructor-led course teaches how to plan and design a Microsoft Lync Server 2010 solution to IT professionals. The course emphasizes Voice features in Lync 2010 from a deployment perspective. In this course, students learn how to plan and design a Lync Server 2010 system. The labs in this course utilize the Lync Server 2010 Planning Workbook and Planning Tool. This course helps the student prepare for Exam 70-665.

Audience Profile

The audience for this course is information technology (IT) professionals who are experienced on Lync Server 2010 technologies and who have a Technical Specialist certification on the course, Configuring and Managing Microsoft Lync Server 2010, or equivalent knowledge. Students taking this course are expected to have experience in hands-on deployment and day-to-day management of Unified Communications technologies for enterprise organizations.

At Course Completion

After completing this course, students will be able to:

- Describe the Lync Server 2010 design process.
- Design a Lync Server 2010 topology.
- Design for conferencing and external scenarios.
- Design for load balancing.
- Design voice infrastructure.
- Design a Mediation Server topology.
- Create a network design for Lync Server 2010.
- Design Response Group Services.

- Design for Location Services.
- Design Exchange Unified Messaging Integration with Lync Server 2010.
- Design for resiliency.
- Design for backup and disaster recovery.
- Design for monitoring and archiving.
- Plan a migration to Lync Server 2010.

Prerequisites

The students should have experience in core Lync Server 2010 technology with specialist skills in:

- Features and architecture
- Dial plans
- External User Access and Federation
- Security
- High Availability
- Load Balancing
- Resiliency
- Capacity
- Bandwidth management
- Central and Branch Office Sites
- Enterprise Voice
- Call Management
- Audio/Web/Dial-in Conferencing
- Topology options including services, server roles, colocation and geographical placement

Apart from this, students should have knowledge on Windows Server Active Directory deployment and should have attended the TS level Course 10533A: Configuring and Managing Microsoft Lync Server 2010 or possess equivalent experience or skills.

<p>50093/50094A - Deploying & Administering Microsoft ForeFront Security for Clients, Exchange, SharePoint, & Server Security Management Console</p>

<p>Duration: 5 Days</p>

<p>Course Price: \$2795</p>

Elements of this syllabus are subject to change.

Introduction

Learn critical deployment and administration skills in this 400-level instructor-led course on Microsoft Forefront Client Security. This five-day course provides students with the knowledge and skills to deploy and administer Microsoft Forefront Server Security products. Targeted at systems integrators, consultants, and deployment partners, this course includes lecture and hands-on labs and was developed by Microsoft Consulting Services using their detailed implementation knowledge and best practices.

Audience

This course is intended for technical deployment specialists and senior-level administrators who manage a Microsoft Exchange Server or Microsoft SharePoint Products and Technologies infrastructure or security practice.

At Course Completion

After completing this course, students will be able to:

- Describe the Forefront Client Security components and architecture, and identify the different server roles.
- Complete and troubleshoot the server setup process, identify various server topologies, and describe basic MOM concepts and the MOM agent.
- Identify Forefront Client Security client component characteristics and describe the client setup and deployment processes.
- Understand Forefront Client Security administration and user roles, Forefront Client Security Policy UI settings and policy deployments, and know how to troubleshoot the Management Console.
- Understand the reporting services infrastructure used by Forefront Client Security.
- Use Forefront Client Security reports and alerting services, and troubleshoot reporting procedures.
- Describe the security state assessment (SSA) component of Forefront Client Security, and understand its architecture.
- Describe the object processor and manifest update in SSA.
- Review the SSA Security Check messages and results.
- Review methods and procedures used to submit malware to Microsoft for analysis.
- Describe aspects of the multiple engine settings and the balance of information versus performance in Forefront Security for Exchange Server.
- Discuss how transport scanning works in Forefront Security for Exchange Server.
- Identify and understand the differences between default mode and outbreak mode protection, and understand the file, content, and keyword filtering options available with Forefront Security for Exchange Server.
- Identify components and services within Forefront Security for SharePoint.
- Use Forefront Security for SharePoint filters and templates to define scanning options.
- Understand Forefront Security for SharePoint diagnostics, logging, and statistics gathered during maintenance and from notifications.
- Understand the various alerts and reporting features available in Forefront Server Security Management Console.
- Identify the eight Management Console job categories and the basic role of each classification.

Prerequisites

Before attending this course, students must have Windows Server certifications or deployment experience and be familiar with the Forefront product line: Client, Server, and Edge.

Programming and Scripting

50062A - Core XML

Duration: 2 days

Course Price: \$895

Elements of this syllabus are subject to change.

This two-day instructor-led course provides students with the knowledge and skills to learn the fundamentals of the Extensible Markup Language (XML) as well as those of the most popular supporting technologies. See how to create well-formed XML data and effective namespaces. Understand how to perform validation using Document Type Definitions (DTDs) and XML Schemas (XSDs). See how to manipulate XML data using the Document Object Model (DOM) and Simple API for XML (SAX).

Audience

This course is intended for:

- Application developers who need to implement XML-based solutions.

- System architects who want to understand how XML can be integrated into the system design of distributed applications.
- IT managers who are responsible for overseeing development shops implementing XML solutions.

At Course Completion

After completing this course, students will be able to:

- Discover new ways to use XML in applications, with an understanding of its structure, uses, and idiosyncrasies.
- Create well-formed and optionally valid XML that complies with the XML standard and the requirements of applications.
- Use two technologies that define the structure of XML data, beyond the general syntax rules of XML.
- Understand that one of the largest benefits of XML is how it can be transformed into completely different XML, HTML, and even binary files.
- Explore how the Document Object Model provides a standard, portable way to access information contained in XML data.

Prerequisites

Before attending this course, students must have:

- Familiarity with PCs and desktop workstations.
- Familiarity with HTML tags such as <body>, <table>, <h1> and
.
- Procedural programming experience (e.g., Visual Basic, Visual C++, VBA).
- General familiarity with how applications process data and information.

Introduction to VBA Programming

Duration: 3 Days

Course Price: \$1295

Overview

Students will learn design considerations and deployment scenarios related to building customer solutions using Microsoft Office 2003. Using the methodologies presented, students will be able to build solutions that access data and automate business processes, using Microsoft Office 2003. In addition, the content of this course is directed at assisting the student to prepare for the Microsoft Exam 70–091.

Prerequisites

To ensure your success, we recommend you first take the following Learn IT! courses or have equivalent knowledge:

- Knowledge of the basic features of the Microsoft Word, Excel, PowerPoint, and Access applications
- Able to record simple macros by using Macro Recorder and invoke them
- Possess ability to perform the following functions using Visual Basic: write a function procedure and a sub procedure; handle an event procedure; retrieve and validate information from a user; build a user interface with forms and controls; describe the relationship between objects, properties, and methods; add run-time error handling to an application; and run an application, using the debug mode in the Visual Basic environment
- Define a database table
- Define a database query
- Create database queries using SQL syntax
- Define the terms Internet, intranet, and Web browsing
- Possess a basic understanding of Microsoft Visual Basic and Office product functionality, or having successfully completed an Access 2000 programming or Visual Basic 6.0 programming course

Performance-Based Objectives

- Reviewing Macros
- Understanding when to use VBA
- Become familiar with the Visual Basic Editor
- Setting properties for a project
- Editing recorded Macros
- Creating code from scratch
- Understanding syntax
- Using Procedures and Functions
- Working Variables and Constants
- Using Arrays
- Finding Object, Methods, and Properties you need
- Using Loops and Functions
- Create your own Functions
- Using IF statements
- Creating Message Boxes
- Creating and using Dialog Boxes
- Building Modular Code
- Debugging Code
- Working with Office Programs and code
- Accessing one application from another application

Excel Programming with VBA

Duration: 2 Days

Course Price: \$895

In the previous Excel courses, you used Excel to simplify business tasks, including the creation of spreadsheets, graphs, charts, and formulas that were difficult to create and nearly impossible to maintain using pencil and paper. You now want to simplify your work in the Excel environment by automating many of the repetitive tasks that are part of the spreadsheet development. In this course, you will apply the Visual Basic for Applications (VBA) programming language to simplify many of the tasks that you can perform using various tools and functions in Excel.

Course Objective

You will apply automation to job tasks in Microsoft® Office Excel®.

Target Student

Advanced Microsoft Excel professionals who need to automate Excel spreadsheet tasks using Visual Basic for Applications (VBA).

Prerequisites

Knowledge of Microsoft® Office Excel®, including how to create, edit, format, and print worksheets that contain charts, and sorted and filtered data.

Performance-Based Objectives

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

- create, edit, and debug a macro.
- format worksheets using macros.
- create an interactive worksheet.
- work with multiple worksheets.
- perform calculations.

10325 - Automating Administration with Windows PowerShell 2.0

Duration: 5 days

Course Price: \$2595

This course provides students with the knowledge and skills to utilize Windows PowerShell for administering and automating administration of Windows based servers.

Audience Profile

This course is intended for IT Professionals already experienced in general Windows Server and Windows Client administration, including Active Directory administration. No prior experience with any version of Windows PowerShell, or any scripting language, is assumed.

At Course Completion

After completing this course, students will be able to:

- Explain how Windows PowerShell works.
- Use Windows PowerShell as an interactive, command-line shell.
- Use Core Windows PowerShell cmdlets for everyday purpose.
- Customize the output using Windows PowerShell Formatting Subsystem.
- Explain what Windows Management Instrumentation (WMI) is and how it can be used from Windows PowerShell.
- Manage Active Directory objects using Windows PowerShell cmdlets.
- Write basic Windows PowerShell scripts that execute batches of commands.
- Work with Windows PowerShell's background jobs and remote administration functionality.
- Master the scripting language of Windows PowerShell.
- Use advanced techniques related to structured programming within Windows PowerShell.
- Automate Windows Server 2008 R2 Administration using Windows PowerShell.
- Identify the best practices for working with Windows PowerShell.

Prerequisites

Before attending this course, students must have:

- Experience with Windows networking technologies and implementation.
- Experience with Windows Server administration, maintenance, and troubleshooting
- Experience with Active Directory technologies and implementation, including Group Policy.
- Experience with Windows Server 2008 Web application server technologies and implementation.

2433B - VB Scripting & Script Host Essentials Intense

Duration: 2 days

Course Price: \$995

Introduction

Elements of this syllabus are subject to change.

This two-day instructor-led course provides students with the knowledge and skills to manage Windows networks by using the Windows Script Host (WSH) and the Microsoft Visual Basic, Scripting Edition (VBScript) language. During the course, students will work on real-world scripts that they can use to manage computers running Windows Vista, Windows XP, and Windows Server 2003 operating systems. This course also provides an overview of other technologies where students can use script, such as Active Directory Service Interfaces (ADSI) and Windows Management Instrumentation (WMI).

Audience

This course is intended for systems administrators who use Windows-based computers and must learn how to develop administrative scripts for their enterprise networks.

At Course Completion

After completing this course, students will be able to:

- Run and work with scripts, including writing, debugging, and troubleshooting.
- Write scripts that access objects and use an object browser.
- Use Visual Basic, Scripting Edition to create effective and efficient administrative scripts.
- Create error-handling routines and use a debugger to locate and fix logic problems in scripts.
- Use Visual Basic, Scripting Edition to interact with ADSI.
- Call logon scripts from batch files, perform common tasks using logon scripts, and assign logon scripts to users.
- Use scheduling in scripts, send e-mails, manage the registry, and work with drives, folders, and files using scripts.
- Write scripts that gather information and automate common management tasks by using WMI.

Prerequisites

Before attending this course, students must have:

- Practical experience of using and administering Windows Server 2003.
- Practical experience of using and administering the Active Directory directory service.
- Practical experience of using and administering system security.
- Practical experience of using and administering services.
- Practical experience of using systems management information.
- Awareness of the potential uses of logon scripts.

2667 - Introduction to Programming

Duration: 3 Days

Course Price: \$1595

Introduction

Elements of this syllabus are subject to change.

This three-day, instructor-led course introduces students to computer programming. Students will learn the fundamental concepts and terminology of software application development and develop skills in designing and writing simple computer programs. The course assumes no programming background and provides an overview of the software development process in addition to introducing important programming constructs and methodologies.

The course covers such topics as programming language characteristics, integrated development environments, flowcharts, algorithms and pseudocode, variables, operators, conditional statements, looping statements, procedures, error-handling and debugging, object-oriented programming techniques, user interface design, software modeling, and Extensible Markup Language (XML) Web services.

Audience

This course is intended for students who wish to:

- Learn what software development is and what software developers do.
- Learn programming concepts and terminology to facilitate communication with software developers.

- Learn to read, trace, and understand simple code.
- Learn to write, test, and debug code to solve a simple problem.
- Evaluate their personal aptitude for career as a programmer or software developer.

This course is appropriate for:

- Individuals who are contemplating a career in software development and who wish to understand the fundamentals of computer programming.
- Professionals, such as managers and technical salespeople, who must understand programming concepts and be able to communicate with software developers.
- End-users of productivity applications, such as Microsoft Word, Microsoft Excel, Microsoft PowerPoint®, and Microsoft Access, who want to add advanced functionality to documents and databases.
- Web designers who want to understand how programs and scripts can make Web sites more dynamic.

At Course Completion

After completing this course, students will be able to:

- Describe a typical computer system and its critical components.
- Describe the software development process, its purpose, critical steps, and where programming fits in that process.
- Describe the purposes of programming and software development.
- Describe the evolution of common characteristics of, and differences among, modern programming languages.
- Define an integrated development environment.
- Describe the architectural aspects of a software application.
- Identify a problem that requires a programmed solution.
- Use common abstract methods to describe the solution concept.
- Implement variables.
- List and describe common operators.
- Implement conditional statements.
- Implement looping constructs.
- Implement procedures.
- Handle errors.
- Implement object-oriented programming techniques.
- Model an object-oriented program.
- Build a Windows-based application.
- Build a Web application.
- Describe XML Web services.

Prerequisites

This course assumes students have these skills:

- Basic familiarity with using a computer, such as browsing the Internet or using a word-processing application.
- The ability to use a mouse and keyboard to navigate through the Microsoft Windows® user interface.
- The ability to perform simple file access tasks, such as browsing a directory structure, opening and saving files, and creating folders.

JavaScript Level 1: Intro

Duration: 2 days

Course Price: \$995

Introduction to JavaScript Programming teaches how to use the features of the JavaScript language to design client-side, platform-independent solutions. Students learn how to write JavaScript programs, script for the JavaScript object model, control program flow, validate forms, animate images, target frames, and create cookies. Students will also understand and use the most popular applications of JavaScript.

Audience

Webmasters, software developers, application programmers, client/server developers, and desktop publishers.

Prerequisites

Students must be proficient in Hypertext Markup Language (HTML) authoring. No previous programming experience is required.

JavaScript Level 2: Advanced

Duration: 2 day

Course Price: \$995

Course Description

You are familiar with XHTML and basic techniques of JavaScript programming in designing basic web pages. You can make your web pages more dynamic and attractive by providing additional functionality to them. In this course, you will use the advanced techniques in JavaScript programming and Ajax to make your web pages highly functional.

Course Objective

You will use the advanced techniques in JavaScript programming and Ajax to add better functionality to make web pages interactive and dynamic.

Audience

Advanced JavaScript Programming is intended for students who are experienced developers of web pages and have experience with JavaScript. Students should be comfortable creating web pages, writing XHTML code and basic JavaScripts, and proficient in using web browsers such as Internet Explorer.

Prerequisites

To ensure successful completion of this course, we recommend that you first complete the JavaScript - Introduction to JavaScript Programming course, or have equivalent knowledge.

At Course Completion

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

- maintain JavaScript code using programming techniques.
- implement cross-browser compatibility using JavaScript.
- use custom objects in JavaScript.
- create and use arrays in JavaScript.
- handle cookies using JavaScript.
- validate forms using the generic approach.
- program using DOM API to traverse, modify, and append nodes to documents.
- communicate with Adobe Flash files, ActiveX controls, and server applications.
- use Ajax to fetch information from the server and display it on the web page.
- create applications with Ajax.

MCS D 2439 - Scripting Using MS Windows Management Instrumentation

Duration: 2 Days

Course Price: \$995

The goal of this course is to teach Microsoft Windows 2000 operating system administrators how to develop Microsoft Visual Basic® Script-based scripts that use the resources of Windows Management Instrumentation (WMI). Administrators will use these scripts to perform a number of common tasks in the Microsoft Windows operating system environment.

At Course Completion

- Describe Windows Management Instrumentation and the Common Information Model (CIM).
- Use the WMI Software Developer Kit (SDK) Tools CIM Studio, WMI Event Registration, and WMI Event Viewer.
- Use the SDK documentation to research WMI classes.
- Describe the WMI Scripting API.
- Develop scripts that make local or remote connections to any WMI resources.
- Develop scripts that can efficiently query management data from local or remote resources.
- Develop scripts that can write to WMI local or remote resources.
- Describe the WMI event architecture.
- Develop scripts that can configure, monitor, and implement WMI events.
- Identify how they can apply WMI Scripting API scripts to access future resources that use Windows Management Instrumentation.

Prerequisites

Completed Course 2433, Microsoft Visual Basic Scripting Edition and Microsoft Windows Script Host Essentials, or equivalent knowledge.

Project/Project Server

5927A - Microsoft Office Project 2007, Managing Projects

Duration: 3 days

Course Price: \$1995

PDU: 21

Elements of this syllabus are subject to change.

This three-day instructor-led course provides students with the knowledge and skills to build, maintain, and control well-formed project plans.

This is the first course in the Microsoft Office Project 2007 Official Curriculum series and will serve as the entry point for other Microsoft Official Curriculum (MOC) courses covering Microsoft Office Project 2007 and the Microsoft EPM 2007 Solution.

Audience

This course is intended for both novice and experienced project managers and schedulers. These individuals would be involved in or responsible for scheduling, estimating, coordinating, controlling, budgeting, and staffing of projects and supporting other users of MS Office Project. A familiarity with key project management concepts and terminology is recommended as well as basic Windows navigation skills.

At Course Completion

After completing this course, students will be able to:

- Get started with Microsoft Office Project 2007.

- Create and define projects.
- Work with estimates and dependencies
- Work with deadlines, constraints, and task calendars
- Work with resources.
- Predict behavior by using task types and the scheduling formula.
- Customize and format Microsoft Project views.
- Analyze resource utilization.
- Track progress.
- Create project reports which analyze project, resource, and task data.
- Manage multiple projects.

Prerequisites

- Experience using Microsoft Office Project to create project schedules.
- Fundamental knowledge of project management.
- Experience with the Microsoft Windows XP or Windows Vista™ operating system.
- Experience with Microsoft Office Excel 2003.

5928 - Microsoft Office Project Server 2007 Managing Projects

Duration: 3 Days

Course Price: \$1995

Introduction

Elements of this syllabus are subject to change.

This three-day instructor-led course provides students with the knowledge and skills to initiate, plan, execute, monitor and control, and close enterprise projects by using the Microsoft Office Project Server 2007 enterprise tool.

This is the second course in the Microsoft Office Project 2007 Official Curriculum series and covers the Microsoft Enterprise Project Management (EPM) Solution.

Audience

This course is intended for experienced project managers and schedulers. These individuals are capable of managing projects in the Microsoft Office Project 2007 EPM environment, including project and non-project efforts, risks, issues, documents, task progress, and timesheets. These individuals should be familiar with key project management concepts and terminology found in Project Management Institute (PMI), A Guide to the Project Management Body of Knowledge (PMBOK Guide) – Third Edition, and advanced knowledge and use of Microsoft Office Project 2007.

At Course Completion

After completing this course, students will be able to:

- Get started with Office Project Server 2007.
- Initiate projects
- Understand the project planning processes.
- Plan projects through scope and schedule management.
- Plan projects through staffing management plans.
- Plan resource assignments for projects.
- Plan projects through cost, risk, and other planning documents.
- Execute projects through processes, resources, and deliverables.
- Execute projects by managing timesheets and personal settings.
- Monitor and control projects by tracking task and project progress.
- Monitor and control projects through measuring project performance and reporting progress.

- Close projects.

Prerequisites

Before attending this course, students must have:

- Experience using Microsoft Office Project to create project schedules.
- Fundamental knowledge of project management.
- Experience with the Microsoft Windows XP or Windows Vista operating system.
- Experience with Microsoft Office Excel 2003.
- Familiarity with the key project management concepts and terminology found in the PMI PMBOK Guide –Third Edition.

In addition, it is recommended, but not required, that students have completed:

- Course 5927: Microsoft Office Project 2007, Managing Project

<p>5929 - Microsoft Office Project Server 2007, Managing Projects and Programs</p> <p>Duration: 5 days</p> <p>Course Price: \$2995</p>

Introduction

Elements of this syllabus are subject to change.

This five-day instructor-led course provides students with the knowledge and skills to use the Microsoft Office Project Server 2007 enterprise tool to initiate, plan, execute, monitor and control, and close enterprise programs and to customize the enterprise environment.

This is the third course in the Microsoft Office Project 2007 Official Curriculum series and addresses the Microsoft Enterprise Project Management (EPM) Solution

Audience

This course is intended for project managers, program managers, members of the project management office, or participants in the deployment of an EPM solution, who are responsible for managing, analyzing, and reporting on projects and programs in the Microsoft Office EPM environment. Further, these individuals are able to refine the Office EPM environment to create solutions to business problems. A solid understanding of key project management concepts and terminology as found in the Project Management Institute's (PMI), A Guide to the Project Management Body of Knowledge (PMBOK Guide), Third Edition, and in PMI's The Standard for Program Management is recommended. Additionally, substantial hands-on experience is recommended in Microsoft Office Project Professional 2007, Project Server 2007, and Project Web Access prior to attending the course.

At Course Completion

After completing this course, students will be able to:

- Define project, program, and portfolio management and explain their interrelationships in an enterprise environment.
- Describe the architecture and components of the Microsoft Office Enterprise Project Management Solution and navigate the key interfaces of Office Project 2007, Project Server 2007, and Project Web Access.
- Define a standardized methodology for program governance.
- Propose and apply updates to an enterprise environment.
- Define a program by establishing its characteristics and parameters and delineate program benefits.

- Deliver the detailed plan of a program and optimize the program for time, cost, and resources in order to establish a program baseline.
- Define program resources, and after identifying the critical resources, review and update the program plan and baseline.
- Track the work of the program resources in timesheets and the task progress of the program in Project Web Access and Project 2007.
- Define Earned Value Management (EVM) and perform EVM, including metrics, variances, and performance indexes, in order to create forecasts and make effective adjustments to the program.
- Use Project Center and the Data Analysis (OLAP Cube) feature to view and report the status of a program and to make forecasts.
- Configure project workspaces to meet the needs of a program.
- Describe the closing process for a program and propose changes to the enterprise environment based on the lessons learned through a program life cycle.

Prerequisites

Before attending this course, students must have:

- Fundamental knowledge of project management.
- Experience using Microsoft Office Project to create project schedules.
- Experience using Microsoft Office Project Web Access.
- Experience with Microsoft Office Project Server, preferably Office Project Server 2007.
- Experience with the Microsoft Windows XP or Windows Vista operating system.
- Experience with Microsoft Office Excel 2003 or 2007.

In addition, it is recommended, but not required, that students have:

- Familiarity with the key project management concepts and terminology found in the PMBOK Guide – Third Edition.
- Familiarity with the key program management concepts and terminology found in PMI's The Standard for Program Management.
- Completed MOC Course 5927A: Microsoft Office Project 2007, Managing Projects.
- Completed MOC Course 5928A: Microsoft Office Project Server 2007, Managing Projects.

Project Server 2007 for Project Configuration Administrators

Duration: 3 days

Module Price:

Course Overview

Project Server administrators taking this course learn how to properly configure and maintain Project Server 2007 using both Project Professional 2007 and the Project Web Access interface.

Target Audience

This course applies to both technical and non-technical Project Server administrators, and is tailored to the business application owner who serves as the organization's primary or backup business application administrator. Although having an IT background knowledge base is helpful, it is not a requirement for students to be able to master the content in this course.

Pre-Requisites

Although not required, we strongly recommend that Project Server administrators take the Managing Enterprise Projects Using Microsoft Office Project Server 2007 course to learn how an organization actually uses Project Server 2007.

Learning Objectives

After completing this course, you will be able to:

- Describe the project communication life cycle used with Project Server
- Understand the administration interface in Project Web Access
- Create a Project Server login account in Project Professional 2007
- Configure custom enterprise fields, Lookup Tables, and calendars
- Add resources to the Enterprise Resource Pool
- Specify the initial configuration options for Project Server
- Configure time and task tracking settings
- Configure Project Server security using Groups and Categories
- Import enterprise templates and existing projects into Project Server
- Build the OLAP Cube and resource availability information
- Create custom views in both Project Web Access and Project Professional 2007
- Manage Windows SharePoint Services and Project Workspaces
- Modify Project Web Access pages and create a new Project Workspace site template
- Manage the Project Server database, including checking in and backing up projects, and cleaning up the Project Server database
- Create custom Reports using the Reporting Database

Microsoft - Project Server 2010 for Project Managers

Duration: 3 days

Course Price: \$1495

This three-day, instructor-led course provides students with the knowledge and skills that are needed to create, build-out, manage, and report progress in an Enterprise Project Management (EPM) solution with Microsoft Office Project Server 2010. This course offers a significant amount of hands-on practices, discussions, and assessments that assist students in becoming proficient in the skills that are needed to use the Microsoft EPM system as a Project Manager.

Audience

This course is intended for project managers, resource managers, and technical staff who support the efforts of using and maintaining an EPM solution using Microsoft Office Project Server 2010. These individuals are capable of managing projects in the Microsoft Office Project environment, including project and non-project efforts, risks, issues, documents, task progress, and timesheets. These individuals should be familiar with key project management concepts and terminology found in Project Management Institute (PMI), A Guide to the Project Management Body of Knowledge (PMBOK Guide) – Third Edition, and have moderate knowledge and use of Microsoft Office Project 2007/2010.

At Course Completion

After completing this course, students will be able to:

- Define and understand the intended purposes, processes, and implementation of the Microsoft EPM solution.
- Understand the job roles and responsibilities required to utilize project plans, timesheets, task progress reporting and SharePoint Project Web Spaces to enable a fully collaborative environment within the EPM solution.
- Understand and configure the project file/database requirements to support the data entry, project management, progress tracking, and reporting needs of a specific project.
- Understand and configure the project file/database requirements to support the documenting and managing of Risks, Issues, Proposals, Activity Lists and Document Libraries in the Project Server Web Spaces for a project.

Prerequisites

Before attending this course, students must have:

- Familiarity with the key project management concepts and terminology found in the PMI PMBOK Guide –Third Edition.
- Some experience using Microsoft Office Project to create project schedules.
- Experience with Microsoft Office Excel.
- Experience or exposure to SharePoint as a user.
- Basic understanding of networking, databases, e-mail systems, and IT security.

Microsoft Certified Professional Exams

There is no corresponding Microsoft Certified Professional exam for this course.

Managing Enterprise Portfolios using Microsoft Project Server 2010

Duration: 5 days

Course Price: \$2495

Microsoft - Project Server 2010 for Project Server Administrators

Duration: 4 days

Course Price: \$1995

This four-day, instructor-led course provides students with the knowledge and skills that are needed to implement, manage, and support a collaborative Enterprise Project Management (EPM) solution with Microsoft Office Project Server 2010.

This course offers a significant amount of hands-on practices, discussions, and assessments that assist students in becoming proficient in the skills that are needed to implement, manage and support Microsoft EPM systems and technologies.

Audience

This course is intended for experienced project managers, resource managers, and technical staff who support the efforts of building and supporting an EPM solution using Microsoft Office Project Server 2010. These individuals are capable of managing projects in the Microsoft Office Project environment, including project and non-project efforts, risks, issues, documents, task progress, and timesheets.

These individuals should be familiar with key project management concepts and terminology found in Project Management Institute (PMI), A Guide to the Project Management Body of Knowledge (PMBOK Guide) – Third Edition, and have advanced knowledge and use of Microsoft Office Project 2007/2010.

It is strongly suggested that, when possible, the technical lead(s) attend the class with their corresponding Project Management Leadership/Project Management Office (PMO).

At Course Completion

After completing this course, students will be able to:

- Define and understand the intended purposes, processes, and implementation of the Microsoft EPM solution.
- Understand implementing an EPM solution as a major business undertaking - a potential multi-year project in its own right.
- Understand and configure installation and technical requirements for the databases and other systems needed to build a fully-integrated EPM technical system.
- Understand and configure the business requirements to support the data entry, project management, and reporting needs of an organization at the project team, department, company, and enterprise levels.

- Understand and develop job roles and responsibilities required to install and maintain effective and beneficial EPM business processes to support project manager, team members, and executive reporting needs.
- Utilize the full functionality of the Microsoft EPM solution.

Prerequisites

Before attending this course, students must have:

- Familiarity with the key project management concepts and terminology found in the PMI PMBOK Guide –Third Edition.
- Experience using Microsoft Office Project to create project schedules.
- Experience with Microsoft Office Excel.
- Experience or exposure to SharePoint as a user.
- Experience in discovering and translating business project requirements into technical implementation.
- Basic understanding of networking, databases, e-mail systems, and IT security.

Microsoft Certified Professional Exams

There is no corresponding Microsoft Certified Professional exam for this course.

SharePoint 2010

SP-1001 - Information Worker - Introduction to SharePoint 2010

Duration: 2 days

Course Price: \$995

This two-day, instructor-led course provides students with the knowledge and skills that are needed to start using and working with SharePoint Foundation and Microsoft SharePoint Server 2010. This course has been designed to introduce students with basic navigation and feature use skills to allow them to explore SharePoint Team Sites and begin using standard fundamental elements of SharePoint immediately regardless of which version of SharePoint is being used.

Audience

This course is intended for Information Worker professionals with no prior knowledge of SharePoint Products and Technologies.

At Course Completion

After completing this course, students will be able to:

- Identify and describe the collaboration needs in the enterprise and understand how SharePoint Products and Technologies address such needs.
- Identify and describe basic features of a SharePoint site
- Navigate and locate content within and outside of a SharePoint site
- Understand and manage content through SharePoint lists and libraries
- Control notification processes associated with list and library updates
- Identify and describe the use of discussions and surveys for soliciting feedback
- Identify and describe the use of wikis and blogs to share information'
- Understand how to locate information in a site or list through simple searches
- Describe, define and manage the functions of SharePoint integration with Office
- Implement and manage document and meeting workspaces

Prerequisites

Before attending this course, students must have:

- Understand how to navigate Microsoft Windows XP and open applications
- Understand how to access file shares and URLs through addresses

- Understand how to use Office 2007 products including navigating the ribbon interface
- Understanding of web sites and using web browsers such as Internet Explorer

Knowledge of SharePoint is not required

Microsoft Certified Professional Exams

There is no corresponding Microsoft Certified Professional exam for this course.

SP-1002 - Power User - Managing Content with SharePoint 2010

Duration: 3 days

Course Price: \$1495

This three-day, instructor-led course provides students with the knowledge and skills that are needed to implement, manage and support a collaborative and integrated information architecture. This infrastructure is used for creating, storing, and sharing information by using Microsoft SharePoint Products and Technologies in a collaboration and integration environment. This course offers a significant amount of hands-on practices, discussions, and assessments that assist students in becoming proficient in the skills that are needed to implement, manage and support SharePoint Products and Technologies.

Audience:

This course is intended for advanced information workers, Information Worker support professionals, Site Managers, Site Administrators, and web portal developers who work in with SharePoint environments.

At Course Completion

After completing this course, students will be able to:

- Define and understand content within a SharePoint environment and how SharePoint captures and manages types of content
- Create lists and libraries to store content, as well as manage configurations and settings involved with controlling content through SharePoint
- Creating and implementing process automation through out of box workflows
- Managing web pages as content, as well as creating, drafting, approving and processing web pages
- Understand, manage and customize security in a SharePoint content management environment
- Create and use various site types from default site templates, as well as create site templates for reuse
- Understand and configure navigation within and outside a SharePoint site hierarchy
- Understand and create performance metrics and business intelligence dashboards for sites in SharePoint
- Define and create custom types of content to be reused in a SharePoint environment
- Understand and use personal sites as well as work with social networking tools
- Manage and view site usage and other functions related to managing site usage

Prerequisites

Before attending this course, students must have:

- Understand how to navigate Microsoft Windows XP and open applications
- Understand how to access file shares and URLs through addresses
- Understand how to use Office 2007 products including navigating the ribbon interface
- Understanding of web sites and using web browsers such as Internet Explorer
- Understanding of how to add, edit, view and delete items in lists and libraries in SharePoint
- Understand how to use Office 2007 products directly with SharePoint
- Understand how to navigate content in a SharePoint site
- Understand the structure of a list or library in a SharePoint site

By attending the SP1001-Introduction to SharePoint 2007, a student will have met all these prerequisites.

Microsoft Certified Professional Exams

There is no corresponding Microsoft Certified Professional exam for this course.

SP-1003 - Power User - Configuring SharePoint 2010 for Application Use

Duration: 2 days

Course Price: \$995

This two-day, instructor-led course, focuses on configuring specific site templates and features to build a SharePoint site into a functional site application. Because SharePoint as a platform can implement many different technologies to meet specific needs, additional configuration is required to allow SharePoint to fulfill those needs and challenges without a system like SharePoint can provide.

Audience

The intended audience for this class is a site manager or site owner responsible for configuring sites and features in direct relation with the technologies that will enable them. The site manager or owner should be completely familiar and experienced with creating sites and lists, managing site and list settings and understand and work with concepts such as Enterprise Search, Records Management, Web Publishing, Business Solutions, and all other solutions provided through SharePoint.

At Course Completion

After completing this course, students will be able to:

- Identify and define how SharePoint can provide web-based solutions through applications as sites
- Understand and define the elements of a document management system and how they can be configured and implemented through SharePoint
- Understand and define the elements of a records management system and how they can be configured and implemented through SharePoint
- Understand and define the elements of a web content management system and how they can be configured and implemented through SharePoint
- Define and configure a collaboration portal using available SharePoint web parts, features, sites and management tools
- Understand Enterprise Search and how it is implemented in SharePoint, and configure and managing a search-based site
- Understand and define business solution elements in Office SharePoint Server 2007 and implement and configure business solutions for the enterprise.

Prerequisites

Before attending this course, students must have:

- Working knowledge of Microsoft Windows Server™ 2009.
- Working knowledge of networking, including Transmission Control Protocol/Internet Protocol (TCP/IP), Domain Name System (DNS), and Internet Information Services (IIS).
- Working knowledge of Office System 2007 or 2010 products
- In addition, it is required that students have completed:
- Course SP1002: Managing Content with SharePoint 2010
- Knowledge of Windows SharePoint Services 3.0 or Microsoft Office SharePoint Server 2007 is beneficial but not required

Microsoft Certified Professional Exams

There is no corresponding Microsoft Certified Professional exam for this course.

SP-2001 - 10174 - Implementing and Administering SharePoint

Duration: 5 days

Course Price: \$2495

The course teaches students how to install, configure and administer SharePoint, and also manage and monitor sites and users by using SharePoint 2010.

Audience Profile

This course is intended for IT Professionals who are experienced Windows Server 2003 or 2008 administrators and are interested in learning how to administer SharePoint 2010. The course is also intended for part time Business Application Administrators (BAAs) who are engaged in the administering line-of-business (LOB) applications in conjunction with internal business customers.

In addition to their professional experience, students who attend this training should have experience:

- Administering Active Directory: creating and managing user and group accounts, delegation of administration, configuring Group Policy
- Administering network infrastructure: DNS, TCP/IP connectivity
- General conceptual awareness of Microsoft .NET Framework as it relates to SharePoint 2010
- Administering SQL Server 2005 or 2008: creating logons, assigning roles, using SQL Management Studio
- One year experience using Windows PowerShell cmdlets
- General security and authentication practices

At Course Completion

- After completing this course, students will be able to:
- Prepare for and install SharePoint 2010
- Configure the fundamental service and logical components of a SharePoint implementation
- Administer SharePoint using the user interface, the command line, and Windows PowerShell
- Manage content in Lists and Libraries
- Administer identities and authentication
- Secure content in SharePoint sites
- Manage customizations to a SharePoint implementation
- Configure SharePoint services and applications
- Configure SharePoint social networking features
- Manage SharePoint search
- Configure farms, servers, service applications, and web applications
- Install, upgrade, configure, and operate a SharePoint farm
- Configure high availability and recoverability
- Monitor and optimize SharePoint performance

SP-2002 - 10231 - Designing and Deploying SharePoint 2010

Duration: 5 days

Course Price: \$2495

This 5 day ILT course teaches IT Professionals to design and deploy Microsoft SharePoint 2010

Audience Profile

This course is intended for IT Professionals who use Microsoft SharePoint 2010 in a team-based, medium-sized to large environment. While they may have implemented a SharePoint deployment, they have limited

experience in designing a SharePoint infrastructure. They likely work as a senior administrator who acts as a technical lead over a team of administrators. Members of this audience should have at least 6 months experience with SharePoint 2010 (including pre-released versions of the product)

At Course Completion

After completing this course, students will be able to:

- Create a logical architecture design
- Create a logical Service Application architecture
- Create a capacity and performance plan for SharePoint 2010
- Map the logical architecture, service application architecture, and the capacity and performance plan against a physical architecture
- Design a security plan for SharePoint 2010 based on the principle of least-privilege
- Create an authentication plan for SharePoint 2010 that meets the business requirements
- Create a corporate taxonomy plan for a SharePoint 2010 environment and enable consumption of the terms within the term store
- Design a SharePoint 2010 environment that supports social computing features including user profiles and My Sites Design and implement search strategy in SharePoint 2010
- Translate business requirements for content management into an Enterprise Content Management solution
- Create a plan that reflects the role of SharePoint in an overarching corporate Business Intelligence strategy
- Develop the key SharePoint elements of a governance plan that is in agreement with the overarching corporate governance strategy
- Develop a plan for maintaining and monitoring a SharePoint 2010 deployment
- Develop a business continuity plan for SharePoint 2010
- Plan an upgrade from a previous SharePoint Product and Technologies version to SharePoint 2010

Before attending this course, students must have:

- At least 2 years experience administering, deploying, managing, monitoring, upgrading, migrating, and designing SharePoint servers
- At least one year's experience of mapping business requirements to logical and physical technical design
- Working knowledge of network design, including network security Completed course 10174A: TS ITPro: Configuring and Managing Microsoft SharePoint 2010, or have equivalent knowledge and experience

SP-3001 – Power User – Introduction to SharePoint Design with SharePoint Designer 2010

Duration: 2 days

Course Price: \$995

This two-day, instructor-led course, focuses on designing SharePoint web sites, web pages and other related SharePoint-specific artifacts especially through the main SharePoint design tool, SharePoint Designer 2010. Because of many of the enhancements for SharePoint 2010, SharePoint Designer 2010 has evolved to meet these changes and increase the design experience for site designers and site owners alike. Understanding what SharePoint Designer 2010 is and how it works with SharePoint 2010, as well as key features of SharePoint Designer 2010 are valuable skills for any site designer or site owner to evaluate when designing for SharePoint.

Audience

The intended audience for this class is a site designer or site owner responsible for configuring sites and related web content through SharePoint Designer 2010. The site designer or owner should be completely familiar and experienced with creating sites and lists, managing site and list content including web pages and

web parts, and understand and work with concepts such as web servers, web sites, web browsers, especially in relation to SharePoint.

At Course Completion

After completing this course, students will be able to:

- Identify and define elements and tools of SharePoint web design
- Understand and define the use and interaction of SharePoint Designer 2010
- Understand and define the process for creating and customizing basic SharePoint sites and lists
- Define and describe how content can be represented as a Content type and how SharePoint Designer can build and customize them
- Understand and define site assets such as web pages, web parts, and other resources and how they are used in SharePoint
- Define and design resources for formatting and styling a SharePoint site through Cascading Style Sheets and Master Pages
- Understand and describe how business processes can be represented in SharePoint and the process for creating declarative workflows
- Understand and define data sources and how they can be adapted into a SharePoint site
- Define and describe the External Content Type and how they can be used in a SharePoint site

Prerequisites

Before attending this course, students must have:

- Working knowledge of Microsoft SharePoint Foundation 2010 or SharePoint Server 2010
- Knowledge of creating and customizing SharePoint content through a web browser
- Working knowledge of web technologies such as web servers, web sites, web pages, web browsers and related technologies
- Working knowledge of Internet Explorer 7 or better
- Working knowledge of Office 2007 or 2010 products

In addition, it is required that students have completed or have equivalent knowledge of:

- Course SP1002: Managing Content with SharePoint 2010

Knowledge of Windows SharePoint Services 3.0, Microsoft Office SharePoint Server 2007 or Microsoft SharePoint Designer 2007 is beneficial but not required

Microsoft Certified Professional Exams

There is no corresponding Microsoft Certified Professional exam for this course.

SP-4001 - 10175 - Developing and Customizing Applications for SharePoint 2010

Duration: 5 days

Course Price: \$2495

This course provides existing .NET developers with practical information and labs that enables them to build solutions on the Microsoft SharePoint 2010 platform.

Audience Profile

This course is intended for professional developers who use Microsoft SharePoint 2010 in a team-based, medium-sized to large development environment. Members of the audience are experienced users of Microsoft Visual Studio 2008 SP1. The audience understands how to use the new features of SharePoint 2010 and Visual Studio 2010.

Before attending this course, students must have:

- An understanding of the problem-solving techniques that apply to software development
- Approximately 12 months experience with ASP.NET 3.5 with Visual Studio 2008 (or later)
- Approximately 1 month development experience with SharePoint 2007 or SharePoint 2010 and VS2010 (includes beta releases) creating code that interacts with the SharePoint Server-side APIs
- Experience performing end user tasks with SharePoint 2007 or SharePoint 2010 and an understanding of the purpose and use of the following:
 - Lists
 - Documents and Libraries
 - Personalizing an SP page/site
 - Using MySites
 - Using SharePoint Designer

At Course Completion

After completing this course, students will be able to:

- Describe the SharePoint 2010 development platform and the benefits and features that it offers to developers.
- Use development tools that are integrated with the SharePoint 2010 development platform, such as Visual Studio 2010 and SharePoint Designer 2010.
- Develop Web Parts for SharePoint 2010 solutions.
- Develop code that uses the server-side objects provided by the SharePoint 2010 development platform.
- Develop event receivers and manipulate application settings for SharePoint 2010 solutions.
- Develop solutions that access external data by using Business Connectivity Services.
- Develop workflows as part of SharePoint 2010 solutions.
- Develop code that uses the client-side objects provided by the SharePoint 2010 development platform.
- Develop server ribbon controls and client dialogs for the new user interface platform of SharePoint 2010.
- Develop Microsoft Silverlight applications that are integrated with SharePoint 2010 data and solutions.
- Develop sandboxed solutions for SharePoint 2010.
- Develop code that uses the taxonomic and user profile services of the SharePoint 2010 development platform.
- Develop code that uses the content management services of the SharePoint 2010 development platform.

<p>SP-4002 - 10232 - Designing Applications and Solutions for SharePoint 2010</p> <p>Duration: 5 days</p> <p>Course Price: \$2495</p>
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This five-day instructor-led course is intended for SharePoint Development professionals who are responsible for leading projects, designing solutions, and identifying problems. In this course, students learn the skills and best practices that are required to help organizations design and develop effective SharePoint applications.

Audience Profile

This course is intended for developers and development leads who will be responsible for designing custom code solutions that are deployed to SharePoint 2010 servers. To be successful in this course, the student will have at least two years of SharePoint development experience and should have experience with ASP.NET and Visual Studio 2010.

At Course Completion

After completing this course, students will be able to:

- Develop strategies for caching, session state, as well as design for high performance sites by limiting page size and iteration.

- Determine the most suitable presentation method, visual elements, programmatic objects and multilingual strategy which meets the design objectives.
- Evaluate available data access and storage methods and determine the appropriate implementation for the application requirements.
- Identify the pros and cons of various data capture options and specify the most effective method or combination of methods for capturing user input.
- Evaluate the use and implementation of SharePoint artifacts and determine which artifacts best meet the needs of the application requirements.
- Design processing systems to get work done in the solution.
- Create an effective strategy for implementation and deployment of custom solutions in both development and production environments.
- Create a development strategy to allow multiple developers and administrators to work together.
- Devise a strategy for developing and deploying upgrades over time as the solution evolves.
- Develop an information architecture strategy that will support flexibility and growth and a navigation strategy that fits on top of this information architecture.
- Plan a comprehensive branding strategy and determine the necessary application elements required to support that strategy.
- Design and implement a security approach which supports both code access and end-user functionality.
- Design an effective strategy for optimizing page render times and data access methods within SharePoint 2010.
- Determine the appropriate use of unit and integration tests within SharePoint and design an effective strategy for insuring maximum code reliability.

Prerequisites:

- Understanding of the problem-solving techniques that apply to the Software Development Lifecycle (SDLC), including the versioning of software and the management of configuration and content in a software system
- Basic knowledge of Web application architecture
- Experience in developing in a team environment
- Working knowledge of ASP.NET and Visual Studio Experience in SharePoint infrastructure including servers and services
- Experience in SharePoint development including the APIs and XML schemas necessary to create web parts, perform data access, and provision fields, lists, content types, etc.

SharePoint 2007

<p>SP-101 - Information Worker - Introduction to SharePoint 2007</p> <p>Duration: 2 days</p> <p>Course Price: \$895</p>
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This two-day, instructor-led course provides students with the knowledge and skills that are needed to start using and working with Windows SharePoint Services 3.0 and Microsoft Office SharePoint Server 2007. This course has been designed to introduce students with basic navigation and feature use skills to allow them to explore SharePoint Team Sites and begin using standard fundamental elements of SharePoint immediately regardless of which version of SharePoint is being used.

Audience

This course is intended for Information Worker professionals with no prior knowledge of SharePoint Products and Technologies.

At Course Completion

After completing this course, students will be able to:

- Identify and describe the collaboration needs in the enterprise and understand how SharePoint Products and Technologies address such needs.
- Identify and describe basic features of a SharePoint site
- Navigate and locate content within and outside of a SharePoint site
- Understand and manage content through SharePoint lists and libraries
- Control notification processes associated with list and library updates
- Identify and describe the use of discussions and surveys for soliciting feedback
- Identify and describe the use of wikis and blogs to share information'
- Understand how to locate information in a site or list through simple searches
- Describe, define and manage the functions of SharePoint integration with Office
- Implement and manage document and meeting workspaces

Prerequisites

Before attending this course, students must have:

- Understand how to navigate Microsoft Windows XP and open applications
- Understand how to access file shares and URLs through addresses
- Understand how to use Office 2007 products including navigating the ribbon interface
- Understanding of web sites and using web browsers such as Internet Explorer

Knowledge of SharePoint is not required

Microsoft Certified Professional Exams

There is no corresponding Microsoft Certified Professional exam for this course.

SP-102 - Power User - Managing Content with SharePoint 2007

Duration: 3 days

Course Price: \$1395

This three-day, instructor-led course provides students with the knowledge and skills that are needed to implement, manage and support a collaborative and integrated information architecture. This infrastructure is used for creating, storing, and sharing information by using Microsoft SharePoint Products and Technologies in a collaboration and integration environment.

This course offers a significant amount of hands-on practices, discussions, and assessments that assist students in becoming proficient in the skills that are needed to implement, manage and support SharePoint Products and Technologies.

Audience:

This course is intended for advanced information workers, Information Worker support professionals, Site Managers, Site Administrators, and web portal developers who work in with SharePoint environments.

At Course Completion

After completing this course, students will be able to:

- Define and understand content within a SharePoint environment and how SharePoint captures and manages types of content
- Create lists and libraries to store content, as well as manage configurations and settings involved with controlling content through SharePoint
- Creating and implementing process automation through out of box workflows
- Managing web pages as content, as well as creating, drafting, approving and processing web pages
- Understand, manage and customize security in a SharePoint content management environment
- Create and use various site types from default site templates, as well as create site templates for reuse
- Understand and configure navigation within and outside a SharePoint site hierarchy

- Understand and create performance metrics and business intelligence dashboards for sites in SharePoint
- Define and create custom types of content to be reused in a SharePoint environment
- Understand and use personal sites as well as work with social networking tools
- Manage and view site usage and other functions related to managing site usage

Prerequisites

Before attending this course, students must have:

- Understand how to navigate Microsoft Windows XP and open applications
- Understand how to access file shares and URLs through addresses
- Understand how to use Office 2007 products including navigating the ribbon interface
- Understanding of web sites and using web browsers such as Internet Explorer
- Understanding of how to add, edit, view and delete items in lists and libraries in SharePoint
- Understand how to use Office 2007 products directly with SharePoint
- Understand how to navigate content in a SharePoint site
- Understand the structure of a list or library in a SharePoint site

By attending the SP1001-Introduction to SharePoint 2007, a student will have met all these prerequisites.

Microsoft Certified Professional Exams

There is no corresponding Microsoft Certified Professional exam for this course.

SP-103 - Power User - Configuring SharePoint 2007 for Application Use

Duration: 2 days

Course Price: \$895

This two-day, instructor-led course, focuses on configuring specific site templates and features to build a SharePoint site into a functional site application. Because SharePoint as a platform can implement many different technologies to meet specific needs, additional configuration is required to allow SharePoint to fulfill those needs and challenges without a system like SharePoint can provide.

Audience

The intended audience for this class is a site manager or site owner responsible for configuring sites and features in direct relation with the technologies that will enable them. The site manager or owner should be completely familiar and experienced with creating sites and lists, managing site and list settings and understand and work with concepts such as Enterprise Search, Records Management, Web Publishing, Business Solutions, and all other solutions provided through SharePoint.

At Course Completion

After completing this course, students will be able to:

- Identify and define how SharePoint can provide web-based solutions through applications as sites
- Understand and define the elements of a document management system and how they can be configured and implemented through SharePoint
- Understand and define the elements of a records management system and how they can be configured and implemented through SharePoint
- Understand and define the elements of a web content management system and how they can be configured and implemented through SharePoint
- Define and configure a collaboration portal using available SharePoint web parts, features, sites and management tools
- Understand Enterprise Search and how it is implemented in SharePoint, and configure and managing a search-based site

- Understand and define business solution elements in Office SharePoint Server 2007 and implement and configure business solutions for the enterprise.

Prerequisites

Before attending this course, students must have:

- Working knowledge of Microsoft Windows Server™ 2003.
- Working knowledge of networking, including Transmission Control Protocol/Internet Protocol (TCP/IP), Domain Name System (DNS), and Internet Information Services (IIS).
- Working knowledge of Office System 2007 products

In addition, it is required that students have completed:

- Course SP102: Introduction to Office SharePoint Server 2007

Knowledge of Windows SharePoint Services 2.0 or SharePoint Portal Server 2003 is beneficial but not required

Microsoft Certified Professional Exams

There is no corresponding Microsoft Certified Professional exam for this course.

SP-201 - 6438/5061 Implementing and Administering SharePoint 2007

Duration: 5 days

Course Price: \$2495

This five-day instructor-led course provides students with the knowledge and skills required to implement Microsoft Office SharePoint Server 2007 successfully in their organization. It emphasizes that students should think about the architecture of their entire environment, including business and applications needs, during the planning and deployment phases.

Audience

The audience for this course is Business Application Administrators (BAAs), Web Administrators and Server Administrators who are engaged in the planning, design, and selection of line-of-business (LOB) applications (including Office SharePoint Server) in conjunction with internal business customers. Their primary responsibility is the deployment, customization, management, and support of LOB applications. They routinely monitor application status and troubleshoot application problems.

SP-202 - 50149 SharePoint 2007 Operations

Duration: 5 days

Course Price: \$2495

This 5-day Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities. course Every aspect of managing a SharePoint 2007 Server farm. Learn the many ways to back up and restore SharePoint environments.

Audience

This course is designed for individuals who access information on a Windows SharePoint team site or SharePoint site owners who are responsible for creating and managing a team website. This includes managers, developers, designers, and every day knowledge workers, anyone that uses SharePoint sites and lists on an everyday basis.

SP-301 - Designing SharePoint Sites with SharePoint Designer 2007

Duration: 2 days

Course Price: \$995

This two-day, instructor-led course provides students with the knowledge and skills that are needed to start using and working with building and designing sites in SharePoint 2007 with SharePoint Designer 2007. This course has been designed to introduce students to how SharePoint Designer 2007 interacts with SharePoint 2007, view and understand the tools and interface and the use of the tool with designing SharePoint 2007 sites.

Audience

This course is intended for Power Users, Site Designers, Site Managers and IT Professionals who work with SharePoint 2007 and have built, customized and regularly use either Windows SharePoint Services 3.0 or Microsoft Office SharePoint Server 2007.

At Course Completion

After completing this course, students will be able to:

- Identify and describe the purpose and use of SharePoint Designer 2007 in relation to designing and customizing SharePoint 2007 sites
- Identify and describe basic features of a SharePoint Designer 2007
- Navigate and locate tools and features within SharePoint Designer 2007
- Understand and customize SharePoint sites through SharePoint Designer 2007
- Describe, define and manage the functions of web design applied through SharePoint Designer 2007
- Manage SharePoint sites from a designer perspective through SharePoint Designer 2007

Prerequisites

Before attending this course, students must have:

- Working knowledge of Microsoft Windows XP.
- Working knowledge of Office System 2003 products
- Understanding of web sites and using web browsers such as Internet Explorer

Knowledge of previous versions of SharePoint is not required

Microsoft Certified Professional Exams

There is no corresponding Microsoft Certified Professional exam for this course.

SP-401 - 50205 Web Development with SharePoint 2007

Duration: 5 days

Course Price: \$2495

For those web developers new to ASP.NET and SharePoint Web Customization. This course addresses aspects of design such as applying alternate page layouts, creating and styling new pages, modifying site navigation, and external data integration and custom workflows. After taking this course, students will understand the difference between using SharePoint Designer 2007 and in-browser tools, including what is achievable with each tool and how and when to use those tools to effect SharePoint site customization. The course also factors in Web site design concepts that focus on creating user-centric SharePoint sites.

Audience

The primary audiences for this course are Web designers, administrators, and developers who use and work with Office SharePoint Server 2007 and want to learn how to customize SharePoint sites. These include Web Developers, Webmasters, and Power-users with web development experience.

SP-402 - 50064/50146 - Advanced SharePoint Development

Duration: 5 days

Course Price: \$2595

This 5 day deep-dive will guide individuals through the process of architecting and developing Microsoft Office SharePoint applications and customizations with a focus on MOSS fundamentals and features and how to extend them. You will see how to customize the document policy feature and add your own actions.

You will gain guidance on how to work programmatically with the Records Center, Content Management, Search Center, and Microsoft Office InfoPath Services. You'll learn how to integrate with the User Profile and Audience APIs, work with AJAX, Event Handlers and Features, you will gain important insight into the internal workings of SharePoint 2007

Audience

This course is intended for anyone looking to develop SharePoint customizations and will architect and develop SharePoint applications and customizations.

Executive Briefing - Windows SharePoint Services 3.0 & Microsoft Office SharePoint Server 2007 (MOSS)

Duration: 3 hours

Course Price:

This ½ day Executive Briefing discusses the context of SharePoint Services 3.0 and MOSS 2007 as a solution for enhancing corporate productivity, communications, collaboration, enterprise content management, search, and workflow, among other topics.

Audience

Any individual or group who needs to understand the business benefits of SharePoint Services 3.0 and MOSS 2007.

Prerequisites

There are no prerequisites for this course other than a desire to learn the benefits of SharePoint and to learn how to take advantage of this technology in your organization.

At Course Completion

After completing this course, students will be able to:

- Describe the features, benefits, and business case for implementing Windows SharePoint Services 3.0
- Describe the features, benefits, and business case for implementing MOSS 2007

InfoPath 2007

Duration: 2 days

Course Price: \$895

Microsoft Office InfoPath 2007 is an information-gathering program included in the 2007 release of the Microsoft Office system. With Office InfoPath 2007, you can create and deploy electronic forms solutions to gather information efficiently and reliably. You can also use the InfoPath Forms Services capabilities in

Microsoft Office SharePoint Server 2007 to extend your business processes beyond your corporate firewall, delivering forms as Microsoft Office Outlook e-mail messages, Web browser forms, or forms for mobile devices.

Course Objective

In this 2-day course, you will learn how to use Microsoft InfoPath 2007 to gather and share information by creating and implementing XML-based forms.

Target Student

Persons with Web design experience, forms administrators, information coordinators, and Microsoft Office power users who need to gather and share information by using XML-based forms.

Prerequisites

- Advanced Microsoft Office experience concentrating in forms development
- Experience working in a tagged environment (such as HTML, XML)
- Experience with SharePoint from a user perspective

SQL Server- Administration and Development

2778 - Writing Queries using Microsoft SQL Server 2008/2005/2000 Transact SQL

Duration: 3 days

Course Price: \$1595

This 3-day instructor led course provides students with the technical skills required to write basic Transact-SQL queries for Microsoft SQL Server 2008.

Audience Profile

This course is intended for SQL Server database administrators, implementers, system engineers, and developers who are responsible for writing queries.

At Course Completion

After completing this course, students will be able to:

- Describe the uses of and ways to execute the Transact-SQL language.
- Use querying tool. Write SELECT queries to retrieve data.
- Group and summarize data by using Transact-SQL.
- Join data from multiple tables.
- Write queries that retrieve and modify data by using subqueries.
- Modify data in tables.
- Query text fields with full-text search. Describe how to create programming objects.
- Use various techniques when working with complex queries.

Before attending this course, students must have:

- Knowledge of data integrity concepts.
- Core Windows Server skills.
- Relational database design skills.
- Programming skills.

MCDBA 2781 - Designing Microsoft SQL Server 2005 Server-Side Solutions (Developer)

Duration: 3 Days

Course Price:

Introduction

This three-day instructor-led course provides students with the knowledge and skills to design server-side solutions for Microsoft SQL Server 2005. The course focuses on teaching database developers who work in enterprise environments to identify and place database technologies during design to achieve a suitable solution that meets the needs of an organization. Students will also learn to consider the solution from a system-wide view instead of from a single database or server perspective.

Audience

This course is intended for current professional database developers who have three or more years of on-the-job experience developing SQL Server database solutions in an enterprise environment.

At Course Completion

After attending this course, students will be able to:

- Select SQL Server services to support an organization's business needs.
- Design a security strategy for a SQL Server 2005 solution.
- Design a data modeling strategy.
- Design a transaction strategy for a SQL Server solution.
- Design a Notification Services solution.
- Design a Service Broker solution.
- Plan for source control, unit testing, and deployment to meet an organization's needs.
- Evaluate advanced query techniques.
- Evaluate advanced XML techniques.

Prerequisites

Before attending this course, students must:

- Have experience reading user requirements and business-need documents. For example, development project vision/mission statements or business analysis reports.
- Understand Transact-SQL syntax and programming logic.
- Understand XML. Specifically, they must be familiar with the syntax of XML, what elements and attributes are, and how to distinguish them.
- Understand security requirements. Specifically, must understand how unauthorized users can gain access to sensitive information and be able to plan strategies to prevent access.
- Be able to design a database to 3NF and know the tradeoffs when backing out of the fully normalized design (denormalization) and designing for performance and business requirements in addition to being familiar with design models, such as Star and Snowflake schemas.
- Have basic monitoring and troubleshooting skills.
- Have basic knowledge of the operating system and platform. That is, how the operating system integrates with the database, what the platform or operating system can do, and how interaction between the operating system and the database works.
- Have basic knowledge of application architecture. That is, how applications can be designed in three layers, what applications can do, how interaction between the application and the database works, and how the interaction between the database and the platform or operating system works.
- Have some experience with a reporting tool.
- Be familiar with SQL Server 2005 features, tools, and technologies.
- Have a Microsoft Certified Technology Specialist: Microsoft SQL Server 2005 credential, or equivalent experience.

In addition, it is recommended, but not required, that students have completed:

- Course 2778: Writing Queries Using Microsoft SQL Server 2005 Transact-SQL.
- Course 2779: Implementing a Microsoft SQL Server 2005 Database.
- Course 2780: Maintaining a Microsoft SQL Server 2005 Database.

MCDBA 2782/2784 - Advanced Microsoft SQL Server 2005 for Developers (2782 Designing/2784 Optimizing Queries)

Duration: 5 days

Course Price: \$2495

Introduction

This five-day instructor-led course provides students with the knowledge and skills to design databases for Microsoft SQL Server 2005 using business requirements to guide their decisions (beyond structured third normal form [3NF] modeling techniques). Students will also learn to incorporate security requirements throughout their design. This course also provides students the knowledge and skills to evaluate and improve queries and query response times. The course focuses on systematic identification and optimization of database factors that impact query performance.

Audience

This course is intended for current professional database developers who have three or more years of on-the-job experience developing SQL Server database solutions in an enterprise environment.

At Course Completion

After completing this course, students will be able to:

- Approach database design from a systematic perspective, gather database requirements, and formulate a conceptual design.
- Analyze and evaluate a logical database design.
- Apply best practices for creating a physical database design.
- Apply best practices when designing for database scalability.
- Design a database access strategy.
- Use best practices to model database dependencies.
- Normalize databases.
- Design a normalized database.
- Optimize a database design by denormalizing.
- Optimize data storage.
- Manage concurrency
- Manage concurrency by selecting the appropriate transaction isolation level.
- Select a locking granularity level.
- Optimize and tune queries for performance.
- Optimize an indexing strategy.
- Decide when cursors are appropriate.
- Identify and resolve performance-limiting problems.

Prerequisites

Before attending this course, students must:

- Have experience reading user requirements and business-need documents. For example, development project vision/mission statements or business analysis reports.
- Have experience reading and drawing business process flow charts.
- Have experience reading and drawing entity relationship (ER) diagrams.
- Understand Transact-SQL syntax and programming logic.

- Be able to design a database to 3NF and know the tradeoffs when backing out of the fully normalized design (denormalization) and designing for performance and business requirements in addition to being familiar with design models, such as Star and Snowflake schemas.
- Have basic monitoring and troubleshooting skills.
- Have basic knowledge of the operating system and platform. That is, how the operating system integrates with the database, what the platform or operating system can do, and how interaction between the operating system and the database works.
- Have basic knowledge of application architecture. That is, how applications can be designed in three layers, what applications can do, how interaction between the application and the database works, and how the interaction between the database and the platform or operating system works.
- Know how to use a data modeling tool.
- Have working knowledge of data storage. Specifically, knowledge about row layout, fixed length field placement and varying length field placement.
- Be familiar with index structures and index utilization. Specifically, they must understand the interaction between non-clustered indexes, clustered indexes and heaps. They must know why a covering index can improve performance.
- Have had hands-on database developer experience. Specifically, three years of experience as a full-time database developer in an enterprise environment.
- Be familiar with the locking model. Specifically, students should have an understanding of lock modes, lock objects and isolation levels and be familiar with process blocking.
- Understand Transact-SQL syntax and programming logic. Specifically, students should be completely fluent in advanced queries, aggregate queries, subqueries, user-defined functions, cursors, control of flow statements, CASE expressions, and all types of joins.
- Be familiar with SQL Server 2005 features, tools, and technologies.
- Have a Microsoft Certified Technology Specialist: Microsoft SQL Server 2005 credential, or equivalent experience.

In addition, it is recommended, but not required, that students have completed:

- Course 2778: Writing Queries Using Microsoft SQL Server 2005 Transact-SQL.
- Course 2779: Implementing a Microsoft SQL Server 2005 Database.
- Course 2780: Maintaining a Microsoft SQL Server 2005 Database.

MCDBA 2786 - Designing Microsoft SQL Server 2005 Infrastructure (Administrator)

Duration: 2 Days

Course Price:

Introduction

This two-day instructor-led course provides database administrators working in enterprise environments with the knowledge and skills to design a Microsoft SQL Server 2005 database infrastructure. The course focuses on the development of strategies for data archiving, consolidation, distribution, and recovery. The course also stresses the importance of capacity analysis and emphasizes the trade-offs that need to be made during design.

This is the first course in the database administration curriculum and will serve as the entry point for other courses in the curriculum.

Audience

This course is intended for current professional database administrators who have three or more years of on-the-job experience administering SQL Server database solutions in an enterprise environment.

At Course Completion

- Analyze storage, CPU, memory, and network capacity needs.

- Design a strategy for data archiving.
- Design a strategy for database server consolidation.
- Design a strategy for data distribution.
- Design a database server infrastructure.
- Design a strategy for data recovery.
- Establish database conventions and standards.

Prerequisites

- Understand the trade-offs among the different redundant storage types. For example, what RAID levels mean, how they differ from a Storage Area Networks (SAN), etc.
- Understand how replication works and how replication is implemented.
- Be familiar with reading user requirements and business-need documents. For example, development project vision/mission statements or business analysis reports.
- Have some knowledge of how queries execute. Must be able to read a query execution plan and understand what is happening.
- Have basic knowledge of the dependencies between system components.
- Be able to design a database to third normal form (3NF) and know the trade-offs when backing out of the fully normalized design (denormalization) and designing for performance and business requirements in addition to being familiar with design models, such as Star and Snowflake schemas.
- Have monitoring and troubleshooting skills.
- Have knowledge of the operating system and platform. That is, how the operating system integrates with the database, what the platform or operating system can do, and how the interaction between the operating system and the database works. For example, how integrated authentication interacts with Active Directory directory service.
- Have knowledge of application architecture. That is, how applications can be designed in three layers, what applications can do, interaction between application and the database, interaction between database and the platform or operating system.
- Must already know how to use:
 - A data modeling tool
 - Microsoft Visio (to create infrastructure diagrams)
- Be familiar with SQL Server 2005 features, tools, and technologies.
- Have a Microsoft Certified Technology Specialist: Microsoft SQL Server 2005 credential or equivalent experience.

In addition, it is recommended, but not required, that students have completed:

- Course 2778, Writing Queries Using Microsoft SQL Server 2005 Transact-SQL.
- Course 2779, Implementing a Microsoft SQL Server 2005 Database.
- Course 2780, Maintaining a Microsoft SQL Server 2005 Database.

<p>MCDBA 2787/2788/2789 - Advanced Microsoft SQL Server 2005 for Administrators (2787 Security/2788 High Availability/2789 Automating)</p>

<p>Duration: 5 Days</p>

<p>Course Price: \$2495</p>

Introduction

This five-day instructor-led advanced SQL Server 2005 administration course enables database administrators who work within enterprise environments to design security for SQL Server 2005 database systems, design high availability database solutions, and automate Microsoft SQL Server 2005.

The security and high availability sections of this course guide students into thinking about the entire enterprise environment (which includes business needs, regulatory requirements, network systems, and database considerations) during security and high availability design planning. Students will also learn how to monitor security and respond to threats, and will learn how to document and test high availability database solutions. In

the automating section of the course, students will gain the knowledge and skills to administer and automate Microsoft SQL Server 2005 databases and servers.

Audience

This course is intended for current professional database administrators who have three or more years of on-the-job experience administering SQL Server database solutions in an enterprise environment.

At Course Completion

- Explain the principles of SQL Server security, describe the methodology to design a SQL Server security policy, and explain the importance of monitoring SQL Server security.
- Integrate SQL Server security with enterprise-level authentication systems, develop Windows server-level security policies, develop a secure communication policy, and define security monitoring standards for SQL Server at the enterprise and server level.
- Design a SQL Server instance-level security policy, a database-level security policy, an object-level security policy, and define security monitoring standards for instances and databases.
- Secure data by using encryption and certificates, design data encryption policies, and determine a key storage method.
- Analyze business and regulatory requirements, and determine the exceptions and their impact on security.
- Design a response policy for virus and worm attacks, to handle denial-of-service attacks, and to prevent internal and SQL injection attacks.
- Identify high-availability requirements and constraints, analyze high-availability requirements, and determine appropriate high-availability solutions.
- Design the platform for clustering, design the SQL Server cluster implementation, design recovery strategies and test plan for database clustering, migrate and upgrade SQL Server clusters, and design an operations plan for clustering to maximize availability.
- Determine storage requirements for SQL Server databases, components and files, design a highly-available storage solution for each database resource, and design a backup and restore strategy for the database.
- Explain the different considerations for designing a log shipping solution, design log shipping server roles and topology, design a strategy for upgrading log shipping, and design an operations plan for log shipping to maximize availability.
- Explain the different considerations for designing a database mirroring solution, design the database roles and topology for database mirroring, convert existing high-availability solutions to database mirroring, and design an operations plan for database mirroring to maximize availability.
- Explain the different considerations for designing a replication solution, design a replication solution, design a strategy for upgrading replication, and design an operations plan for replication to maximize availability.
- Evaluate the weaknesses in each high-availability technology, and maximize availability by combining high-availability technologies.
- Plan an automated system for database maintenance and server maintenance, document administration and automation information in a run book
- Manage SSIS packages, manage replication, manage reporting services.

Prerequisites

Before attending this course, students must:

- Have basic knowledge of security protocols and how they work. For example, NTLM or Kerberos.
- Have basic knowledge of public key infrastructure (PKI) systems. For example, how public and private keys work, strengths and weaknesses, and what they are used for.
- Have working knowledge of network architectures and technologies. For example, how a firewall works, how IPSec works in networking context, common vulnerability points, etc.

- Have working knowledge of Active Directory services. For example, security models, policies, group policy objects (GPOs), and organizational units (OUs).
- Be able to design a database to third normal form (3NF) and know the tradeoffs when backing out of the fully normalized design (denormalization) and designing for performance and business requirements in addition to being familiar with design models, such as Star and Snowflake schemas.
- Have strong monitoring and troubleshooting skills.
- Have experience creating Microsoft Visio drawings or have equivalent knowledge.
- Have strong knowledge of the operating system and platform. That is, how the operating system integrates with the database, what the platform or operating system can do, interaction between the operating system and the database.
- Have basic knowledge of application architecture. That is, different methods of implementing security in an application, how applications can be designed in three layers, what applications can do, the interaction between applications and the database, and interactions between the database and the platform or operating system.
- Have knowledge about network security tools. For example, sniffer and port scanning. Must understand how they should be used.
- Be able to use patch management systems.
- Have knowledge of common attack methods. For example, buffer overflow, replay attacks, etc.
- Have a basic understanding of network architecture. For example, what can fail in a network, Virtual Private Networks (VPNs), differing performance characteristics of network components, etc.
- Understand the tradeoffs among the different redundant storage types. For example, what RAID levels mean, how it differs from a SAN, etc.
- Be familiar with reading user requirements and business-need documents. For example, development project vision or mission statements or business analysis reports.
- Have knowledge of the operating system and platform. Specifically, must understand how hardware can fail, how the operating system integrates with the database, what the platform or operating system can do, and how the interaction between the operating system and the database works.
- Have knowledge of application architecture. Specifically, must understand how applications identify servers to connect to, how applications can be designed in three layers, what applications can do, the interactions between applications and the database, interactions between the database and the platform or operating system.
- Be familiar with SQL Server 2005 features, tools, and technologies.
- Have a Microsoft Certified Technology Specialist: Microsoft SQL Server 2005 credential or equivalent experience.

In addition, it is recommended, but not required, that students have completed:

- Course 2071, Querying Microsoft SQL Server with Transact-SQL
And
- Course 2779/80, Core Technologies in Microsoft SQL Server 2005
Or
- Course 2733, Updating Database Admin Skills to MS SQL Server 2005

MCDBA 2790 - Troubleshooting and Optimizing Database Servers Using Microsoft SQL Server 2005 (Administrator)

Duration: 2 Days

Course Price:

Introduction

Elements of this syllabus are subject to change.

The purpose of this two-day workshop is to teach database administrators working in enterprise environments how to determine and troubleshoot performance issues using Microsoft SQL Server 2005. The primary focus of

this workshop is to teach the overall process of troubleshooting. It includes establishing monitoring standards and baselines, determining performance thresholds, and focusing the investigation on specific issues.

Audience

This course is intended for current professional database administrators who have three or more years of on-the-job experience administering SQL Server database solutions in an enterprise environment.

Prerequisites

Before attending this course, students must have:

- Working knowledge of SQL Server 2005 architecture including indexing, SQL execution plans, and SQL Server basic configuration.
- Basic monitoring and troubleshooting skills. For example, students should have used Sysmon and Perfmon on the job.
- Working knowledge of the operating system and platform. Students should understand how the operating system integrates with the database, what the platform or operating system can do, and the interaction between the operating system and the database.
- Basic understanding of server architecture such as CPU and memory utilization and disk input/output (I/O).
- Basic knowledge of application architecture. Students should know how applications can be designed in three layers, what applications can do, the interaction between applications and the database, and the interaction between the database and the platform or operating system.
- Understanding of Transact-SQL syntax and programming logic.
- Basic knowledge of Microsoft Windows networking. Students should understand how Domain Name Service (DNS) operates and how servers communicate between domains.
- Familiarity with SQL Server 2005 features, tools, and technologies.
- Microsoft Certified Technology Specialist: Microsoft SQL Server 2005 credential or equivalent experience.

In addition, it is recommended, but not required, that students have completed:

- Course 2778, Writing Queries Using Microsoft SQL Server 2005 Transact-SQL.
- Course 2779, Implementing a Microsoft SQL Server 2005 Database.
- Course 2780, Maintaining a Microsoft SQL Server 2005 Database.

MCDBA 2795 - Designing an ETL Solution Architecture Using Microsoft SQL Server 2005 (BI)

Duration: 2 days

Course Price: \$995

Introduction

Elements of this syllabus are subject to change.

The purpose of this 2-day instructor-led course is to teach Business Intelligence (BI) professionals working in enterprise environments to design an extract, transform, and load (ETL) solution that supports their BI solution. Students will learn how to plan an ETL solution, and specifically how to design and implement a SQL Server Integration Services (SSIS) based ETL solution. They will also learn how to monitor, optimize, and deploy an SSIS solution.

Audience

This course is intended for experienced Business Intelligence (BI) professionals. The target students for this course already have an understanding of how to use the SQL Server 2005 tools to implement ETL functionality, but need to develop their understanding of design principles and best practices when planning, implementing, and deploying an ETL solution.

At Course Completion

After completing this course, students will be able to:

- Plan data transfer and staging solutions for an ETL operation.
- Plan an SSIS Solution.
- Design and implement data flows.
- Incorporate logging, error handling, and reliability into a package.
- Optimize an SSIS solution.
- Deploy and operate an SSIS solution.

Prerequisites

Before attending this course, students must:

- Have hands-on experience with database development tasks. For example:
 - Creating Transact-SQL queries
 - Writing and optimizing advanced queries (for example, queries that contain complex joins or subqueries)
 - Creating database objects such as tables, views, and indexes
- Have foundational conceptual understanding of data warehousing, data marts, and Business Intelligence. Students must be well versed on the subjects of data warehousing, data marts, and BI, and preferably have read at least one book by Ralph Kimball or Bill Inmon.
- Have a conceptual understanding of ETL processes.
- Be familiar with SQL Server 2005 features, tools, and technologies. In particular, they must have built an SSIS package.
- Have foundational understanding of Microsoft Windows security. For example, how groups, delegation of credentials, and impersonation function in a security context.
- Have foundational understanding of Web-based architecture. For example, SSL, SOAP, and IIS—what they are and what their role is.
- Must understand the difference between replication and ETL.
- Already know how to use:
 - Microsoft Office Visio
 - Microsoft SQL Server Business Intelligence Development Studio
 - Microsoft SQL Server Management Studio
 - Performance Monitor
 - Microsoft SQL Server Profiler

6158C - Updating Your SQL Server 2005 Skills to SQL Server 2008

Duration: 3 days

Course Price: \$1595

Introduction

This three-day instructor-led course provides students with the knowledge and skills to upgrade their SQL Server 2005 skills to SQL Server 2008

Audience

This course is intended for developers and database administrators who are experienced with using SQL Server 2005 and want to update their skills to SQL Server 2008

At Course Completion

After completing this course, students will be able to:

- Describe the new features of SQL Server 2008.
- Manage SQL Server 2008.
- Optimize SQL Server 2008.
- Secure a SQL Server 2008 Database.

- Develop databases by using SQL Server 2008.
- Create and maintain highly available SQL Server 2008 databases.
- Create and use a SQL Server 2008 data warehouse.
- Use SQL Server 2008 Reporting Services.
- Use SQL Server 2008 Analysis Services.

Prerequisites

Before attending this course, students must have experience developing or administering SQL Server 2005 databases.

6231 - Maintaining a Microsoft SQL Server 2008 R2 Database (Administrator)

Duration: 5 days

Course Price: \$2595

About this Course

This five-day instructor-led course provides students with the knowledge and skills to maintain a Microsoft SQL Server 2008 R2 database. The course focuses on teaching individuals how to use SQL Server 2008 R2 product features and tools related to maintaining a database.

Audience Profile

The primary audience for this course is individuals who administer and maintain SQL Server databases. This course can also be helpful for individuals who develop applications that deliver content from SQL Server databases.

At Course Completion

After completing this course, students will be able to:

- Explain SQL Server 2008 R2 architecture, resources requirements and perform pre-checks of I/O subsystems
- Plan, install and configure SQL Server 2008 R2
- Backup and restore databases
- Import and export wizards and explain how they relate to SSIS
- Use BCP and BULK INSERT to import data
- Manage security
- Assign, configure fixed database roles and create and assign user defined database roles
- Configure and assign permissions
- Implement SQL Server 2008 R2 Audits
- Manage SQL Server 2008 R2 Agent and Jobs
- Configure database mails, alerts and notifications
- Maintain databases
- Configure SQL Profiler Traces and Use the Database Tuning Advisor
- Monitor data by using Dynamic Management Views
- Execute multi-server queries and configure a central management server
- Deploy a data-tier-application
- Troubleshoot common issues

Prerequisites

- Basic knowledge of the Microsoft Windows operating system and its core functionality.
- Working knowledge of Transact-SQL.
- Working knowledge of relational databases.
- Some experience with database design.
- Completed Course 2778: Writing Queries Using Microsoft SQL Server 2008 Transact-SQL

6232 - Implementing a Microsoft SQL Server 2008 R2 Database (Developer)

Duration: 5 days

Course Price: \$2595

About this Course

This five-day instructor-led course is intended for Microsoft SQL Server database developers who are responsible for implementing a database on SQL Server 2008 R2. In this course, students learn the skills and best practices on how to use SQL Server 2008 R2 product features and tools related to implementing a database server.

Audience Profile

This course is intended for IT Professionals who want to become skilled on SQL Server 2008 R2 product features and technologies for implementing a database. To be successful in this course, the student should have knowledge of basic relational database concepts and writing T-SQL queries.

At Course Completion

After completing this course, students will be able to:

- Understand the product, its components, and basic configuration.
- Work with the data types supported by SQL Server.
- Design and implement tables and work with schemas.
- Design and implement views and partitioned views.
- Describe the concept of an index and determine the appropriate data type for indexes and composite index structures.
- Identify the appropriate table structures and implement clustered indexes and heaps.
- Describe and capture execution plans.
- Design and implement non-clustered indexes, covering indexes, and included columns.
- Design and implement stored procedures.
- Implement table types, table valued parameters, and the MERGE statement.
- Describe transactions, transaction isolation levels, and application design patterns for highly-concurrent applications.
- Design and implement T-SQL error handling and structured exception handling.
- Design and implement scalar and table-valued functions.
- Design and implement constraints.
- Design and implement triggers.
- Describe and implement target use cases of SQL CLR integration.
- Describe and implement XML data and schema in SQL Server.
- Use FOR XML and XPath queries.
- Describe and use spatial data types in SQL Server.
- Implement and query full-text indexes.

Prerequisites

Before attending this course, students must have:

- Working knowledge of Transact-SQL (ability to write Transact-SQL queries) or Course 2778A: Writing Queries Using Microsoft SQL Server 2008 Transact-SQL
- Working knowledge of relational databases (database design skills).
- Core Windows Server skills.
- Basic programming language

SQL Server – Business Intelligence

Introduction to SQL Server Database Programming

Duration: 5 days

Course Price: \$2595

This five-day instructor-led course provides students with the knowledge and skills to program a Microsoft SQL Server 2008 database.

Audience

This course is intended for IT Professionals with introductory to intermediate knowledge on database programming.

At Course Completion

After completing this course, students will be able to:

- Describe the elements of SQL Server 2008.
- Describe the conceptual basis of programming in Transact-SQL.
- Create and manage databases and their related components.
- Implement data integrity by using the IDENTITY column property, constraints, defaults, rules, and unique identifiers.
- Plan for the use of indexes.
- Create and maintain indexes.
- Create, use, and maintain data views.
- Design, create, and use stored procedures.
- Implement user-defined functions.
- Create and implement triggers.
- Program across multiple servers by using distributed queries, distributed transactions, and partitioned views.
- Optimize query performance.
- Analyze queries.
- Manage transactions and locks to ensure data concurrency and recoverability.

Prerequisites

Before attending this course, students must have:

- Basic knowledge of the Microsoft Windows operating system and its core functionality.
- Working knowledge of Transact-SQL

6234/2791 - Implementing and Maintaining MS SQL Server 2008 Analysis Services (SSAS) (BI)

Duration: 3 days

Course Price: \$1595

Introduction

Elements of this syllabus are subject to change.

This three-day instructor-led course teaches students how to implement an Analysis Services solution in an organization. The course discusses how to use the Analysis Services development tools to create an Analysis Services database and an OLAP cube, and how to use the Analysis Services management and administrative tools to manage an Analysis Services solution.

Audience

The primary audience for this course is individuals who design and maintain business intelligence solutions for their organization. These individuals work in environments where databases play a key role in their primary job and may perform database administration and maintenance as part of their primary job responsibilities.

The secondary audience for this course is individuals who develop applications that deliver content from SQL Server Analysis Services to the organization.

At Course Completion

After completing this course, students will be able to:

- Describe how SQL Server Analysis Services can be used to implement analytical solutions.
- Create multidimensional analysis solutions with SQL Server Analysis Services.
- Implement dimensions and cubes in an Analysis Services solution.
- Implement measures and measure groups in an Analysis Services solution.
- Query a multidimensional Analysis Services solution.
- Customize an Analysis Services cube.
- Deploy and secure an Analysis Services database.
- Maintain a multidimensional Analysis Services solution.
- Implement a Data Mining solution.

Prerequisites

Before attending this course, students must have:

- Conceptual understanding of OLAP solutions.
- Experience navigating the Microsoft Windows Server environment.
- Experience with Windows services (starting and stopping).
- Experience creating service accounts and permissions.
- Experience with Microsoft SQL Server, including:
 - SQL Server Agent.
 - SQL Server query language (SELECT, UPDATE, INSERT, and DELETE).
 - SQL Server System tables.
 - SQL Server accounts (users and permissions).

6235/2792 - Implementing and Maintaining Microsoft SQL Server 2008 Integration Services (SSIS) (BI)

Duration: 3 days

Course Price: \$1595

Introduction

Elements of this syllabus are subject to change.

This three-day instructor-led course teaches students how to implement an Integration Services solution in an organization. The course discusses how to develop, deploy, and manage Integration Services packages.

Audience

This course is intended for information technology (IT) professionals and developers who need to implement data transfer or extract, transform, and load (ETL) solutions by using Microsoft SQL Server 2008 Integration Services.

At Course Completion

After completing this course, students will be able to:

- Describe SQL Server Integration Services and its tools.
- Create an Integration Services package.
- Implement control flow in an Integration Services package.
- Implement data flow in an Integration Services package.
- Implement logging in an Integration Services package.
- Debug and implement error handling in an Integration Services package.
- Implement checkpoints and transactions in an Integration Services package.
- Deploy an Integration Services package.
- Manage and secure an Integration Services package.

Prerequisites

Before attending this course, students must have:

- Exposure to enterprise data import and export scenarios
- Experience navigating the Microsoft Windows Server environment.
- Experience with Microsoft SQL Server, including:
 - SQL Server Agent.
 - SQL Server query language (SELECT, UPDATE, INSERT, and DELETE).
 - SQL Server System tables.
 - SQL Server accounts (users and permissions).

6236/2793 - Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services (SSRS) (BI)

Duration: 3 days

Course Price: \$1595

Introduction

Elements of this syllabus are subject to change.

This three-day instructor-led course teaches students how to implement a Reporting Services solution in an organization. The course discusses how to use the Reporting Services development tools to create reports, and how to use the Reporting Services management and administrative tools to manage a Reporting Services solution.

Audience

This course is intended for information technology (IT) professionals and developers who need to implement reporting solutions by using Microsoft SQL Server 2008 Reporting Services.

At Course Completion

After completing this course, students will be able to:

- Describe SQL Server Reporting Services and its components.
- Create a Reporting Services report.
- Enhance a Reporting Services report.
- Create and manipulate data sets.
- Use report models to implement reporting for business users.
- Configure report publishing and execution settings.
- Implement subscriptions for reports.
- Administer Reporting Services.
- Implement custom Reporting Services applications.

Prerequisites

Before attending this course, students must have:

- Exposure to creating reports in Microsoft Access or other third-party reporting products, such as Crystal Reports.
- Conceptual understanding of the push and pull distribution/subscription paradigm.
- Experience navigating the Microsoft Windows Server environment.
- Experience with Windows services (starting and stopping)
- Experience creating service accounts and permissions
- Experience with Microsoft SQL Server, including:
 - SQL Server Agent.
 - SQL Server query language (SELECT, UPDATE, INSERT, and DELETE).
 - SQL Server System tables.
 - SQL Server accounts (users and permissions).

MCDBA 2794 - Designing a Business Intelligence Solution Architecture for the Enterprise Using Microsoft SQL Server 2005 (BI)

Duration: 2 days

Course Price:

Introduction

Elements of this syllabus are subject to change.

The purpose of this two-day instructor-led course is to teach Business Intelligence (BI) professionals working in enterprise environments to design a BI solution architecture. Students will be taught the importance of keeping all components of the solution and stages of the lifecycle in mind. The first day focuses on foundational standards and practices for the enterprise. The second day focuses on a project-specific lifecycle for capturing requirements and deriving a solution architecture.

This is the first course in the Business Intelligence curriculum and will serve as the entry point for other courses in the curriculum.

Audience

This course is intended for experienced BI and Microsoft SQL Server professionals. The target students for this course already have an understanding of how to use the SQL Server 2005 tools to implement BI infrastructure and solutions, but need to develop their understanding of design principles and best practices when planning, implementing, and deploying a Business Intelligence architecture and solution.

At Course Completion

After completing this course, students will be able to:

- Capture the business and technical requirements for a Business Intelligence solution architecture.
- Describe the major stages and requirements of a Business Intelligence project lifecycle.
- Determine Business Intelligence development requirements and implement a Business Intelligence development project.
- Assess and design a Business Intelligence infrastructure.
- Describe and plan Business Intelligence operations and their management.

Prerequisites

Before attending this course, students must:

- Have foundational conceptual understanding of data warehousing, data marts, and Business Intelligence. Students must be well-versed on the subjects of data warehousing, data marts, and BI, and preferably have read at least one book by Ralph Kimball or Bill Inmon.
- Have conceptual understanding of the components of SQL Server 2005. For example, the online analytical processing (OLAP), extract, transport, and load (ETL), and reporting technologies.
- Have practical experience with OLAP, ETL, and Reporting on the SQL Server 2005 Platform. For example, constructing cubes, developing packages, and writing reports.
- Have foundational understanding of Microsoft Windows security. For example, how groups, delegation of credentials, and impersonation function in a security context.
- Have foundational understanding of Web-based architecture. For example, SSL, SOAP, and IIS-what they are and what their role is.
- Already know how to use:
 - Microsoft Office Visio
 - Microsoft SQL Server Business Intelligence Development Studio
 - Microsoft SQL Server Management Studio
 - Performance Monitor
 - Report Builder and Report Manager
 - Microsoft Visual SourceSafe

MCDBA 2796 - Designing an Analysis Solution Architecture Using Microsoft SQL Server 2005 Analysis Services (BI)

Duration: 3 days

Course Price: \$1495

Introduction

Elements of this syllabus are subject to change.

The purpose of this three day course is to teach business intelligence (BI) professionals working in enterprise environments how to design a multidimensional solution architecture that supports their BI solution. Students will go through the entire process-from capturing business and technical requirements, to deploying a multidimensional solution, to production. Students will also be taught to develop custom functionality and optimize a multidimensional solution.

The course focuses on the planning and design aspects of an analysis solution and does not teach students how to create Analysis Services database objects or how to use the development tools provided with SQL Server 2005.

Audience

This course is intended for experienced BI professionals. The target students for this course already have an understanding of how to use SQL Server 2005 tools to implement Analysis Services functionality, but need to develop their understanding of design principles and best practices when planning, implementing, and deploying an Analysis Services solution.

At Course Completion

After completing this course, students will be able to:

- Capture the business and technical requirements for an analysis solution.
- Design and implement a logical Online Analytical Processing (OLAP) solution architecture.
- Design physical storage for a multidimensional solution.
- Create calculated members and named sets.
- Implement Key Performance Indicators (KPIs), actions, and stored procedures.
- Design the infrastructure for an OLAP solution.
- Deploy and secure an Analysis Services solution in a production environment.
- Monitor and optimize an Analysis Services solution.
- Implement a data mining solution.

Prerequisites

Before attending this course, students must:

- Have hands-on experience with database development tasks. For example:
 - Creating Transact-SQL queries
 - Writing and optimizing advanced queries (for example, queries that contain complex joins or subqueries)
 - Creating database objects such as tables, views, and indexes
- Have foundational conceptual understanding of data warehousing, data marts, and business intelligence. Students must be well versed on the subjects of data warehousing, data marts, and BI, and preferably have read at least one book by Ralph Kimball or Bill Inmon.
- Have a conceptual understanding of OLAP technologies, multidimensional data, MDX, and relational database modeling. For example, know what facts, dimensions, measures, calculated measures, and foreign keys are.
- Be familiar with SQL Server 2005 features, tools, and technologies. In particular, they must have built and queried an Analysis Services cube.

- Have foundational understanding of Microsoft Windows security. For example, how groups, delegation of credentials, and impersonation function in a security context.
- Have foundational understanding of Web-based architecture. For example, SSL, SOAP, and IIS-what they are and what their role is.
- Must understand the difference between replication and ETL.
- Already know how to use:
 - Microsoft Office Visio
 - Microsoft SQL Server Business Intelligence Development Studio
 - Microsoft SQL Server Management Studio
 - Performance Monitor
 - Microsoft SQL Server Profiler

MCDBA 2797 - Designing a Reporting Solution Architecture Using Microsoft SQL Server 2005 Reporting Services (BI)

Duration: 2 days

Course Price: \$995

Introduction

Elements of this syllabus are subject to change.

The purpose of this 2 day course is to teach Business Intelligence (BI) professionals working in enterprise environments to design a reporting solution architecture that supports their BI solution. Students will go through the entire process-from identifying report data to promoting the reporting solution to production. Students will scale a reporting solution. Students will also be taught best practices for collaborating with application developers to integrate applications and reporting services.

The course focuses on the planning and design aspects of a reporting solution and does not teach you how to create reports or how to use the development tools provided with SQL Server 2005.

Audience

This course is intended for experienced BI professionals. The target students for this course already have an understanding of how to use the SQL Server 2005 tools to implement reporting functionality, but need to develop their understanding of design principles and best practices when planning, implementing, and deploying a Reporting Services solution.

At Course Completion

After completing this course, students will be able to:

- Design a reporting solution.
- Develop a reporting solution.
- Collaborate with application developers to complete reporting and analytical interfaces.
- Deploy and manage a Reporting Services solution.
- Design security for a Reporting Services solution.
- Optimize report execution performance.

Prerequisites

Before attending this course, students must:

- Have hands-on experience with database development tasks. For example:
 - Creating Transact-SQL queries
 - Writing and optimizing advanced queries (for example, queries that contain complex joins or subqueries)
 - Creating database objects such as tables, views, and indexes

- Have foundational conceptual understanding of Business Intelligence presentation architecture. For example, data source management, the function of pivot tables versus grids versus charts, what drill down and linked reports are, and what schema abstraction (Report Builder) is.
- Have built Reporting Services reports with Visual Studio or SQL Server Business Intelligence Development Studio.
- Have foundational understanding of Web-based architecture. For example, SSL, SOAP, IIS, and WSS/SPS-Web parts-what they are and what their role is.
- Have foundational understanding of Web-based architecture. For example, SSL, SOAP, and IIS-what they are and what their role is.
- Have foundational understanding of Microsoft Windows security. For example, how groups, delegation of credentials, and impersonation function in a security context.
- Already know how to use the following tools:
 - SQL Server Business Intelligence Development Studio
 - SQL Server Management Studio
 - Performance Monitor
 - SQL Server Profiler
 - Report Builder and Report Manager

50263 - Introduction to Microsoft Business Intelligence from SQL 2008 through SharePoint and Office 2007

Duration: 5 days

Course Price: \$2595

This instructor-led course provides students with the knowledge and skills to develop Microsoft End-to-End business solutions using SQL Server 2008 in an integrated environment with SharePoint and Office 2007. The course introduces the students to Microsoft Unified Data Model, SQL 2008 Analysis Services, Integration Services, Reporting Services, Report Builder 2.0, SharePoint 2007 Integration, Reporting Services Content Types, Business Data Catalog, and Business Intelligence with Excel 2007 and Visio 2007.

Audience Profile

This course is intended for DBAs, Developers and Business Intelligence Professionals seeking an introduction to the Microsoft BI Stack whether for new or existing projects or migration to the Microsoft environment.

At Course Completion

- After completing this course, students will be able to:
- Describe the Microsoft Business Intelligence stack.
- Explain the Unified Dimension Model and when it can and cannot be used.
- Use the new Business Intelligence Features in SQL 2008.
- Create a SSAS Project using the Microsoft Unified Dimension Model.
- Create a Data Mart using Business Intelligence Studio.
- Create a Integration Services project and load a Data Mart.
- Load a Data Mart from a flat file.
- Model Dimensions, Measures and Cubes.
- Understand the pros and cons of Integration into SharePoint.
- Create a Report using Report Builder 3.0.
- Load and Manage Reports with SharePoint.
- Create Report Subscriptions in SharePoint.
- Create and customize the SharePoint Report Center.
- Realize the importance of and customize SharePoint Content Types.
- Explain the differences in workflows in SharePoint.
- Understand and Create a Shared Service Provider in SharePoint.
- Understand and Create a Business Data Catalog in SharePoint.

- Utilize the Business Intelligence add-ins for Excel 2007.

Prerequisites

Before attending this course, students must have:

- A working knowledge of RDBMS
- A working knowledge of Business Intelligence Studio
- A working knowledge of Excel and the Office Ribbon
- Understanding of the goals of Business Intelligence

System Center

6451 - Planning, Deploying and Managing System Center Configuration Manager 2007 (SCCM)

Duration: 5 Days

Course Price: \$2495

This five-day, instructor-led course will provide you with the knowledge and skills to plan, deploy, and manage Microsoft System Center Configuration Manager 2007. This course requires that students have a base-level understanding of Systems Management Server 2003 or Configuration Manager 2007. It also requires that students have a system administrator-level working knowledge of deployment, configuration, and troubleshooting for Windows-based personal computers, as well as a working knowledge of TCP/IP networking, Microsoft SQL Server, Active Directory Domain Services (AD DS) or Active Directory services, and basic Public Key Infrastructure concepts. This course focuses on planning and deploying sites and clients, configuring software distribution, deploying operating systems, and managing software updates. It also focuses on remote tools and managing mobile devices.

Audience Profile

This course is intended for systems engineers with one to three years of experience supporting multiple desktop and server computers running Microsoft Windows Server in medium to large enterprise organizations, and who have a need to plan a System Center Configuration Manager 2007 deployment. This course may also be taken by Configuration Manager 2007 Administrators who are responsible for configuring and managing one or more Microsoft Systems Management Server (SMS) 2003 or Configuration Manager 2007 sites, and all supporting systems. Administrators have one to three years of experience supporting multiple desktop and server computers running Windows Server in medium to large enterprise organizations

At Course Completion

After completing this course, students will be able to:

- Plan, deploy, and manage Microsoft System Center Configuration Manager 2007 for the enterprise environment.
- Plan and deploy a single-site architecture.
- Plan for and complete client deployment.
- Use inventory collection, software metering, and Asset Intelligence.
- Query and report data.
- Distribute software using Microsoft System Center Configuration Manager 2007.
- Deploy virtual applications using Microsoft System Center Configuration Manager 2007.
- Deploy and manage software updates.
- Deploy operating systems using Microsoft System Center Configuration Manager 2007.
- Work with desired configuration management.
- Configure Wake On LAN, power management, and remote tools.
- Plan and configure a multiple site hierarchy.
- Maintain and monitor Microsoft System Center Configuration Manager 2007.

- Use Microsoft System Center Configuration Manager 2007 native mode and Internet-Based Client Management.

Prerequisites

Before attending this course, students must have:

- A base-level understanding of Systems Management Server 2003 or Configurations Manager 2007.
- A system administrator–level working knowledge of:
- Deployment, configuration, and troubleshooting for Windows-based personal computers
- TCP/IP networking
- SQL Server
- Active Directory
- Basic Public Key Infrastructure concept

<p>50028 - Managing System Center Operations Manager 2007 (SCOM)</p> <p>Duration: 5 days</p> <p>Course Price: \$2495</p>

Elements of this syllabus are subject to change.

This five-day instructor-led course provides students with the knowledge and skills to install and configure System Center Operations Manager 2007. The information included in this class will prepare the student for managing their Operations Manager 2007 infrastructure.

Audience

This course is intended for both novice and experienced network engineers who have a minimum basic Active Directory and network services experience.

At Course Completion

- After completing this course, students will be able to:
- Install Operations Manager 2007 Root Management Server.
- Install the Root Management Server in a highly available configuration.
- Navigate the Operations Console and the Web Console.
- Manage the Management Group using the Command Shell.
- Perform agent installation on managed systems.
- Import and export management packs.
- Configure Rules, Events, Monitors and Tasks.
- Configure Reporting and create reports.
- Monitor workstations and servers using Agentless Exception Monitoring.
- Configure and manage Audit Collection Services.
- Create Synthetic Transactions.
- Create Distributed Applications.
- Multi-home an agent.
- Configure a Gateway server for monitoring untrusted domains.
- Configure communication between two management groups.
- Migrate from Microsoft Operations Manager 2005 to Operations Manager 2007.

Prerequisites

Before attending this course, students must have:

- Familiarity with PC hardware and devices.
- Experience supporting Windows-based systems.
- Experience authoring and editing batch and script files.
- Experience reviewing Windows application and service logs.

- Experience configuring or supporting distributed application environments.
- Working knowledge of Windows Server 2003 networking.
- Working Knowledge of Active Directory.

50216 - System Center Operations Manager 2007: Advanced Configuration and Administration (SCOM)

Duration: 3 days

Course Price: \$1595

About this Course

This three-day instructor-led course provides students with the knowledge and skills to configure and administrate a complex Operations Manager 2007 environment. The information included in this class will give students a better understanding of their Operations Manager 2007 infrastructure.

Audience Profile

This course is intended for Operations Manager 2007 Administrators who are responsible for configuring and managing one or more Operations Manager 2007 management groups and all supporting roles.

At Course Completion

- After completing this course, students will be able to:
- Troubleshoot Operations Manager 2007
- Understand Operations Manager 2007 architecture
- Troubleshoot and tune management packs
- Work with connectors
- Author management pack
- Author custom reports
- Perform day-to-day tasks with command shell
- Use Scripts in Operations Manager 2007

Before attending this course, students must have:

- A+ certification or equivalent knowledge.
- Network+ certification or equivalent knowledge.
- Visual Basic Script knowledge.
- Windows Server experience.
- Completed Course 2274, or have equivalent knowledge.
- Completed Course 2275, or have equivalent knowledge.
- Completed Course 2277, or have equivalent knowledge.
- Completed Course 2278, or have equivalent knowledge.
- Completed Course 2279, or have equivalent knowledge.
- Completed Course 50028B, Managing System Center Operations 2007, or equivalent knowledge.

50213A - Implementing System Center Data Protection Manager 2007 (SCDPM)

Duration: 2 days

Module Price:

This two-day instructor-led course provides students with the knowledge and skills to implement Data Protection Manager (DPM) 2007.

Audience Profile

This course is intended for IT professionals who are responsible for installing and configuring DPM 2007, and for using DPM 2007 to protect data and applications.

At Course Completion

After completing this course, students will be able to:

- Describe Data Protection Manager (DPM) 2007.
- Describe the prerequisite requirements to install DPM 2007.
- Install DPM 2007 servers.
- Perform post-installation configuration tasks.
- Plan protection of your SQL Server data.
- Plan protection group configuration for SQL Servers.
- Protect SQL Server data with DPM 2007.
- Recover SQL Server data with DPM 2007.
- Plan how to protect Exchange Server data.
- Plan protection group configuration for Exchange Servers.
- Protect Exchange Server data with DPM 2007.
- Recover Exchange Server data with DPM 2007.
- Plan to protect SharePoint Server data.
- Plan protection group configuration for SharePoint Servers.
- Protect SharePoint Server data with DPM 2007.
- Recover SharePoint Server data with DPM 2007.
- Protect virtualized environment data with DPM 2007.
- Recover virtualized environment data with DPM 2007.
- Monitor DPM 2007. Prepare for disaster recovery in DPM 2007.
- Perform disaster recovery for DPM 2007.

Prerequisites

Before attending this course, students should have some knowledge and experience of backup programs and some experience with the following core applications:

- Microsoft SQL Server
- Microsoft Exchange Server
- Microsoft Office SharePoint Server
- Microsoft Virtual Server or Hyper-V

50231A - System Center Operations Manager 2007: Advanced Management Pack Authoring (SCOM)

Duration: 3 days

Course Price:

About this Course

This course provides students with the knowledge and skills to design and author a professional management pack. The course is structured into three progressive modules. Module 1 introduces basic approaches for distributed application monitoring. Module 2 is for those who have already attended the first module and then want to further their management pack design knowledge. Module 3 presents advanced information to help the author effectively troubleshoot common conditions. Together, the three modules provide guidance on how to best define and implement logic for effectively measuring the health of a product or service and lowering its operational costs for end customers.

Audience Profile

This course is intended for developers and IT professionals responsible for designing and authoring management packs for Operations Manager 2007.

At Course Completion

- After completing this course, students will be able to:
- Design a scalable management pack supporting a variety of application structures
- Define an appropriate health facade for centrally managing a product or application
- Understand and implement the Operations Manager concept of discovery
- Define monitoring requirements on a variety of aspects of service availability and health
- Implement these requirements in a management pack
- Provide application administrators with information in a manner that lowers the ownership cost of the product or application
- Demonstrate a mastery of management pack development

Before attending this course, students must have:

- Experience with Operations Manager 2007 management packs
- A requirement to develop a standalone management pack for a product or application
- Basic development skills including object oriented concepts such as classes and inheritance
- Proficiency with VBScript language

Virtualization Using Microsoft Technologies

6331 - Deploying & Managing System Center Virtual Machine Manager (SCVMM)

Duration: 3 days

Course Price: \$1795

This three-day instructor-led course teaches students how to implement a Microsoft System Center Virtual Machine Manager V2 solution in an organization. The course also discusses how to install, configure, and deploy VMM.

Audience Profile

The audience for this class would be Consultants or Integrators planning on doing Enterprise VMM implementations and advanced VMM administrators.

At Course Completion

After completing this course, students will be able to:

- Identify installation prerequisites and requirements for VMM, select secure settings for VMM installations; and install VMM management packs.
- Describe prerequisites for installing the Administrator Console; configure the Windows Firewall for the VMM Administrator Console; and configure managed hosts.
- Describe prerequisites for the VMM Self-Service Portal; configure IIS to support the Self-Service Portal; and install the Self-Service Portal.
- Configure host server hardware to support VMs.
- Add VM hosts to VMM; install the VMM agent; add VMWare servers to VMM; and create filters.
- Configure delegated administration; set host or group permissions; and configure VMM settings to support a test environment.
- Configure access to the VMM Self-Service Portal; configure quotas on the VMM Self-Service Portal; and self-provision VMs using the VMM Self-Service Portal.
- Add a VMM library including library shares and library servers and manage the contents of VMM library shares.
- Deploy VMs using multiple methods; and use Intelligent Placement to deploy VMs.
- Identify considerations for SAN VM migrations; perform a Quick Migration; and use Intelligent Placement to move a VM.
- Convert a physical computer to a VM.
- Convert other VM formats to Hyper-V VMs using VMM.

- Describe considerations for configuring host clustering and describe procedures for configuring host clustering.
- Describe considerations for configuring guest clustering and describe procedures for configuring guest clustering.
- Identify scenarios where VMM Checkpoints may be used to meet operational requirements and create a VM Checkpoint.
- Describe considerations for patch management using System Center Configuration Manager (SCCM) and deploy patches using WSUS.
- Describe and configure SCOM reporting.
- Use SCOM to select potential virtualization targets based on workload and performance characteristics.
- Describe considerations for monitoring host server utilization; measure and analyze host server utilization; and identify important considerations in growth planning.
- Monitor and manage the progress of VMM jobs.
- Locate failed jobs and recover failed jobs.

Prerequisites

Before attending this course, students must have technical knowledge and skills in the following areas:

- Windows Server 2000/2003 System Administration
- Basic understanding of System Center Virtual Machine Manager (VMM) (optional)
- Server Virtualization using Virtual Server 2005, Virtual PC, or VMWare
- Operating knowledge of System Center Operations Manager 2007

6428A - Configuring Windows Server 2008 Terminal Services Server

Duration: 2 days

Course Price: \$995

Introduction

Elements of this syllabus are subject to change.

This two-day instructor-led course provides students with the knowledge and skills to configure, manage, monitor, and troubleshoot a Terminal Services (TS) environment. The course focuses on configuring of TS core functionality, licensing, Gateway, and Web Access.

This is the second course in the Windows Application Platform Services Technology Specialists Who Use Windows Server 2008 curriculum and will introduce the students to the Windows 2008 Terminal Services.

Audience

This course is intended for an individual whose primary role is a Technology Specialist in an enterprise environment. Also, individuals who are assuming a new role requiring skills to manage connections served by a terminal server session over the intranet, extranet, and Internet would be interested in this course.

At Course Completion

After completing this course, students will be able to:

- Install and configure the TS role.
- Configure TS settings.
- Identify the appropriate licensing scope and configure forest, domain, and workgroup licensing.
- Identify when to use the per-user and per-device licensing modes.
- Install the TS Licensing Role.
- Configure TS licensing for per-user and device licenses.
- Manage the licensing lifecycle.

- Configure TS connection properties using TS console and Group Policy.
- Troubleshoot TS connection properties for a single user and multiple users.
- Identify the considerations for the types of applications that can be installed in a TS environment.
- Install applications on TS.
- Configure TS Web Access to make TS RemoteApp programs available through a Web site.
- Configure TS Easy Print.
- Install and configure TS Web Access role service.
- Configure a TS session broker for a load-balanced TS farm.
- Configure TS Gateway properties
- Monitor active connections using TS Gateway console.
- Troubleshoot a TS Gateway connectivity issue.
- Manage TS connections to ensure availability of the TS.
- Resolve client connectivity issues by verifying end-user configuration using Remote Desktop Connection (RDC).
- Monitor TS connections to determine when to force client disconnect.
- Identify monitoring methods for TS services role.
- Configure resource allocation policies using WSRM based on the environment.
- Monitor WSRM performance using the WSRM Monitoring TS tool.

Prerequisites

Before attending this course, students must have technical knowledge equivalent to the following course:

- Course 6420 Foundational Series: Fundamentals of a Windows Server 2008 Network Infrastructure and Application Platform

or

- Windows Server 2003 Terminal Server experience in an enterprise environment
- Minimum of one year of experience administering and supporting TS
- Minimum of one year of experience administering and supporting Windows Server 2003 or Windows Server 2003 R2
- Minimum of one year of administering certificate services
- Network + certification

7197 - Managing Enterprise Desktops Using the Microsoft Desktop Optimization Pack (MDOP)

Duration: 5 days

Course Price:

Introduction

Elements of this syllabus are subject to change.

This five-day instructor-led course will enable attendees to gain an understanding of the tools available in Microsoft Desktop Optimization Pack (MDOP) to improve their Change Management process and reduce support across their or their customer's environment.

Audience

The primary audience is IT Professionals focusing on desktop configuration, which could include Network Administrators, SMS Administrators, Field Consultants, Technical Business Consultants, and any other technical worker that is responsible for the types of tasks that can be automated or improved through the MDOP.

At Course Completion

After completing this course, students will walk away with a deep understanding of the Application Virtualization environment and be able to install, configure, administer, and troubleshoot the components. Students will also be able to install and utilize the MDOP components and understand their position in the desktop management process.

Prerequisites

Before attending this course, students must have:

- Active Directory knowledge and concepts including Group Policy.
- Windows Server 2003 knowledge and experience.
- Fundamental knowledge of SQL Server 2005.
- Fundamental knowledge of Windows Terminal Services.
- Fundamental knowledge of System Management Server 2003.
- Fundamental knowledge of Microsoft Operations Manager.
- Experience managing Windows desktops in an Enterprise environment.

Vista

MCSE 5105B - Deploying Windows Vista Desktops

Duration: 3 days

Course Price: \$1495

Introduction

Elements of this syllabus are subject to change.

This three-day instructor-led course provides students with the knowledge and skills to successfully deploy Windows Vista business desktops throughout their organization. Students are introduced to the deployment life cycle, which consists of planning for the deployment, building and customizing the deployment method, and then implementing the actual deployment. Students are introduced to the tools and guidance to be used throughout various stages of the deployment life cycle.

Audience

This course is intended for IT Professionals, Desktop Configuration Administrators, and technical decision makers with the skills to successfully plan and deploy desktop operating systems, provision desktop computers, and deploy service packs and updates to computer systems. The intended audience is also involved in setting the strategic direction for the desktop operating system and applications.

At Course Completion

After completing this course, students will be able to:

- Describe the guidelines, processes that take place, and the tools used throughout the Microsoft Windows Vista desktop deployment life-cycle.
- Inventory, analyze, and mitigate application compatibility when planning a Windows Vista desktop deployment.
- Capture and restore user state information during a workstation deployment task.
- Use automated installation technologies to create, customize and deploy a computer image based upon a Windows Vista desktop.
- Deploy Windows Vista using Business Desktop Deployment (BDD) 2007.
- Deploy Windows Vista using Zero Touch Installation.
- Secure a Windows Vista desktop.

Prerequisites

Before attending this course, students must have:

- Experience deploying Windows desktop operating systems.
- At least one year of experience managing a Microsoft Windows desktop operating system environment.
- Familiarity with standard client and application deployment methods such as Group Policy, disk imaging, and Systems Management Server (SMS).
- Familiarity with the Business Desktop Deployment (BDD) Solution Accelerator.

*Important: This learning product will be most useful to people who intend to use their new skills and knowledge on the job immediately after training.

5105C - Deploying Windows Vista Desktops

Duration: 3 days

Course Price:

About this Course

This course provides IT Professionals with the knowledge and skills necessary to successfully deploy the Windows Vista Business operating system to desktops throughout their organization. This course is presented in the context of the deployment life cycle, which consists of planning for the deployment, building and customizing the deployment method, and then implementing the actual deployment. Students are introduced to tools and guidance they can use throughout various stages of the deployment life cycle.

Audience Profile

The primary audience of this course consists of Desktop Configuration Administrators. Desktop Configuration Administrators are responsible for deploying desktop operating systems, provisioning desktop computers, and deploying service packs and updates to these computers. The Desktop Configuration Administrator is also involved in setting the strategic direction for the desktop operating system and applications.

At Course Completion

After completing this course, students will be able to

- Plan and perform effective preparation tasks for deploying Windows Vista.
- Describe how to use appropriate tools and methods to assess and minimize the risks associated with Windows Vista application compatibility.
- Identify and use the appropriate process and tools to migrate use state data.
- Identify and use appropriate tools and technologies for automating Windows Vista installation.
- Deploy Windows Vista using the Microsoft Deployment Toolkit (MDT) 2008.
- Deploy the Windows Vista operating system using MDT 2008

Prerequisites

This course requires that you meet the following prerequisites:

- Previous experience deploying Windows desktop operating systems.
- At least one year of experience managing a Microsoft Windows desktop operating system environment.
- Familiarity with standard client and application deployment methods, such as Group Policy, disk imaging, Systems Management Server (SMS), and System Center Configuration Manager 2007.
- Familiarity with the Microsoft Solution Accelerator for Business Desktop Deployment (BDD) or MDT 2008.

5115B - Installing, Configuring, Troubleshooting Windows Vista

Duration: 3 days

Course Price:

This three-day instructor-led course provides students with the knowledge and skills to install, configure, and troubleshoot Windows Vista desktops. This course focuses on installing and configuring a Windows Vista edition, managing resources, configuring security, optimizing performance, and configuring network and mobile device connections.

Audience Profile

This course is intended for IT Professionals, who wish to become technology specialists. A Windows Vista technology specialist is defined as a technology specialist interested in learning about, assessing skills, using reference products, or taking exams to prove his or her knowledge/skills/experience related to Microsoft's Windows Vista technologies. Both tier-1 and tier-2 support personnel working in medium to large organizations fulfill the requirements of the primary audience for this course.

At Course Completion

After completing this course, students will be able to:

- Perform a clean installation of Windows Vista and migrate user-related data and settings from Windows XP.
- Configure the post-installation settings of a computer running Windows Vista.
- Configure and manage disks, partitions, and volumes on a computer installed with Windows Vista.
- Manage files and printing in Windows Vista.
- Configure and troubleshoot network connectivity.
- Configure a wireless network connection.
- Configure and troubleshoot Windows Vista security.
- Optimize and Maintain performance and reliability in Windows Vista.
- Configure mobile computers and devices.
- Configure Windows Vista productivity applications

Prerequisites

In addition to their professional experience, students who attend this training should have technical knowledge equivalent to the following courses:

- CompTIA A+ Essentials
- CompTIA A+ (220-602)
- CompTIA Network+ (2009 objectives)

5117 - Installing, Configuring, Troubleshooting, and Maintaining Windows Vista

Duration: 3 days

Course Price: \$1495

Introduction

Elements of this syllabus are subject to change.

This three-day instructor-led course provides IT Professionals who work in enterprise organizations with the knowledge and skills to install, deploy, configure, secure, maintain, and troubleshoot Windows Vista. This advanced course is aimed at enterprise desktop support technicians who want to gain an in-depth knowledge of Windows Vista.

Audience

This audience includes experienced IT professionals who focus on a broad range of desktop operating system, desktop application, mobile device, networking, and hardware support issues. As working professionals, students must combine technical expertise, problem solving and decision-making skills, and a deep understanding of their business and technical environments to quickly resolve support issues. They consider all variables, justify resolutions with a logical troubleshooting approach, and relate tradeoffs to business and technical requirements and constraints.

Students will have used Windows XP SP2 and may have experience with Windows server operating systems.

At Course Completion

After completing this course, students will be able to:

- Install Windows Vista.

- Troubleshoot the startup process.
- Configure hardware and devices for Windows Vista-based computers.
- Configure networking for Windows Vista-based computers.
- Secure Windows Vista-based computers.
- Maintain and optimize Windows Vista-based computers.

Prerequisites

Before attending this course, students must:

- Be familiar with PC hardware and devices. For example, be able to look into the device manager and look for unsupported devices.
- Have fundamental knowledge of TCP/IP.
- Have fundamental knowledge of Windows and Active Directory services. For example, domain user accounts, domain versus local user accounts, user profiles, and group membership.
- Be able to map network file shares. For example, be familiar with Universal Naming Convention paths and mapping local resources to servers and shares.
- Have experience of installing applications.
- Have experience of working from a command prompt. For example, authoring and editing batch files.
- Have experience of configuring basic input/output system options.
- Be familiar with reviewing support logs. Know that there is a chronology, sequential order, and severity.
- Have experience of supporting previous versions of the Windows operating system.
- Be familiar with an IT helpdesk ticketing system.
- Have experience of researching online and local knowledge bases. Basic knowledge of the fundamentals of applications. For example, client/server applications (how clients communicate with the server).

In addition, it is recommended, but not required, that students have completed:

- 5105B: Deploying Windows Vista Business Desktops.

Important: This learning product will be most useful to people who intend to use their new skills and knowledge in their job immediately after training.

5118B - Supporting Windows Vista and Applications in the Enterprise

Duration: 5 days

Course Price:

About this Course

This course provides IT Professionals with the knowledge and skills to support the Windows Vista operating system and applications in the Enterprise. You will learn how to configure and troubleshoot the following technical areas for Windows Vista computers:

- Operating system
- Hardware
- Networking
- Security
- Applications

Audience Profile

This course is intended for experienced enterprise-level IT professionals who focus on a broad range of desktop operating system, desktop application, mobile device, networking, and hardware support issues. As a working professional, you must combine technical expertise with problem-solving and decision-making skills

and a deep understanding of your business and technical environments to resolve support issues quickly. You consider all variables, justify resolutions with a logical troubleshooting approach, and relate tradeoffs to business and technical requirements and constraints.

You will have used Windows XP with Service Pack 2 (SP2) and may have experience with Windows Server operating systems. Your job requires you to stay knowledgeable and skilled on new versions and updates of technology as defined by the business environment.

At Course Completion

After completing this course, students will be able to:

- Install Windows Vista in an Enterprise.
- Describe and troubleshoot the Windows Vista boot process.
- Configure and troubleshoot network connections.
- Manage Windows Vista desktop systems.
- Manage user profiles and data for Windows Vista portable and desktop computers.
- Maintain and monitor Windows Vista performance and health.
- Configure and troubleshoot Windows Vista Security feature settings.
- Configure security settings to protect data on Windows Vista desktops.
- Configure security for Windows Vista networks.
- Configure Windows Vista to support remote users.
- Troubleshoot operating system and application issues.
- Troubleshoot hardware on Windows Vista computers.
- Manage applications using Group Policy.

Prerequisites

Before attending this course, students must have:

- Experience installing Windows operating systems.
- Experience running commands from a command window, such as the DOS command prompt.
- Familiarity with computer hardware and devices, such as the ability to use Windows device manager and look for unsupported devices.
- Basic TCP/IP knowledge, such as knowing why you need to have a valid IP address.
- Basic networking knowledge, including LAN, WAN, wireless and firewall concepts.
- Basic Windows and Active Directory knowledge, such as knowledge about domain user accounts, domain vs. local user accounts, user profiles, and group membership.
- Application fundamentals, such as how a client communicates with the server in client/server applications.
- Experience reviewing logs, such as understanding chronology, sequential order, severity, etc.

Visual Studio

2310 - Developing Web Applications Using Microsoft Visual Studio 2008

Duration: 5 days

Course Price: \$2495

Introduction

Elements of this syllabus are subject to change.

This five-day instructor-led course will teach introductory-level Web developers the fundamentals of Web application development and best practices for Microsoft Web development technologies, including ASP.NET 3.5, ASP.NET AJAX Extensions and Silverlight. This course focuses on using the Microsoft Visual Studio 2008

development environment and the Microsoft .NET Framework 3.5 to create a Web application that delivers dynamic content to a Web site

Audience

This course is intended for introductory-level Web developers who have knowledge of Hypertext Markup Language (HTML) or Dynamic HTML (DHTML), along with some knowledge of a scripting language such as Visual Basic Scripting Edition or Microsoft JScript.

This course is also appropriate for Microsoft Visual Basic 6.0, Microsoft Visual Basic for Applications (VBA) or classic ASP developers who want to learn ASP.NET 3.5 and other Microsoft Web development technologies

At Course Completion

After completing this course, students will be able to:

- Describe the key features of the Microsoft .NET Framework and ASP.NET.
- Create a component by using Visual Basic or Visual C#.
- Create a Microsoft ASP.NET Web Form that contains server controls.
- Add functionality to server controls that are on an ASP.NET Web form.
- View runtime information about a Web application by using the Trace and Debug objects.
- Validate user input by using validation controls.
- Create and implement a user control.
- Access data by using Microsoft ADO.NET 3.5 and the built-in data access tools available in Visual Studio 2008.
- Accomplish complex data access tasks from an ASP.NET Web application.
- Access and manipulate data that was stored by using Extensible Markup Language (XML).
- Create and extend an ASP.NET AJAX application.
- Create a Microsoft Silverlight-based application that delivers dynamic content.
- Call a Web service from an ASP.NET Web application and incorporate the returned data into a Web application.
- Store ASP.NET Web application and session data by using a variety of methods.
- Configure and deploy an ASP.NET Web application.
- Secure an ASP.NET Web application by using a variety of technologies, including authentication and authorization.

Prerequisites

Before attending this course, students must have:

- Knowledge of HTML or DHTML, including:
 - Tables
 - Images
 - Forms
- Programming experience using Microsoft Visual Basic or Microsoft Visual C#, including:
 - Declaring variables
 - Using loops
 - Using conditional statements

The completion of Course 4994, Introduction to Programming Microsoft .NET Framework Applications with Microsoft Visual Studio 2005, satisfies the preceding prerequisite skills requirements for Visual Basic and Visual C#.

MCSD 4994A - Introduction to Programming Microsoft.NET Framework Applications with Microsoft Visual Studio 2005

Duration: 5 Days

Course Price: \$2595

Introduction

Elements of this syllabus are subject to change.

This five-day instructor-led course enables introductory-level developers who are not familiar with the Microsoft(.NET Framework or Microsoft Visual Studio(2005 to gain familiarity with the Visual Studio 2005 development environment. Students will also learn basic skills using either Microsoft Visual Basic(or Microsoft Visual C#(as a programming language.

Audience

The target audience for this course includes both novice programmers who have a minimum of three months' programming experience and intermediate-level programmers who are otherwise new to .NET Framework development, and want to learn how to use Visual Basic or C#.

At Course Completion

After completing this course, students will be able to:

- Describe the key features of the .NET Framework and Visual Studio 2005.
- Create a simple Windows Forms application.
- Explain programming fundamentals.
- Create and use data types and variables.
- Control program execution by using conditional statements and loops.
- Explain the fundamentals of object-oriented programming.
- Create simple object-oriented applications.
- Develop the user interface in a Visual Studio 2005 application.
- Validate user input on a Windows form.
- Implement debugging and exception handling in a Visual Studio 2005 application.
- Access data in a Visual Studio 2005 application.
- Create simple Web applications and XML Web services.
- Explain the key features of the .NET Framework version 3.0 technologies.
- Test and deploy Microsoft .NET Framework applications.

Prerequisites

Before attending this course, students must have:

- Exposure to developing applications in either a graphical or a non-graphical environment.
- Ability to understand and apply the basics of structured programming, including concepts such as flow control, variables, parameters, and function calls.

In addition, it is recommended, but not required, that students have completed:

- Course 2667: Introduction to Programming.

6367A - Introduction to Object Oriented Programming Using Microsoft Visual Studio 2008

Duration: 3 days

Course Price:

Audience Profile

The target audience for this course is lower-intermediate level programmers who have a minimum of three months programming experience in a professional environment and want to learn how to use Visual Basic or C# to develop well-conceived and implemented object-oriented programming applications.

At Course Completion

After completing this course, students will be able to:

- Describe the fundamentals of getting started with object-oriented development and review Visual Studio 2008 features.
- Describe classes and their importance in the basic structure of an object-oriented application.
- Add properties and methods to implement the internal functionality of a class.
- Implement inheritance, abstraction and polymorphism to reduce code duplication.
- Create structures that emphasize code reusability.
- Implement interfaces to establish “common” relationships between classes, reduce code dependencies, and facilitate code.
- Create an object-oriented structure design from a business problem.
- Create object-oriented structures based on their knowledge of classes, properties, methods, inheritance, and interfaces.
- Create and use delegates, events and exceptions to establish interclass communications.
- Design class interactions based on a set of business requirements.
- Design class interactions using methods, events, delegates and exceptions.
- Evaluate techniques to improve their own design.
- Evaluate a design pattern and determine its applicability to a business scenario.
- Create and maintain updatable units of software by deploying components and class libraries.
- Maintain an application without deploying the entire application.

Prerequisites

Before attending this course, students must have:

- An understanding of the problem-solving techniques that apply to software development
- An understanding of the following principles of software development:
 - modern software development models
 - typical phases of a software development lifecycle
 - concepts of event-driven programming
 - concepts of object-oriented programming
 - creating use-case diagrams
 - designing and building a user interface
 - developing a structured application
- A basic understanding of the following scripting techniques
 - Web scripting techniques
 - Macro scripting techniques
 - Windows scripting techniques
- Hands-on experience creating and implementing script code
- A fundamental understanding of the .NET Framework - specifically, the purpose, function, and features of following .NET Framework components:
 - the Common Language Runtime
 - the .NET Framework class library
- A conceptual understanding of the following .NET Framework topics:
 - Common Type System - identifies the types supported by the common language runtime
 - Metadata and Self-Describing Components - the .NET Framework simplifies component interoperation by allowing compilers to emit additional declarative information, or metadata, into all modules and assemblies
 - Cross-Language Interoperability - managed objects created in different programming languages can interact with one another
 - Assemblies in the Common Language Runtime - the concept of assemblies, which are collections of types and resources that form logical units of functionality (assemblies are the fundamental units of deployment, version control, reuse, activation scoping, and security permissions)

- Application Domains - application domains provide isolation between applications
- Runtime Hosts - the runtime hosts supported by the .NET Framework, including ASP.NET, Internet Explorer, and shell executables
- A basic understanding of the Visual Studio IDE (Integrated Development Environment)
 - Hands-on experience using a version of Visual Studio .NET to achieve the following:
 - Declaring and initializing typed variables using the Camel case naming convention
 - Using arithmetic, relational, and logical operators in code statements
 - Using branching statements to control code execution
 - Using looping statements to iterate through collections or repeat steps until a specified condition is met
 - Identifying syntax and logic errors
 - Accessing and managing data from a data source

6368A - Programming with the Microsoft .NET Framework using Microsoft Visual Studio 2008

Duration: 5 days

Course Price:

This five-day instructor-led course provides students with an introduction to developing n-tier applications for the Microsoft .NET 3.5 environment using Microsoft Visual Studio 2008 SP1. Both this course and the 6367A course prepare the student for the 646x series of Technology Specialist courses.

Audience Profile

This course is intended for software development professionals that have a minimum of six months experience developing applications in an object-oriented environment using C#, Visual Basic, or Java (or delegates should have completed course 6367).

Delegates attending this course are planning to use the .NET Framework for future business application development. This course is intended for developers who wish to expand their understanding of application development in the .NET Framework. It provides an initial foundation in .NET that can be built upon with the more advanced .NET training. Programmers attending this course should ensure that they are familiar with the Visual Studio IDE.

Object-oriented programming and the .NET Framework are the basic building blocks that all professional developers need to acquire before moving on to the more advanced courses and TS Certification.

At Course Completion

After completing this course, students will be able to:

- Manage a software development process
- Create classes in Visual Studio 2008
- Add data validation to ASP.NET and Windows Form applications
- Debug and profile applications
- Monitor and log .NET Framework applications
- Test .NET Framework applications
- Use the new language features in VB.NET and C# that support LINQ
- Use LINQ to Datasets, LINQ to Objects, LINQ to XML, LINQ to Entities, and LINQ to SQL
- Implement security in .NET applications
- Create and send an SMTP mail message
- Create and set network credentials
- Configure .NET Framework applications
- Deploy a .NET Framework application
- Build a shared folder implementation
- Create a Windows Presentation Foundation application

Prerequisites

Before attending this course, students must have:

- An understanding of problem-solving techniques that apply to software development
- A basic understanding of Web, Macro and Windows scripting techniques and some experience writing scripts
- A general understanding of the purpose, function, and features of the .NET Framework
- Experience using Visual Studio 2008
- Experience in object oriented design and development

6460 - Visual Studio 2008: Windows Presentation Foundation (WPF)

Duration: 3 days

Course Price:

Introduction

Elements of this syllabus are subject to change.

This three-day instructor-led course provides students with the knowledge and skills to build and configure a Windows Presentation Foundation (WPF) solution.

Audience

This course is intended for application developers who know how to build Windows Forms applications, custom user controls in .NET 2.0 and how to use the common features of the base class library. They do not have to understand concepts such as advanced UI threading and asynchronous programming, building custom controls from scratch or using GDI. They also do not need experience building Visual Studio addins or custom designers.

At Course Completion

After completing this course, students will be able to:

- Create a WPF application.
- Build a user interface in a WPF application.
- Customize the appearance of a WPF application.
- Bind user interface controls to data sources.
- Bind user interface controls to collections.
- Create new controls in a WPF application.
- Manage documents in a WPF application.
- Add graphics and multimedia support to a WPF application.
- Configure and deploy WPF applications.

Prerequisites

Before attending this course, students should have intermediate experience developing applications by using previous versions of Microsoft Visual Studio at level 200.

6461 - Visual Studio 2008: Windows Communication Foundation (WCF)

Duration: 3 days

Course Price: \$1595

Introduction

Elements of this syllabus are subject to change.

This three-day instructor-led course provides students with the knowledge and skills to build and configure a Windows Communication Foundation (WCF) solution.

Audience

This course is intended for application developers who know how to build and consume Web services in .NET 2.0 and how to use the common features of the base class library. The application developers do not have to understand concepts such as advanced WS-*, WSE, service lifecycle management, and diagnostics.

At Course Completion

After completing this course, students will be able to:

- Build a simple WCF service and client.
- Create and configure a service as a managed application and select an appropriate hosting option.
- Expose a WCF service over different endpoints and add runtime functionality using behaviors.
- Improve debugging capabilities by examining messages and service activity.
- Define service, operation, and data contracts to meet application requirements.
- Add error handling to a WCF application.
- Address service quality issues such as performance, availability, concurrency, and instance management.
- Implement security in a WCF application.
- Protect data integrity through correct use of transactions.

Prerequisites

Before attending this course, students should have intermediate experience developing applications by using previous versions of Microsoft Visual Studio at level 200.

6462 - Visual Studio 2008: Windows Workflow Foundation (WF)

Duration: 2 days

Course Price: \$995

Introduction

Elements of this syllabus are subject to change.

This two-day instructor-led course provides students with the knowledge and skills to build and configure a Windows Workflow Foundation (WF) solution.

Audience

This course is intended for application developers who know how to create applications in Visual Studio 2005 or 2008. The course does not require previous experience creating workflow-based solutions.

At Course Completion

After completing this course, students will be able to:

- Explain Windows Workflow Foundation concepts and features
- Create sequential workflows
- Create state machine workflows
- Modify workflows at run time
- Implement conditional branching in a workflow
- Define and execute rule sets
- Forward chain rules
- Change rules at run time
- Call methods on the host process
- Handle events from the host process
- Consume services from a workflow
- Publish a workflow as a service
- Create a custom activity

- Create a custom composite activity
- Define custom activity layout
- Customize activity serialization
- Create a custom runtime service
- Hydrate and dehydrate workflows
- Monitor workflows
- Track workflows
- Handle faults in a workflow
- Handle cancellations in a workflow
- Create and manage transactions in a workflow
- Create and handle compensations

Prerequisites

Before attending this course, students should have intermediate experience developing applications by using previous versions of Microsoft Visual Studio at level 200.

6463 - Visual Studio 2008: ASP.NET 3.5

Duration: 2 days

Course Price: \$995

Introduction

Elements of this syllabus are subject to change.

This two-day instructor-led course provides students with the knowledge and skills to create a fully functional Web application by using ASP.NET 3.5

Audience

This course is intended for application developers who know how to create applications in Visual Studio 2005 or 2008.

At Course Completion

After completing this course, students will be able to:

- Explain how to create dynamic Web pages by using ASP.NET.
- Manage state, handle requests, and improve accessibility by using the features of ASP.NET.
- Configure an ASP.NET application by using .config files
- Create a user interface on an ASP.NET page by using standard Web server controls.
- Create a user control and a custom server control and add them to an ASP.NET page.
- Access and manipulate data from different sources by using ADO.NET 3.5.
- Access and manipulate data from Windows Communication Foundation services or Web services.
- Present data to the user by placing data-bound controls on an ASP.NET page.
- Improve page responsiveness by using the ASP.NET AJAX controls.
- Interact with the user, access services, and access the AJAX client-side library by using client scripts.
- Find and eliminate bugs in an ASP.NET application.
- Deploy an ASP.NET application to a production Web server.
- Write pages that adapt to the capabilities of mobile devices.
- Utilize controls that adapt to the capabilities of mobile devices.

Prerequisites

Before attending this course, students should have intermediate experience developing applications by using previous versions of Microsoft Visual Studio at level 200.

6464 - Visual Studio 2008: ADO.NET 3.5

Duration: 2 days

Course Price: \$995

Introduction

Elements of this syllabus are subject to change.

This two-day instructor-led course provides students with the knowledge and skills to access and modify data by using ADO.NET 3.5.

Audience

This course is intended for application developers who know how to create applications in Visual Studio 2005 or 2008.

At Course Completion

After completing this course, students will be able to:

- Describe the purpose and structure of ADO.NET 3.5.
- Explain the role of data providers in ADO.NET 3.5.
- List the technologies and techniques available for managing data with ADO.NET 3.5.
- Insert, update, and delete data by using ADO.NET Command objects.
- Implement transactions to control data integrity and concurrency.
- Define and use a Dataset for retrieving data.
- Use a Dataset to update a database.
- Use a Dataset as a local cache in an occasionally connected environment.
- Define LINQ queries for selecting data from an in-memory data structure.
- Use LINQ to SQL to query data in a database.
- Use LINQ to SQL to modify data and save changes to the database.
- Explain how to use the ADO.NET Entity Framework to map a database schema to a logical business model.
- Use the ADO.NET Entity Framework to query and manage data.
- Explain how Synchronization Services supports occasionally-connected solutions.
- Use Synchronization Services to download data from a SQL Server database.
- Use Synchronization Services to upload data to a SQL Server database.

Prerequisites

Before attending this course, students should have intermediate experience developing applications by using previous versions of Microsoft Visual Studio at level 200.

10262 - Developing Windows Applications with Microsoft Visual Studio 2010

Course Price: \$2695

No description for this course

10263 - Developing Windows Communication Foundation Solutions with Microsoft Visual Studio 2010

Duration: 3 days

Course Price: \$1795

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

Important Note: Course 10263A is designed for experienced .NET developers who are interested in becoming Technology Specialists in the area of WCF application development (see intended audience and prerequisites in this syllabus). For classrooms that include less experienced students, instructors may choose to adjust the course timings and establish a slower pace through the training material.

To deliver this course at a reduced pace, Microsoft Learning suggests teaching Modules 1-7 during the three days of classroom training and leaving module 8 for the students to explore on their own after the course is completed. This will enable the instructor to spend more time ensuring that students fully understand the concepts taught in the earlier modules. Learning Partners may also choose to extend the course materials and establish a 4-day customized training course that progresses at a slower pace.

Audience Profile

This course is intended for professional .NET programmers who use Microsoft Visual Studio in a team-based, medium-sized to large development environment. Students should have experience consuming services within their Web and/or Windows client applications and be interested in learning to develop service-oriented applications (SOA) using WCF. Students should be experienced users of Microsoft Visual Studio 2008 SP1, as well as cursory familiarity with Microsoft Visual Studio 2010 for Windows client or Web application development.

At Course Completion

After completing this course, students will be able to:

- Implement Service-Oriented Architecture tenets in WCF services
- Host WCF services in a variety of Windows hosts
- Define and implement WCF service contracts, data contracts, and message contracts
- Use multiple endpoints with various messaging patterns
- Test, troubleshoot, monitor, and diagnose WCF services
- Ensure service reliability using transactions and message queues
- Secure WCF services using message and transport security
- Extend WCF using behaviors, dispatchers, inspectors, and formatters

Prerequisites

Before attending this course, students must have:

- Understanding of the problem-solving techniques that apply to software development.
- General understanding of the purpose, function, and features of the .NET Framework.
- Experience developing software using Visual Studio 2008 or Visual Studio 2010.
- Experience in object-oriented design and development using the C# programming language.
- Experience in n-tier application design and development.

10264 - Developing Web Applications with Microsoft Visual Studio 2010

Duration: 5 days

Course Price: \$2595

In this course, students will learn to develop advanced ASP.NET MVC and Web Forms applications using .NET Framework 4 tools and technologies. The focus will be on coding activities that enhance the performance and scalability of the Web site application. ASP.NET MVC will be introduced and compared with Web Forms so that students know when each should/could be used. This will also prepare the student for exam 70-515.

Audience Profile

This course is intended for professional Web developers who use Microsoft Visual Studio in a team-based, medium-sized to large development environment. Members of the audience have a minimum of two to three years of experience developing Web-based applications by using Microsoft Visual Studio and Microsoft ASP.NET. Members of the audience are experienced users of Microsoft Visual Studio 2008 SP1 and newer releases of the Visual Studio product. The audience understands how to use the new features of Visual Studio 2010.

At Course Completion

After completing this course, students will be able to:

- Describe the underlying architecture and design of a Web application.
- Apply best practices and make appropriate trade-offs based on business requirements when designing a Web application.
- Develop MVC models.
- Develop MVC controllers.
- Develop MVC views.
- Optimize the design of a Web application for discoverability by search engines.
- Write server-side code for Web Forms.
- Optimize data management for Web Forms.
- Ensure quality by debugging, unit testing, and refactoring.
- Secure a Web application.
- Apply Master Pages and CSS for a consistent application UI.
- Develop client-side scripts and services for a responsive, rich, and interactive UI.
- Implement advanced AJAX in a Web application.
- Deploy a Web application.
- Develop a Web application by using Silverlight.

Prerequisites

In addition to their professional Web development experience, students who attend this training should have the following technical knowledge:

- An understanding of the problem-solving techniques that apply to software development, including the following principles of software development:
 - modern software development model
 - typical phases of a software development lifecycle
 - concepts of event-driven programming
 - concepts of object-oriented programming
 - creating use-case diagrams
 - designing and building a user interface
 - developing a structured application
- A basic understanding of the following scripting techniques and some hands-on experience writing scripts:
 - Web scripting techniques
 - Macro scripting techniques
 - Windows scripting techniques
- A general understanding of the purpose, function, and features of following .NET Framework topics:
 - Common Language Runtime
 - .NET Framework class library
 - Common Type System
 - Component interoperation
 - Cross-Language Interoperability
 - Assemblies in the Common Language Runtime
 - Application Domains

- Runtime hosts supported by the .NET Framework
- Experience using Visual Studio 2008 in the following task areas:
 - Declaring and initializing typed variables using the Camel case naming convention
 - Using arithmetic, relational, and logical operators in code statements
 - Using branching statements to control code execution
 - Using looping statements to iterate through collections or repeat steps until a specified condition is met
 - Creating classes and methods to establish the basic structure of an application
 - Using methods and events to implement the programming logic of an application
 - Identifying syntax and logic errors
 - Accessing and managing data from a data source
- Experience in object oriented design and development as follows:
 - Creating and accessing classes and class properties
 - Creating and accessing methods and overloaded methods
 - Implementing inheritance, base classes, and abstract classes
 - Declaring, raising, and handling events
 - Responding to and throwing exceptions
 - Implementing interfaces and polymorphism
 - Implementing shared and static members
 - Implementing generics
 - Creating components and class libraries
- Experience in N-Tier application design and development as follows:
 - Managing a software development process
 - Controlling input at the user interface level in Windows Client and Web applications
 - Debugging, tracing, and profiling .NET applications
 - Monitoring and logging .NET applications
 - Implementing basic testing best practices
 - Performing basic Data Access tasks with LINQ
 - Implementing basic security best practices in .NET Applications
 - Implementing basic service calls
 - Using .NET Configuration Files
 - Deploying .NET Framework Applications using ClickOnce and the MS Installer

10265 - Developing Data Access Solutions with Microsoft Visual Studio 2010

Duration: 5 days

Course Price: \$2695

About this Course

In this course, experienced developers who know the basics of data access (CRUD) in Windows client and Web application environments will learn to optimize their designs and develop better performing data access code by using the ADO.NET Entity Framework, LINQ, WCF Data Services, the Sync Framework, and ADO.NET.

Audience Profile

This course is intended for professional .NET software developers who use Microsoft Visual Studio in a team-based, medium-sized to large development environment. They will have experience implementing data access and data binding within their Web and/or Windows client applications and are interested in learning to optimize data access code in their applications by using the Entity Framework, LINQ, and ADO.NET. Members of the audience are experienced users of Microsoft Visual Studio 2008 SP1 or newer releases of the Visual Studio product. The audience has some experience using Visual Studio 2010 for either Windows client or Web application development.

Typically, this audience has the following knowledge/experience:

- Experience developing n-tier applications that access various data sources
- Experience implementing data binding within their applications
- Some experience using LINQ and ADO.NET
- A conceptual understanding of the Entity Framework

At Course Completion

After completing this course, students will be able to:

- Evaluate a variety of business cases, and then select an appropriate combination of data access technologies and tools most appropriate to each case. Describe the roles of Entity Framework, WCF Data Services, and ADO.NET for building and maintaining applications. Use LINQ on top of these technologies to improve productivity and the quality of their applications.
- Use the tools provided with the Entity Framework to map the conceptual model used by the business logic of an application to the logical data model provided by a database.
- Query an Entity Data Model (EDM) by using common methods such as LINQ to Entities, Entity SQL, and the classes in the EntityClient namespace.
- Perform data modification tasks on data in an EDM.
- Explain the function of the Object Services model implemented by the Entity Framework and the support provided by the Object Services API for addressing the issues faced by enterprise applications that have to handle multiple concurrent users simultaneously accessing the same data .
- Describe best practices for designing and building a scalable, optimized data access layer by using Object Services.
- Customize and extend entities with their own business logic and use advanced mappings to shape the data model to their business and application requirements.
- Reuse existing business classes in a data access layer built by using the Entity Framework.
- Address the architectural issues that can arise when building an n-tier enterprise application by using the Entity Framework.
- Build extensible solutions that can update data in an n-tier enterprise application by using the Entity Framework.
- Access offline data or data that has limited availability in client applications.
- Design, develop, and consume a simple WCF Data Service.
- Use WCF Data Services to update and delete data and to handle multi-user concerns.
- Develop high performance, scalable ADO.NET applications that can query and update data.
- Explain how LINQ to SQL enables development against a logical model which abstracts the low-level details of querying ADO.NET tables and result sets.

Prerequisites

Before attending this course, students must have:

An understanding of the problem-solving techniques that apply to software development, including the following principles of software development:

- Modern software development models
- Typical phases of a software development lifecycle
- Concepts of event-driven programming
- Concepts of object-oriented programming
- Creating use-case diagrams
- Designing and building a user interface
- Developing a structured application

A basic understanding of the following scripting techniques and some hands-on experience writing scripts:

- Web scripting techniques
- Macro scripting techniques
- Windows scripting techniques

A general understanding of the purpose, function, and features of following .NET Framework topics:

- Common Language Runtime

- .NET Framework class library
- Common Type System
- Component interoperability
- Cross-language interoperability
- Assemblies in the Common Language Runtime
- Application domains
- Runtime hosts supported by the .NET Framework

Experience using Visual Studio 2008 in the following task areas:

- Declaring and initializing typed variables using the Camel case naming convention
- Using arithmetic, relational, and logical operators in code statements
- Using branching statements to control code execution
- Using looping statements to iterate through collections or repeat steps until a specified condition is met
- Creating classes and methods to establish the basic structure of an application
- Using methods and events to implement the programming logic of an application
- Identifying syntax and logic errors
- Accessing and managing data from a data source

Experience in object oriented design and development as follows:

- Creating and accessing classes and class properties
- Creating and accessing methods and overloaded methods
- Implementing inheritance, base classes, and abstract classes
- Declaring, raising, and handling events
- Responding to and throwing exceptions
- Implementing interfaces and polymorphism
- Implementing shared and static members
- Implementing generics
- Creating components and class libraries

Experience in N-Tier application design and development as follows:

- Managing a software development process
- Controlling input at the user interface level in Windows client and Web applications
- Debugging, tracing, and profiling .NET applications
- Monitoring and logging .NET applications
- Implementing basic testing best practices
- Performing basic data access tasks with LINQ
 - Basics of LINQ to XML
 - Basics of LINQ to Entities
 - Basics of LINQ to SQL
- Implementing basic security best practices in .NET Applications
 - Basics of Code Access Security
 - Basics of Role-Based Security
 - Basics of Cryptography Services
- Implementing basic service calls
 - Basics of creating and consuming XML Web Services
 - Basics of creating and consuming WCF Services
- Using .NET Configuration Files
- Deploying .NET Framework Applications using ClickOnce and the MS Installer

Data access experience in Windows client application development as follows:

- Connect to a data source
- Implement data binding
- Implement data validation at the UI layer

Data access experience in Web application development as follows:

- Connect to a data source
- Implement dynamic data

- Implement data validation at the UI layer

10266 - Programming in C# with Microsoft Visual Studio 2010

Duration: 5 days

Course Price: \$2695

No course description

10267 - Introduction to Web Development with Microsoft Visual Studio 2010

Duration: 5 days

Course Price: \$2695

About this Course

This five-day instructor-led course provides knowledge and skills on developing Web applications by using Microsoft Visual Studio 2010.

Audience Profile

This course is intended for Web developers who are beginners and have knowledge of Hypertext Markup Language (HTML) or Dynamic HTML (DHTML), along with some knowledge of a scripting language such as Visual Basic Scripting Edition or Microsoft Jscript.

Students are required to have the following skills:

- Ability to construct a simple Web page using a Microsoft or 3rd Party tool. For example, create or customize a Web Page on a SharePoint site.

At Course Completion

After completing this course, students will be able to:

- Explore ASP.NET Web applications in Microsoft Visual Studio 2010.
- Create Web applications by using Microsoft Visual Studio 2010 and Microsoft .NET-based languages.
- Create a Microsoft ASP.NET Web Form.
- Add functionality to a Microsoft ASP.NET Web Form.
- Implement master pages and user controls.
- Validate user input.
- Debug Microsoft ASP.NET Web applications.
- Manage data in an ASP.NET 3.5 Web application.
- Manage data access tasks by using LINQ.
- Manage data by using ASP.NET Dynamic Data.
- Create a Microsoft ASP.NET AJAX application.
- Consume and Windows Communication Foundation (WCF) services.
- Manage state in Web applications.
- Configure and deploy a Microsoft ASP.NET Web application.
- Secure a Microsoft ASP.NET Web application.
- Implement new technologies supported by Visual Studio 2010 for Web development.

Prerequisites

Before attending this course, students must have at least one month of experience in .NET technologies. In addition to their professional experience, students who attend this training should have the following technical knowledge:

Knowledge of HTML or DHTML, including:

- Tables

- Images
- Forms

Programming experience using Visual Basic .NET or Visual C# .NET, including:

- Declaring variables
- Using loops
- Using conditional statements

Windows XP

MCDST 2261C - Supporting Users Running the Windows XP Operating System

Duration: 3 Days

Course Price: \$1195

This three-day instructor-led course provides students with the knowledge and skills to troubleshoot and escalate or repair problems with Windows desktop operating systems by reacting to incident requests from end users.

This course will provide the basic knowledge of system architecture and security needed to provide the students with the requisite skills required to support end users and adhere to ITIL/MOF foundational operations.

Audience:

This course is intended for people who have little or no job experience in the IT industry. They will have experience working with Windows desktop systems and will be A+ certified, or have equivalent knowledge. The target audience will typically be:

- New entrants to the IT field
- Career changers entering the IT field
- Academic students

When students complete the course, they will typically enter their career in the IT industry performing in two different capacities. They will support end users who run Windows 2000 Professional or Windows XP Professional in a corporate environment, or will support end users who run Windows XP Home Edition in a home environment. They will provide computer owners with over-the-telephone support or support the end user when they bring their computer to a computer shop for support.

At Course Completion:

- Describe the role and key skills of a desktop support technician (DST) and the different environments they work in.
- Describe the concepts of user accounts, user profiles and user rights, and identify and resolve logon issues.
- Identify and resolve system configuration and security issues.
- Identify and resolve network connectivity issues.
- Identify and resolve hardware issues.
- Identify and resolve file and folder issues.
- Identify and resolve print issues.
- Identify and resolve startup issues.

Prerequisites:

- Basic experience using a Microsoft Windows Operating system such as Microsoft Windows XP.
- Basic understanding of Microsoft Office applications and Microsoft Windows accessories, including Microsoft Internet Explorer.
- Basic understanding of core operating system technologies, including installation and configuration.
- Basic understanding of hardware components and their functions.

- Basic understanding of the major desktop components and interfaces, and their functions.
- Basic understanding of Transmission Control Protocol/Internet Protocol (TCP/IP) settings.
- Basic understanding command-line utilities to manage the operating system.
- Basic understanding of technologies that are available for establishing Internet connectivity.

MCDST 2262B - Supporting Users Running Applications on a Windows XP Operating System

Duration: 2 Days

Course Price: \$795

Prerequisites

Before attending this course, students must have:

- Attended Course 2261: Supporting Users Running Microsoft Windows Desktop Operating Systems
- Experience using Microsoft Office as a general user.
- Experience using a Microsoft Windows operating system such as Microsoft Windows XP.

Microsoft Certification exams

This course will help the student prepare for the following Microsoft Certified Professional exam:

- Exam 70-272: Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System

MCSA/MCSE - WS08 MCTS Upgrade Boot camp: MCTS Networking, MCTS Active Directory, MCTS Application Platform

Duration: 5 days

Course Price: \$3495

Elements of this syllabus are subject to change.

Introduction

This 5-day, extended hours, instructor-led boot camp prepares MCSE's and MCSA's under Windows Server 2003 (or equivalently qualified IT Pros) to rapidly upgrade their skills and attain certifications at the MCTS level on Windows Server 2008.

From 8:00am to 8:00pm, Mon-Fri you'll immerse yourself in an intensive boot camp experience for IT Pros to quickly gain the following three Microsoft Certified Technology Specialist certifications:

- MCTS: Windows Server 2008 Networking Infrastructure Configuration
- MCTS: Windows Server 2008 Active Directory Configuration
- MCTS: Windows Server 2008 Application Platform Configuration

Software Assurance Vouchers:

This course requires 8 SA vouchers

Candidate level exams:

- 2003 MCSE's will take the MCSE upgrade exam 70-649 to attain all three MCTS certifications
- 2003 MCSA's will take the MCSA upgrade exam 70-648 to attain the MCTS: Networking and MCTS: Active Directory certifications, plus the 70-643 to attain the MCTS: Application Platform certification
- Equivalently qualified non-certified IT Pros attain the MCTS: Networking, MCTS: Active Directory, and MCTS: Application Platform certifications by taking the 70-642, 70-640, and 70-643 exams, respectively

Also included:

- MCSE's on 2003 receive an exam voucher for the 70-649 upgrade exam for 2003 MCSE's, plus a coupon for *\$250 off another Learn IT! 5-day technical course.
- MCSA's on 2003 receive an exam voucher for the 70-648 upgrade exam for 2003 MCSA's, plus an exam voucher for the 70-643 MCTS: Application Platform exam, plus a coupon for *\$125 off another 5-day Learn IT! technical course.
- Equivalently qualified non-certified IT Pros receive exam vouchers for the 70-642 MCTS: Networking, 70-640 MCTS: Active Directory, and 70-643 MCTS: Application Platform exams
- Exam test prep materials - Trancender
- Lunch and dinner

*Coupon cannot be combined with other discounts, non-transferable.

Audience

Experienced IT Pros with either an MCSE or MCSA on Windows Server 2003, or verifiably equivalent knowledge and skills.

Prerequisites

- On-the-job experience in planning, implementing, managing, securing, and supporting Microsoft Windows Server 2000 or 2003, including Active Directory and Network Infrastructure server roles.
- Working knowledge of networking, for example, TCP/IP and Domain Name System (DNS).
- Experience installing, configuring, and administering Microsoft Windows 2000, Windows XP Professional, or Microsoft Vista.
- Designed a Microsoft Windows Server 2003 Active Directory and Network Infrastructure
- Designed Security for a Microsoft Windows Server 2003 Network
- MCSE or MCSA on Windows Server 2003, or verifiably equivalent knowledge and skills.

At Course Completion

After completing this course, students will be able to:

- Install and configure Windows Server 2008.
- Configure Windows Deployment Services (WDS).
- Configure networking and network services.
- Configure Network Policy Server (NPS) and remote access.
- Configure Network Access Protection (NAP).
- Configure Active Directory Domain Services (AD DS).
- Manage Active Directory Domain Services (AD DS).
- Configure Active Directory Lightweight Services (AD LDS).
- Configure Active Directory Certificate Services (AD CS).
- Configure Active Directory Federation Services (AD FS).
- Configure Active Directory Rights Management Services (AD RMS).
- Implement Software Maintenance by using Windows Server Update Services (WSUS).
- Configure storage technologies in Windows Server 2008.
- Configure high availability in Windows Server 2008.
- Configure virtualization in Windows Server 2008.
- Configure and use Windows Server as an application server with new Server Roles.
- Use new features in IIS 7.0 Application Server, including the new modular configuration system.
- Manage Web Applications with IIS 7.0.
- Troubleshoot IIS 7.0-based Web servers with automatic failed request tracing and other included features and tools.
- Plan for Windows SharePoint Services 3.0 implementation in a variety of network environments.
- Configure and manage Windows SharePoint Services 3.0 from initial setup through troubleshooting and day-to-day operation.
- Use new features in Terminal Services and describe Terminal Services Licensing.

- Use and manage Terminal Services remote programs and gateways, including troubleshooting and performance optimization.
- Configure disk storage in Windows Server 2008.

MCSE 2272 - Implementing & Supporting Microsoft Windows XP Professional Intense

Duration: 4 Days

Course Price: \$1895

The purpose of this course is to address the implementation and desktop support needs of customers that are planning to deploy and support Microsoft® Windows® XP Professional in a variety of stand-alone and network operating system environments. It provides in-depth, hands-on training for Information Technology (IT) professionals responsible for the planning, implementation, management, and support of Windows XP Professional.

This course is based on the final, retail release of Windows XP Professional.

Audience

The target audience consists of IT support professionals who:

- Are new to the Windows XP Professional product.
- Provide Helpdesk support for Windows XP Professional desktops.
- Provide support for the Microsoft Windows NT version 4.0 or Windows 2000 Server family of products, or support for a Microsoft Windows XP solution environment.

At Course Completion

At the end of the course, students will be able to:

- Plan and install Windows XP Professional.
- Automate an installation of Windows XP Professional.
- Configure and manage hardware on a computer running Windows XP Professional.
- Manage disks.
- Configure and manage file systems.
- Troubleshoot the boot process and other system issues.
- Configure and support Transmission Control Protocol/Internet Protocol (TCP/IP).
- Configure the desktop environment, and use profiles to control desktop customization.
- Configure security, privacy, and connection settings for Internet Explorer.
- Configure Windows XP Professional to operate on Microsoft networks.
- Support remote users.
- Configure Windows XP Professional for mobile computing.
- Monitor resources and performance.

Prerequisites

Before attending this course, students must have:

- A+ certification, or equivalent knowledge.
- Network+ certification, or equivalent knowledge.

Microsoft Certified Professional Exams

This course will help the student prepare for the following Microsoft Certified Professional exam:

- Exam 70-270, Installing, Configuring, and Administering Microsoft Windows XP Professional

Windows 7

50292 - Administering Windows 7 for the Enterprise Desktop Support Technician

Duration: 5 days

Course Price: \$2595

This five-day instructor-led course provides students with the knowledge and skills to successfully install, maintain, and troubleshoot Windows 7 computers. Through practical labs, you'll get invaluable experience with installation and upgrades, remote access, and the new desktop environment. You will learn how Windows 7 allows for vast improvements to security, overall system performance, and deployment—a robust combination unparalleled in the market.

In this Windows 7 training course, you'll focus on successful configuration of the IT Pro tools and applications that ship with Windows 7. You will learn to identify technical problems that can occur on your organization's client computers, and you'll discover the Windows 7 tools used to monitor and maintain those computers. By the end of this course, you will have installed and configured a Windows 7 desktop that is secure and on the network, while focusing on five main troubleshooting areas: operating system, hardware, networking, security, and applications.

Audience Profile

This course is intended for Experienced enterprise-level IT professionals who focus on a broad range of desktop operating system, desktop application, mobile device, networking, and hardware support issues, who have experience with Windows server operating systems, and whose jobs require them to stay knowledgeable and skilled on new versions and technology updates as defined by the business environment.

At Course Completion

After completing this course, students will be able to:

- How to use the various installation types and upgrade paths available.
- Configure and manage the Windows 7 desktop.
- Add a Windows 7 desktop to an active IPV4/IPV6 network.
- Configure Windows 7 for an Active Directory environment and the new Group Policy settings.
- Configure the Windows 7 IT Pro tools and applications.
- Windows 7 remote capabilities and utilities.
- How to use Windows firewall with advanced features and network profiles.
- Configure Windows 7 remote access and remote capabilities.
- How to use the Windows 7 Mobility Center to manage mobile Windows 7 machines.
- Secure the Windows 7 desktop.
- Configure and use the User account control in various network profiles.
- Configure Windows 7 third-party applications with Standard User Analyzer and the Application Compatibility toolkit.
- Monitor and troubleshoot Windows 7 computers for problems with the operating system, hardware, network security, and applications.

Before attending this course, students must have:

- Familiarity with computer hardware and devices, such as the ability to look into Device Manager and look for unsupported devices.
- Experience supporting previous versions of the Windows operating system.
- Basic TCP/IP knowledge, such as knowing why you need to have a valid IP address.
- Basic Windows and Active Directory knowledge, such as knowledge about domain user accounts, domain vs. local user accounts, user profiles, and group membership.

6292A - Installing and Configuring Windows 7 Client

Duration: 3 days

Course Price: \$1795

About this Course

This three-day instructor-led course is intended for IT professionals who are interested in expanding their knowledge base and technical skills about Windows 7 Client. In this course, students learn how to install, upgrade, and migrate to Windows 7 client. Students then configure Windows 7 client for network connectivity, security, maintenance, and mobile computing.

Audience Profile

This course is intended for IT professionals who are interested in:

- Expanding their knowledge base and technical skills about Windows 7 Client.
- Acquiring deep technical knowledge of Windows 7.
- Learning the details of Windows 7 technologies.
- Focusing on the "how to" associated with Windows 7 technologies.

Most of these professionals use some version of Windows client at their work place and are looking at new and better ways to perform some of the current functions.

At Course Completion

- After completing this course, students will be able to:
- Perform a clean installation of Windows 7, upgrade to Windows 7, and migrate user-related data and settings from an earlier version of Windows.
- Configure disks, partitions, volumes, and device drivers to enable a Windows 7 client computer.
- Configure file access and printers on a Windows 7 client computer.
- Configure network connectivity on a Windows 7 client computer.
- Configure wireless network connectivity on a Windows 7 client computer.
- Secure Windows 7 client desktop computers.
- Optimize and maintain the performance and reliability of a Windows 7 client computer.
- Configure mobile computing and remote access settings for a Windows 7 client computer.

Before attending this course, students must have:

- Experience installing PC hardware and devices.
- Basic understanding of TCP/IP and networking concepts.
- Basic Windows and Active Directory knowledge.
- The skills to map network file shares.
- Experience working from a command prompt.
- Basic knowledge of the fundamentals of applications. For example, how client computer applications communicate with the server.
- Basic understanding of security concepts such as authentication and authorization.
- An understanding of the fundamental principles of using printers.

6294A - Planning and Managing Windows 7 Desktop Deployments and Environments

Duration: 5 days

Course Price: \$2695

About this Course

This five-day instructor-led course is intended for desktop administrators who want to specialize in desktop deployment, configuration, and management. In this course, students will learn how to plan and deploy Windows 7 desktops in large organizations. They will also learn how to design, configure, and manage the Windows 7 client environment. This course helps students prepare for the Exam 70-686, Pro: Windows 7, Enterprise Desktop Administrator.

Audience Profile

This course is intended for IT Professionals who are interested in specializing in Windows 7 desktop and application deployments and managing the desktop environments for large organizations. People attending this training could be support technicians or currently in deployment roles and are looking at taking the next step in their career or enhancing their skills in the areas of planning and deploying Windows 7 desktops.

At Course Completion

After completing this course, students will be able to:

- Prepare to deploy Windows 7 business desktops.
- Assess and resolve application compatibility issues with Windows 7.
- Determine the most appropriate method to deploy Windows 7 based upon specific business requirements.
- Design a standard Windows 7 image by assessing and evaluating the business requirements.
- Deploy Windows 7 by using WAIK.
- Deploy Windows 7 by using WDS.
- Deploy Windows 7 by using Lite Touch Installation.
- Deploy Windows 7 by using Zero Touch Installation.
- Migrate user state by using Windows Easy Transfer and User State Migration Tool 4.0.
- Design, configure, and manage the Windows 7 client environment.
- Plan and deploy applications and updates to Windows 7 client computers.
- Plan and deploy Windows 7 by using LTI. (Lab-Only Module)

Prerequisites

Before attending this course, students must have:

- A solid understanding of TCP/IP and networking concepts.
- A solid Windows and Active Directory background. For example, domain user accounts, domain vs. local user accounts, user profiles, and group membership.
- A good understanding of scripts and batch files.
- A solid understanding of security concepts such as authentication and authorization.
- Performed a clean installation of Windows 7, Upgrade to Windows 7, and migrate user-related data and settings from Windows XP.
- Configured disks, partitions, volumes, and device drivers to enable Windows 7 to function as desired.
- Experience configuring and troubleshooting permissions and other settings to allow access to resources and applications on Windows 7 Systems.
- Experience configuring settings to enable network connectivity.
- Experience configuring and troubleshooting a wireless network connection.
- Experience configuring and troubleshooting Windows 7 security.
- Configure mobile computers and devices.
- Familiarity with the client administration capabilities of Windows Server and familiar with management tools such as the System Center suite of products.
- Familiarity with deployment, packaging, and imaging tools.
- The ability to work in a team/virtual team
- Trained and mentored others

Windows 7 Support for XP Experts Seminar

Duration: 3 days

Course Price: \$1500

Course Objectives

Most of the Windows-using world relies upon XP Professional, and has for nearly ten years. Most of that world, however, it's time for a change, and Windows 7 seems to fill the bill with its vastly improved deployment tools, a completely revised and faster network stack, a dozen or so new built-in security technologies, much more complete central administration capabilities, and several big improvements in storage. That's all great news, but how to get our current XP experts up to speed on Windows 7 in the shortest time? Yes, Windows 7 offers a wealth of upgrades from XP, but it also does many things quite differently than XP did, and often in ways that aren't apparent -- unless you know where to look.

Learning what's new, better, worse, and different than XP, as well as how to support all of those new, better, worse and different things can be quite time-consuming -- unless you let veteran Windows techie Mark Minasi guide you through that thicket. In three days, Mark explains everything that an XP expert needs to become a Windows 7 expert, and course delivers it with his distinctly entertaining style, with a host of illuminating demonstrations and trademark humor. Hey, if nothing else, you won't want to miss this class for its complete coverage of how to smoke out and stamp out Windows blue screens!

Key Seminar Benefits

- Hear the good news and bad news about supporting Windows 7, from one of the most trusted names in the Windows world, an independent source who's been analyzing, supporting, writing and teaching about Windows and other PC operating systems for a quarter-century
- Discover the new deployment tools in Microsoft's Windows Automated Installation Kit (WAIK) and how they can save you time and money
- Learn all of Windows 7's new security technologies so that you're ready to solve application compatibility and "why doesn't this work anymore?" problems.
- Know how to control and repair Windows boot parameters with the new BCDEDIT, BOOT.INI's replacement, and go beyond what most sources cover to unlock the secrets of how to make a non-bootable system bootable in just a few commands!
- Use Windows' new GUI and command-line tools to control volumes, partitions and the new built-in virtual hard drive support
- Enable AppLocker and control which people can run what application
- Find out exactly what that annoying User Account Control thing's doing, how it works... whether or not to disable it!
- Avoid the dread possibility of malware (or other files or registry keys) that can't be deleted by understanding and controlling Windows Integrity Levels
- Grasp the essentials of file and Registry virtualization to enable "legacy" (that is, pre-October 2006) applications to run under Windows 7
- Simplify your support tasks and keep from losing company data by exploiting CompletePC backup and Previous Versions on your systems
- Get the most out of Windows 7's changes to group policies
- Get the details on how Windows 7 lets your users organize their files in completely new, faster and more efficient ways with libraries, stacks, and the new Windows Search Service (and the sneaky trick to get Windows to allow you to add a non-indexed file share to a library)
- Ensure that when you lose a laptop, you lose only the hardware, not the data, with BitLocker
- Keep your company's data safe even when it's on a USB stick with BitLocker To Go
- Block users from installing particular types of hardware through group policies
- Lock down services with Windows 7 and sc.exe's new (and largely unknown) ability to bolster system security against buffer overflow vulnerabilities
- Uncover the causes and fixes to Windows' dread blue screens

Prerequisites

Anyone taking this class should have at least a basic knowledge of Windows support, Windows networking and security in the XP world. For example, you'll get the most out of this class if you know that Active Directory lets us centrally administer user accounts and machine settings, if you know what the Registry does, and have some familiarity with group policies

Windows Server 2008

6416 - Updating Your Network Infrastructure and Active Directory Technology Skills to Window Server 2008

Duration: 5 days

Course Price: \$2495

Audience

This course is intended for individuals who already have experience with Network Infrastructure and Active Directory technologies in Windows Server 2000 or Windows Server 2003, and who wish to upgrade their skills to Windows Server 2008.

Typical students include people who have at least one year of experience implementing and administering a network operating system and IT Professionals who work in medium and enterprise organizations with the knowledge and skills to design, implement, and manage a Windows Server 2000 or Windows Server 2003 infrastructure.

Prerequisites

Before attending this course, students must have:

- Experience planning, implementing, managing, maintaining, and securing Windows Server 2000 or 2003, including Active Directory and Network Infrastructure server roles.
- Working knowledge of networking, for example, TCP/IP and Domain Name System (DNS).
- Experience installing, configuring, and administering Windows 2000 Server, Windows Server 2003, Windows XP Professional, or Windows Vista.
- MCSA on Windows Server 2003 or MCSE on Windows Server 2003 is recommended.

At Course Completion

After completing this course, students will be able to:

- Install and configure Windows Server 2008.
- Configure Windows Deployment Services (WDS).
- Configure networking and network services.
- Configure Network Policy Server (NPS) and remote access.
- Configure Network Access Protection (NAP).

- Configure Active Directory Domain Services (AD DS).
- Manage Active Directory Domain Services (AD DS).
- Configure Active Directory Lightweight Services (AD LDS).
- Configure Active Directory Certificate Services (AD CS).
- Configure Active Directory Federation Services (AD FS).
- Configure Active Directory Rights Management Services (AD RMS).
- Implement Software Maintenance by using Windows Server Update Services (WSUS).
- Configure storage technologies in Windows Server 2008.
- Configure high availability in Windows Server 2008.
- Configure virtualization in Windows Server 2008.

6417B - Updating Your Applications Infrastructure Platform Technology Skills to Windows Server 2008

Duration: 3 days

Course Price: \$1795

Introduction

This three day instructor led course provides students with an understanding of Applications Infrastructure technologies in Windows Server 2008. This course is intended to allow individuals who already have experience with Applications Infrastructure technologies in Windows 2000 Server or Windows Server 2003 to upgrade their skills to Windows Server 2008

Audience

This course is intended for IT Professionals experienced on the technologies included in Windows Server 2000 and Windows Server 2003, and who hold an MCSE or MCSA certification and/or equivalent knowledge.

Prerequisites

Before attending this course, students must have one or more of the following:

- On-the-job experience in planning, implementing, managing, or supporting Microsoft Windows Server 2000 or 2003, including Active Directory and Network Infrastructure
- Working knowledge of networking, for example, TCP/IP and Domain Name System (DNS).
- Designed a Microsoft Windows Server 2003 Active Directory and Network Infrastructure
- Designed Security for a Microsoft Windows Server 2003 Network
- Installed, Configured, and Administered Microsoft Windows 2000, Windows XP Professional, or Microsoft Vista.

At Course Completion

After completing this course, students will be able to:

- Configure and use Windows Server as an application server with new Server Roles.
- Use new features in IIS 7.0 Application Server, including the new modular configuration system.
- Manage Web Applications with IIS 7.0.
- Troubleshoot IIS 7.0-based Web servers with automatic failed request tracing and other included features and tools.
- Plan for Windows SharePoint Services 3.0 implementation in a variety of network environments.
- Configure and manage Windows SharePoint Services 3.0 from initial setup through troubleshooting and day-to-day operation.
- Use new features in Terminal Services and describe Terminal Services Licensing.
- Use and manage Terminal Services remote programs and gateways, including troubleshooting and performance optimization.
- Configure disk storage in Windows Server 2008.

6418B - Deploying Windows Server 2008

Duration: 3 Days

Course Price: \$1795

This course will provide you with the knowledge and skills to install and deploy Windows Server 2008 R2. This course also will teach you how to automate server deployment, as well as provide guidelines, best practices, and considerations that will help you to migrate existing services to Windows Server 2008 R2.

Audience Profile

This course is intended for information technology (IT) professionals who have experience with Windows Server 2003 or Windows Server 2008, and who hold an Microsoft Certified Technology Specialist (MCTS) credential Microsoft Certified IT Professional (MCITP) credential (or Microsoft Certified Systems Engineer (MCSE) credential or Microsoft Certified Systems Administrator (MCSA) credential) certification and/or equivalent knowledge. They also should be responsible for deploying Windows Server 2008 R2, including the R2 features that enable enhanced functionality of Windows 7 clients, must understand how to use the latest deployment tools and solution accelerators that were updated for Windows Server 2008 R2 and Windows 7. This course is intended for IT professionals experienced on the technologies that Windows Server 2003 or

Windows Server 2008 R2 include, and who have a Windows Server 2003 or 2008 MCTS or MCITP (or MSCA/MCSE) certification or equivalent knowledge.

This course also is targeted at IT professionals who are responsible for planning and implementing the deployment of Windows Server 2008 R2 and Windows 7. This audience uses graphical administration tools, command-line tools, Windows PowerShell, imaging tools, Microsoft Deployment Toolkit, and Microsoft Solution Accelerators. These IT professionals conduct most server-deployment tasks in a deployment lab, and roll out monitored pilot deployments in a controlled fashion. They use a combination of low-touch and no-touch deployment processes and tools. This audience also deploys these servers from a centralized location, and validates remote server deployments and configurations using remote management tools and scripts.

Before attending this course, students must have:

- Able to perform server and desktop installation, upgrades, and configuration
- A conceptual understanding of automated deployment
- A basic understanding of the processes in Microsoft Operations Connector Framework, Microsoft Solutions Framework, and ITIL 3.0
- Basic skills with Windows PowerShell 2.0
- Windows command line
- Understanding of, and experience with, monitoring and management tools
- Networking knowledge
- Knowledge of Active Directory Domain Services (AD DS)
- Knowledge of security
- Understanding of, and experience with, performance monitoring
- Troubleshooting skills
- Familiarity and experience with Windows PowerShell 2.0, Windows Command line, scripting of imaging and virtualization technologies, and general batch scripting.

At Course Completion

After completing this course, students will be able to:

- Describe Microsoft Windows Server 2008 R2 installation and configuration options, and select an appropriate volume-licensing option for Windows Server 2008 R2.
- Deploy and configure a Windows Server 2008 R2 Server Core installation.
- Implement various Windows Server deployment technologies.
- Implement Windows 7 and Windows Server 2008 R2 deployments with Windows Deployment Services (WDS).
- Implement Windows 7 and Windows Server 2008 R2 deployments with Microsoft Deployment Toolkit 2010 (MDT 2010).
- Migrate earlier versions of Active Directory services to AD DS.
- Migrate file and print, and Web servers to Windows Server 2008 R2.
- Migrate remote infrastructure servers to support branch offices.
- Virtualize workloads by migrating physical servers to guests in Microsoft Hyper-V Server 2008 R2.

6419 - Configuring, Managing and Maintaining Windows Server 2008 Servers

Duration: 5 days

Course Price: \$2495

This five-day instructor-led course provides students with the knowledge and skills that are required to manage accounts and resources, maintain server resources, monitor server performance, and safeguard data in a Microsoft Windows Server 2008 and R2 environment. This course covers the core skills required by anyone working with Windows Server 2008 Servers.

Audience Profile

Candidates for this course are information technology (IT) professionals who work in medium to large organizations. The primary candidate is a Windows Server administrator who operates Windows Servers on a daily basis and who requires the skills for configuring, managing, and maintaining servers installed with Windows Server 2008, including the Release 2 (R2) edition. Candidates are typically responsible for day-to-day management of the server operating system and various server roles such as DHCP, DNS, file and print services, directory services, and software distribution. This course may also be considered in combination with other exam preparation materials for candidates wishing to prepare for MCTS and MCITP certification in Windows Server 2008.

Other candidates for this course include IT Pros with skills within other IT areas or operating systems who wish to gain an insight into Windows Server 2008 and Windows Server 2008 R2.

At Course Completion

After completing this course, students will be able to:

- Describe the Windows Server 2008 environment including the roles, features, and the tools used to perform effective server management.
- Manage the DNS and DHCP server infrastructure roles.
- Configure secure and efficient access to file services.
- Configure and manage Distributed File Systems.
- Manage file resources by using File Server Resource Manager.
- Configure and secure Remote Access.
- Manage Active Directory Domain Services.
- Configure Active Directory object administration and Domain Trust.
- Create and manage Group Policy objects.
- Configure user and computer settings by using Group Policy.
- Implement security settings by using Group Policy.
- Provide efficient network access for remote offices.
- Monitor and maintain Windows Server 2008.
- Manage Windows Server 2008 backup, restore, and recovery

Prerequisites

Before attending this course, in addition to their professional experience, students must have:

- At least one year experience operating Windows Servers in the area of account management, server maintenance, server monitoring, or server security.
- Certification related to the Microsoft Technology Associate (MTA) Networking Fundamentals, Security Fundamentals, and Windows Server Administration Fundamentals designations, or equivalent knowledge as outlined in course 6420B: Fundamentals of Windows Server 2008.
- A+, Server+, hardware portion of Network+, or equivalent knowledge.
- Working knowledge of networking technologies.
- Intermediate understanding of network operating systems.
- Basic knowledge of Active Directory.
- An understanding of security concepts and methodologies (for example, corporate policies).
- Basic knowledge of TCP/IP.
- Basic knowledge of scripting tools such as PowerShell and WMI.

6420 - Fundamentals of Windows Server 2008

Duration: 5 Days

Course Price: \$2495

About this Course

The purpose of this 5-day course is to teach students the basic fundamentals of networking, security, and server administration with Windows Server 2008. It is intended to provide the foundational knowledge needed to prepare for the Microsoft Technology Associate (MTA) exams and begin building a career in Microsoft technologies.

Audience Profile

Candidates for this course are seeking to gain fundamental knowledge and skills around security, networking, and administration in Windows Server 2008 R2. It can apply to home computer users, academic, information workers, developers, or help desk technicians wishing to begin a new skills path or up-skill to Windows Server technologies. It is for candidates wishing to prepare for the Microsoft Technology Associate (MTA) certification in Windows Server 2008. Candidates for this course may also include IT Pros with skills within other IT areas or operating systems (such as Linux) who wish to gain an insight into Windows Server.

At Course Completion

After completing this course, students will be able to:

- Describe fundamental network components and terminology thus enabling you to select an appropriate network component in a particular scenario.
- Implement a network by selecting network hardware components and technologies and determine the appropriate network hardware and wiring components for a given situation.
- Describe the protocols and services within the Transmission Control Protocol/Internet Protocol (TCP/IP) suite of protocols and implement IPv4 within a Windows Server environment.
- Select appropriate storage technologies and configure storage on Windows Server.
- Perform a local media-based installation of Windows Server 2008 R2.
- Describe server roles.
- Implement and configure an Active Domain Directory Service (AD DS) forest.
- Describe the concept of defense-in-depth and determine how to implement this approach with Windows Server.
- Identify the security features in Windows Server that help to provide defense-in-depth.
- Identify the network-related security features in Windows Server to mitigate security threats to you network.
- Identify and implement additional software components to enhance your organization's security.
- Monitor a server to determine the performance level.
- Identify the Windows Server tools available to maintain and troubleshoot Windows Server.
- Create and configure a virtual machine with Hyper-V.

Prerequisites

In addition to their professional experience, students who attend this training should have the following technical knowledge:

- A good fundamental knowledge of general computing equivalent with the CompTIA A+ Certification
- An ability to understand basic security, networking and administration concepts
- Some previous knowledge and experience with desktop operating systems, although this is not mandatory

Note: No programming skills are required, although some experience and knowledge of scripting technologies would be advantageous.

6421 - Configuring & Troubleshooting a Windows Server 2008 Network Infrastructure

Duration: 5 Days

Course Price: \$2495

Introduction

This five-day instructor-led course provides students with the knowledge and skills to configure and troubleshoot a Windows Server 2008 network infrastructure. Students will learn to implement and configure secure network access and implement fault tolerant storage technologies. Students will gain an understanding

of the network technologies most commonly used with Windows Server 2008 and IP-enabled networks. Students will also learn how to secure servers and maintain update compliance.

Audience

The primary audience for this course includes Active Directory technology specialists aspiring to be Enterprise Administrators (Tier 4 daily network operations) or Network Administrators (Tier 2). Experienced Server Administrators who aspire to be Enterprise Administrators will also benefit from this course.

The secondary audience for this course includes Storage Area Network Administrators who need to understand this information to deploy or extend their current storage infrastructure. Operations Managers who need this information to support troubleshooting efforts and business decisions will also benefit from this course.

Prerequisites

Before attending this course, students must have:

- Working experience with Windows Server 2003.
- Basic knowledge of Active Directory.
- An understanding of security concepts and methodologies (for example, corporate policies).
- Basic knowledge of DHCP.
- Basic knowledge of IPsec.

At course completion

After completing this course, students will be able to:

- Install and configure servers.
- Configure and troubleshoot DNS.
- Configure and manage WINS.
- Configure and troubleshoot DHCP.
- Configure and troubleshoot IPv6 TCP/IP.
- Configure and troubleshoot Routing and Remote Access.
- Install, configure, and troubleshoot the Network Policy Server Role service.
- Configure Network Access Protection.
- Configure IPsec.
- Monitor and troubleshoot IPsec.
- Configure and manage Distributed File System.
- Configure and manage storage technologies.
- Configure availability of network resources and content.
- Configure server security compliance.

6422A- Implementing & Managing Windows Server 2008 Hyper-V

Duration: 3 days

Course Price: \$1795

Introduction

Elements of this syllabus are subject to change.

This three-day instructor-led course teaches students how to implement and manage Windows Server 2008 Hyper-V. It also teaches students how to manage Hyper-V with Solution Center Virtual Machine Manager (SCVMM) and with PowerShell.

Audience

The primary audience for this course is Windows Server 2003/2008 System Administrators who manage and implement Server Virtualization technologies within their network.

The secondary audience for this course is Enterprise System Architects who plan enterprise server resources with an emphasis on server consolidation.

At Course Completion

After completing this course, students will be able to:

- install and configure Windows Server 2008 Hyper-V
- understand Hyper-V Virtual Networking
- understand the types of Virtual Hard Drives and their benefits
- create and manage Virtual Machines on the Hyper-V server
- understand how to configure the Hyper-V server to ensure high availability
- monitor the performance of the Hyper-V server
- understand how to use existing virtual machines in the Hyper-V server
- understand the issues with migrating existing Virtual Machines to Hyper-V
- understand how System Center Virtual Machine Manager (SCVMM) can be used to manage Hyper-V servers throughout the enterprise
- use PowerShell to manage the Hyper-V server and the virtual machines hosted on the Hyper-V server
- implement a disaster recovery plan for Virtual Machines on Hyper-V

Prerequisites

In addition to their professional experience, students who attend this training should have technical knowledge in the following areas:

- Windows Server 2000/2003 System Administration
- Server Virtualization using Virtual Server 2005 or Virtual P

6423 - Implementing and Managing Windows Server 2008 Clustering

Duration: 3 days

Course Price: \$1795

Introduction

Elements of this syllabus are subject to change.

This three-day instructor-led course introduces Windows Server 2008 clustering and provides students with the knowledge and skills to implement, maintain, and troubleshoot clusters

Audience

This course is intended for IT professional technical specialists responsible for implementing and maintaining high availability solutions utilizing clustering technologies.

At Course Completion

After completing this course, students will be able to implement, maintain, and troubleshoot clusters in their enterprise environment.

Prerequisites

Before attending this course, students must have:

- Experience with network load balancing
- Basic knowledge of clustering theory
- Experience in an enterprise environment managing applications and network topologies
- Basic troubleshooting skills

6425B - Configuring Windows Server 2008 Active Directory Domain Services

Duration: 5 days

Course Price: \$2495

Introduction

This five-day instructor-led course provides to teach Active Directory Technology Specialists with the knowledge and skills to configure Active Directory Domain Services in a distributed environment, implement Group Policies, perform backup and restore, and monitor and troubleshoot Active Directory related issues.

Audience Profile

The primary audience for this course are AD Technology Specialists, Server Administrators, and Enterprise Administrators who want to learn how to implement AD in a distributed environment, secure domains using Group Policies, and perform backup, restore, and monitor and troubleshoot AD configuration to ensure trouble free operation.

At Course Completion

After completing this course, students will be able to implement and configure Active Directory domain services in their enterprise environment.

Prerequisites

Before attending this course, students must have:

- Basic understanding of networking.
- Intermediate understanding of network operating systems.
- An awareness of security best practices.
- Basic knowledge of server hardware.
- Some experience creating objects in Active Directory.
- Foundation course (6424) or equivalent knowledge.
- Basic concepts of backup and recovery in a Windows Server Environment

6426 - Configuring and Troubleshooting Identity and Access Solutions with Windows Server 2008 Active Directory

Duration: 3 days

Course Price: \$1795

Introduction

This three-day instructor-led course provides in-depth knowledge on configuring and troubleshooting Identity and Access (IDA) solutions with Windows Server 2008 Active Directory.

Audience Profile

This course is intended for those who want to understand how IDA solutions are implemented in Windows Server 2008. This course provides a technology overview of IDA and PKI solutions, and details the implementation of each of the roles in Windows Server 2008 that implement the IDA solution. Also architects, IT professionals, and developers who are responsible for integrating applications and platforms with enterprise directory and security services would benefit from this course.

At Course Completion

After completing this course, students will be able to:

- Explore Identity and Access (IDA) solutions.
- Deploy and Manage Active Directory Certificate Services (AD CS).
- Deploy and Manage Certificates.
- Configure Active Directory Lightweight Directory Services (AD LDS).
- Configure Active Directory Federation Services (AD FS).

- Configure Active Directory Rights Management Services (AD RMS).
- Maintain access management solutions.
- Troubleshoot IDA solutions.

Prerequisites

Before attending this course, students must have:

- Technical background knowledge and hands-on experience of Active Directory Domain Services (AD DS). This includes technical knowledge equivalent to 6425B: Configuring Windows Server 2008 Active Directory Domain Services.

6427 - Configuring & Troubleshooting Internet Information Services 7.0 in Windows Server 2008 (IIS)

Duration: 3 days

Course Price: \$1795

Introduction

In this three day instructor-led course the students will learn to install, configure, maintain, and troubleshoot an Internet Information Services 7.0 Web Server in Windows Server 2008.

Audience

The primary audience for this course is individuals who want to become a Web Server Administrator in an enterprise environment. Also, individuals who are assuming a new role requiring skills to manage content served by an IIS 7.0 Web Server over an intranet, extranet, and internet would be interested in this course.

At Course Completion

After completing this course, students will be able to:

- Describe the IIS 7.0 modular architecture
- Describe the IIS 7.0 workloads
- Describe the three methods for installing IIS 7.0
- Install IIS 7.0 using each of the three identified methods
- Configure common features for IIS 7.0
- Validate functionality of configured features.

Prerequisites

Before attending this course, students must have one or more of the following:

- Course 6420 Foundational Series: Fundamentals of a Windows Server 2008 Network Infrastructure and Application Platform

or

- A minimum of one year of experience administering and supporting a Web Server role using Windows Server 2003
- Network + certification

The students will be introduced to the process of installing a Web Server and configuring IIS features such as application development; health and diagnostics; HTTP features and more.

6429 - Configuring & Managing Windows Media Services for Windows Server 2008

Duration: 2 Days

Course Price:

Introduction

Note: You are viewing a Preliminary Course Syllabus. This course is not yet available. Because some parts of the course are currently in development, some elements of this syllabus are subject to change.

Elements of this syllabus are subject to change.

This two-day instructor-led course provides students with the knowledge and skills to configure and manage Windows Media Services.

Audience

This course is intended for existing Windows Media Services (WMS) Streaming Media Services Technology Specialists and other Technology Specialists interested in expanding their job skills to include WMS.

At Course Completion

After completing this course, students will be able to:

- Configure Live Streaming solutions.
- Configure On-Demand Streaming solutions.
- Configure service roles.
- Configure logging and plug-ins.
- Configure Advanced Streaming solutions 7.0.
- Configure WMS availability solutions.

Prerequisites

Before attending this course, students must have:

- Internet Information Services (IIS) 6.0 experience:
 - 1 Year of experience administering and supporting IIS
 - 1 Year of experience administering and supporting Microsoft Windows Server 2003
- Network + certification

6430 - Planning for Windows Server 2008 Servers

Duration: 3 days

Course Price: \$1795

About this Course

This 3-day course is intended for IT pros who are interested in the knowledge and skills necessary to plan a Windows Server 2008 operating system infrastructure. This course is aimed at server administrators and is not a "how-to" course; therefore, it has a significant number of planning exercises with less focus on hands-on exercises than some courses.

The course content and exercises direct you toward making decisions and providing guidance to others. This course reflects the decision-making tasks that a server administrator undertakes.

Audience Profile

This course is intended for a server administrator who:

- Is moving from a technical-specialist role to a decision-making role.
- Wants to acquire the necessary knowledge to be able to plan for Windows Server 2008 servers.

At Course Completion

After completing this course, students will be able to:

- Plan for both Windows Server 2008 installation and upgrade from a previous version of Windows Server to Windows Server 2008.
- Plan and implement network connectivity in Windows Server 2008 by using IPv4-related technologies and plan a migration strategy to IPv6.

- Plan the deployment of Active Directory–related services in Windows Server 2008.
- Apply the design considerations for implementing group policy.
- Plan the configuration of different applications services in Windows Server 2008.
- Create a plan for file and print services to meet an organization’s printing, file storage, and access needs.
- Create a plan to secure the Windows Server 2008 environment.
- Create local and remote administration strategies for administering a Windows Server 2008 environment.
- Create a monitoring plan for the Windows Server 2008 environment.
- Create a plan that will help mitigate the effects of various disaster scenarios on the IT infrastructure.
- Create a plan for using virtualization in a Windows Server 2008 environment.

Prerequisites

Before attending this course, students must have:

- Skills equivalent to course 6418A (deployment)–Installation and configuration of Windows Server 2008, Windows Deployment Services, Active Directory service upgrades
- Skills equivalent to course 6420A (networking fundamentals)– TCP/IP configuration, server administration, network and data security
- Skills equivalent to course 6421A (core network infrastructure training)– Domain Name System (DNS) configuration, Windows Internet Name Service (WINS) configuration, IPv6 transition, remote access, network policies, Network Access Protection (NAP), Distributed File System (DFS)
- Skills equivalent to course 6424A (Active Directory fundamentals)– Configure Active Directory Domain Services (AD DS), configure Active Directory Lightweight Directory Services (AD LDS), configure Active Directory Certificate Services (AD CS), configure Active Directory Federation Services (AD FS), create users and groups
- Skills equivalent to course 6425A (core Active Directory training)– Configure AD DS security, trusts, sites, replication, Group Policy
- Up to one year experience implementing server plans

6431 - Managing and Maintaining Windows Server 2008 Network Infrastructure Servers

Duration: 2 days

Course Price:

Introduction

Elements of this syllabus are subject to change.

This two-day instructor-led course provides students with the knowledge and skills to manage and maintain Windows Server 2008 network infrastructure servers. The course focuses on creating a plan for managing the server lifecycle, developing and evaluating baselines for monitoring and managing server roles, and analyzing the implementation and configuration of several different server roles for Windows Server 2008. The course will also focus on analyzing and maintaining network server security.

Audience

This course is intended for Server Administrators who are familiar with Microsoft Windows Server 2008 and who are, or will be, responsible for the overall lifecycle management of Server 2008 Network Server Roles. It is also intended for IT professionals who could benefit from acquiring the skills required by a Server 2008 Network Infrastructure Server Administrator, such as a Server Administrator who is responsible for Network servers that will work closely with Enterprise Administrators and who want to understand the operational lifecycle of Server 2008 Network Infrastructure Server roles.

At Course Completion

After completing this course, students will be able to:

- Create a plan for managing the addition, removal, or migration of Windows Server 2008 network infrastructure roles.
- Develop baselines for monitoring and managing Windows Server 2008 infrastructure roles.
- Evaluate performance baselines and establish monitoring rules, design acceptable thresholds and alarms when problems occur.
- Analyze the implementation and configuration of a network environment running several Network Policy and Access Server roles.
- Plan for the implementation and configuration of a remote access server.
- Evaluate and plan for the deployment of DNS and DHCP server roles.
- Maintain security for network infrastructure servers.

Prerequisites

Students should have several years of experience deploying and maintaining Microsoft Windows 2003 servers and networks. A good understanding of core networking services including DHCP, DNS, and terminal services is also required.

In addition to their professional experience, students who attend this training should have technical knowledge equivalent to the following courses:

- 6420 Fundamentals of Windows Server 2008 Network and Applications Infrastructure
- 6421 Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure
- 6425 Configuring Windows Server 2008 Active Directory Domain Services
- 6426 Configuring Identity and Access Solutions with Windows Server 2008 Active Directory
- 6430 Managing and Maintaining Windows Server 2008 Servers

6432 - Managing and Maintaining Windows Server 2008 Active Directory Servers

Duration: 2 days

Course Price: \$995

Introduction

Elements of this syllabus are subject to change.

This two day instructor led course provides students with the knowledge and skills to manage and maintain Windows Server 2008 Active Directory servers. The course focuses on the Active Directory server lifecycle by creating baselines, monitoring the system health, and maintaining security for the Active Directory servers. The course also focuses on managing Active Directory Domain Services and Active Directory service roles.

Audience

This course is intended for Server Administrators who are familiar with Microsoft Windows Server 2008 and who are, or will be, responsible for the daily management and maintenance of Server 2008 Active Directory servers. It is also intended for IT professionals who could benefit from acquiring the skills required by a Server 2008 Active Directory Server Administrator, such as a Server Administrator who is responsible for Network Application servers and works closely with the Active Directory Server Administrator, or an Enterprise Administrator who wants to understand the operational requirements of Server 2008 Active Directory Servers before designing a network server infrastructure.

At Course Completion

After completing this course, students will be able to:

- Plan and identify different approaches to Active Directory server deployment.
- Add and remove the Active Directory Domain Services server role.
- Identify strategies for developing, monitoring, and reviewing baselines.

- Create baselines for different Active Directory roles with the appropriate metrics using the Windows Reliability and Performance Monitor.
- Create and evaluate a monitoring plan based on business needs and environments.
- Determine the health of Active Directory servers using performance monitoring and event log triggers.
- Configure effective alerts and responses as well as evaluate alternative recommendations for Active Directory Domain Services servers to meet a business goal.
- Describe and implement the methodology of maintaining Windows Server Active Directory Domain Services.
- Perform Active Directory Domain Services maintenance and administrative tasks.
- Explain and deploy proven methods to harden the Active Directory servers.
- Decide which Server 2008 security features can address a given business situation.
- Add server roles to a Windows 2008 network.
- Deploy and operate an Active Directory Lightweight Directory Services server role.

Prerequisites

In addition to their professional experience, students who attend this training should have technical knowledge equivalent to the following courses:

- 6424 Fundamentals of Windows Server 2008 Active Directory
- 6425 Configuring Windows Server 2008 AD DS
- 6426 Configuring Identity and Access Solutions with Windows Server 2008 Active Directory
- 6430 Managing and Maintaining Windows Server 2008 Servers

6434A - Automating Windows Server 2008 Administration with Windows PowerShell

Duration: 3 Days

Course Price: \$1595

This three-day instructor-led course provides students with the knowledge and skills to utilize Windows PowerShell for administering and automating administration of Windows Server 2008. The course focuses on cmdlets, script structure and flow control, language syntax, and implementation details of scripting administrative tasks using COM, WMI, and .NET foundations.

Audience

This course is intended for Windows administrators interested in automating Windows Server 2008 administration tasks, as well as those people looking for a full-featured interactive command-line environment for Windows operating systems. Windows end users or developers who need to understand what is involved in Windows administration or command-line environments may also find this course helpful.

At Course Completion

After completing this course, students will be able to:

- Install and launch Windows PowerShell
- Work with basic objects in Windows PowerShell, including using cmdlets, data types, variables, and fundamental object-based information models
- Implement sequences of operations by putting them together into a pipeline
- Control the formatting of the resultant set of objects that are emitted at the end of a pipeline
- Implement sequences of operations by putting them together into a script
- Implement flow control within scripts and define functions and filters to help modularize complex scripts
- Manipulate files and registry values
- Manage disk storage volumes, shadow copies, shared folders, and Terminal Server using WMI in Windows PowerShell
- Administer and maintain Active Directory directory services using Windows PowerShell
- Maintain Group Policy using Windows PowerShell
- Maintain Web services and applications using Windows PowerShell

Prerequisites

Before attending this course, students must have

- Completed Course 6430, Managing and Maintaining Windows Server 2008 Servers, or have equivalent knowledge of administrative tasks.

6435 - Designing a Windows Server 2008 Network Infrastructure

Duration: 5 days

Course Price: \$2495

Introduction

Elements of this syllabus are subject to change.

This five-day course will provide students with an understanding of how to design a Windows Server 2008 Network Infrastructure that meets business and technical requirements for network services.

Audience

The primary audience for this course is IT professionals (including Windows 2000, Windows Server 2003 enterprise administrators) interested in becoming a Longhorn Enterprise Administrator (who focuses on network solutions).

At Course Completion

After completing this course, students will be able to:

- Describe key components of network infrastructure design.
- Describe how to design a secure network.
- Design a plan for allocating IP addresses to workstations and servers.
- Design a network topology.
- Describe the internal considerations for network security and how they can be addressed.
- Design an appropriate name resolution system that incorporates Domain Name System (DNS).
- Optimize a name resolution system that incorporates DNS and Windows Internet Name Service (WINS).
- Design a solution for network access.
- Design a Network Access Protection (NAP) solution.
- Design a solution for operating system deployment and maintenance.
- Design the deployment of file services.
- Design print services in Windows Server 2008.
- Design high availability for applications and services.

Prerequisites

Before attending this course, students must have:

- Active Directory Technology Specialist level knowledge and concepts.
- Network Infrastructure Technology Specialist level knowledge and experience.
- Applications Infrastructure Technology Specialist level knowledge and experience.
- Windows Vista TS or D
- Experience with Windows operating systems such as Windows XP, Windows Server 2003, and Windows Vista
- Intermediate understanding of networking concepts such as TCP/IP, name resolution, and connection methods.
- Intermediate understanding of security best practices for authentication and file permissions.
- Intermediate understanding of server and network hardware.

6436 - Designing a Windows Server 2008 Active Directory Infrastructure & Services

Duration: 5 days

Course Price: \$2495

Introduction

Elements of this syllabus are subject to change.

At the end of this five-day course, students will learn how to design an Active Directory Infrastructure in Windows Server 2008. Students will learn how to design Active Directory forests, domain infrastructure, sites and replication, administrative structures, group policies, and Public Key Infrastructures. Students will also learn how to design for security, high availability, disaster recovery, and migrations.

Audience

The primary audience for this course includes Windows Server 2008 administrators who want to become Windows Server 2008 enterprise administrators and move into the role of designing Active Directory Domain Services (AD DS) environments. The primary audience for this course also includes Information Technology (IT) professionals, including Windows 2000 Server and Windows Server 2003 enterprise administrators who want to become Windows Server 2008 enterprise administrators.

The secondary audience for this course includes security architects, who want to know more about how to integrate the Windows Server 2008 technology into enterprise directories. The secondary audience also includes Active Directory technology specialists who want to understand design decisions.

Prerequisites

This course requires that students meet the following prerequisites:

- Completion of Microsoft Certified Technology Specialist (MCTS) Windows Server 2008 curriculum
- Knowledge of Windows Vista Terminal Services or Deployment Terminal Services

At Course Completion

After completing this course, students will be able to design an Active Directory infrastructure and services in Windows Server 2008.

6437 - Designing a Windows Server 2008 Applications Infrastructure

Duration: 3 days

Course Price:

Introduction

This three day course will prepare IT professionals for the role of Enterprise Administrator. Students will learn how to design application infrastructure solutions based on Windows Server 2008 to meet varying business and technical requirements.

Audience

The primary audience for this course is IT professionals (including Windows 2000/2003 enterprise administrators) interested in becoming a Windows Server 2008 Enterprise Administrator with a focus on application infrastructure such as web and terminal services.

The secondary audience for this course is Application Architects who want to know more about how to integrate Windows Server 2008 technologies into enterprise applications.

At Course Completion

After completing this course, students will be able to:

- Design IIS 7 Web Farms..
- Optimize IIS 7 for Performance and Stability.
- Design IIS 7 for Security.
- Design IIS 7 for reliability, recovery, and monitoring.
- Design and prepare a Terminal Services infrastructure.
- Design a terminal services maintenance strategy.
- Design a Windows Media Services installation for live and on-demand delivery.
- Implement virtualization to consolidate servers, support legacy applications, and create a test environment.
- Determine virtualization appropriateness and virtual server provisioning.

Prerequisites

Before attending this course, students must have one or more of the following:

- Intermediate understanding of networking. For example, how TCP/IP functions, addressing (including DHCP), name resolution (DNS/WINS), and connection methods (wired, wireless, VPN), NET+ or equivalent knowledge
- Intermediate understanding of network operating systems. For example, Windows 2000, Windows XP, Windows Vista, Windows Server 2003 etc.
- Intermediate understanding of security best practices. For example, file system permissions, authentication methods, Kerberos etc.
- Intermediate knowledge of server and network hardware.
- Conceptual understanding of Active Directory (AD). For example, AD terminology, AD object types
- Hands-on experience with more than one application service such as:
 - IIS
 - Terminal Services
 - Windows Media Services
 - Virtual Server
 - Hyper-V
 - System Center Virtual Machine Manager

6445A - Implementing & Administering Windows Small Business Server 2008

Duration: 5 days

Course Price:

About this Course

This five-day instructor-led course provides students with the knowledge and skills to plan, implement, and manage Windows Small Business Server 2008.

Audience Profile

This course is intended for technology consultants, system integrators, and in-house technology staff that serve small and medium- sized businesses.

At Course Completion

After completing this course, students will be able to:

- Install Microsoft Windows Small Business Server 2008.
- Migrate to Microsoft Windows Small Business Server 2008.
- Configure Windows Small Business Server 2008 using the Windows Small Business Server 2008 Console.
- Manage users and groups in Windows Small Business Server 2008.
- Manage messaging and collaboration in Windows Small Business Server 2008.
- Manage and monitor Windows Small Business Server 2008.
- Secure a Windows Small Business Server 2008 network.
- Expand a Windows Small Business Server 2008 network.

Prerequisites

In addition to their professional experience, students who attend this training should have technical knowledge and skills equivalent to the following courses:

- Course 6420: Fundamentals of a Windows Server 2008 Network and Applications Infrastructure
- Course 6424: Fundamentals of Windows Server 2008 Active Directory
- Course 5115: Installing and Configuring the Windows Vista Operating System
- Course 5116: Configuring Windows Vista Mobile Computing and Applications

6446A - Implementing & Administering Windows Essential Business Server 2008

Duration: 5 days

Course Price:

Introduction

This five-day instructor-led course provides students with the knowledge and skills to implement and administer Windows Essential business Server 2008.

Audience Profile

This course is intended for the value-added provider/reseller (VAP/VAR), service provider, system integrator, technology consultant, and in-house technology staff that serve businesses in the small and medium business (SMB) space.

At Course Completion

- After completing this course, students will be able to:
- Assess mid-sized business' technology and business needs.
- Design a Microsoft Windows Essential Business Server 2008 network solution.
- Install Microsoft Windows Essential Business Server 2008.
- Migrate to Microsoft Windows Essential Business Server 2008.
- Configure Microsoft Windows Essential Business Server 2008.
- Manage users and groups in Microsoft Windows Essential Business Server 2008.
- Manage messaging in Microsoft Windows Essential Business Server 2008.
- Manage and monitor Microsoft Windows Essential Business Server 2008.
- Secure a Microsoft Windows Essential Business Server 2008 network.
- Expand a Microsoft Windows Essential Business Server 2008 network.

Prerequisites

Before attending this course, students must have a minimum of one year of experience using Windows Essential Business Server, Windows Small Business Server 2003 Premium and/or the following technologies:

- Microsoft Exchange Server 2007.
- Microsoft Forefront for Exchange.
- Microsoft ISA Server 2004 or later.
- Windows Server 2003 or later, including Active Directory, DNS, and DHCP.

OR

- Network addressing (DNS, DHCP, and TCP/IP).
- Active Directory Domain Services (including Active Directory user accounts, Group Policy, domains and forests, and a basic understanding of domain controllers).
- E-mail (including SMTP addresses).
- E-mail antivirus and anti-spam software (including its purpose and function).

Students who attend this training should also have the following:

- 3+ years of experience managing and monitoring a Microsoft Windows-based network.
- A Microsoft Certified Systems Administrator (MCSA) on Windows Server 2003 credential or equivalent knowledge.

10159A - Updating Your Windows Server 2008 Technology Specialist Skills to R2

Duration: 3 days

Course Price: \$1795

About this Course

This three-day instructor-led course teaches the new features of Windows Server 2008 R2 to IT professionals who have specialist skills in working with Windows Server 2008 Technology. The course facilitates accelerated learning of Windows Server 2008 R2 features and the features enabled in Windows Server 2008 R2 for Windows 7.

Audience Profile

The audience for this course is IT professionals who are experienced on technologies in the Windows Server 2008 and who certified Windows Server 2008 Technical Specialists or have equivalent knowledge. Students taking this course are expected to have experience in hands-on deployment and the day-to-day management of Windows-based servers for enterprise organizations.

Students are required to have the following core Windows Server 2008 Technology Specialist and Programming skills:

- Installation and Automated Deployment
- Server and Client Configuration
- Monitoring and Management Tools
- Networking
- Active Directory Domain Services
- Security
- Group Policy
- Performance Monitoring
- Troubleshooting
- Familiarity and experience with batch scripting or another scripting language

At Course Completion

After completing this course, students will be able to:

- Deploy and manage Windows Server 2008 R2.
- Manage Windows Server 2008 R2 with Windows PowerShell 2.0.
- Configure Active Directory in Windows Server 2008 R2.
- Configure server virtualization by using Hyper-V.
- Configure Remote Desktop Services and Virtual Desktop Infrastructure in Windows Server 2008 R2.
- Deploy and configure Remote Access Services.
- Configure Windows Server 2008 R2 features for branch offices.
- Configure and manage Windows Server 2008 R2 Web services.
- Before attending this course, students must have the following prerequisite knowledge:
- Core Windows Server 2008 Technology Specialist skills
- Familiarity and experience in batch scripting or another scripting language
- Experience with Windows deployment technologies and implementation

- Experience with Windows networking technologies and implementation
- Experience with Active Directory technologies and implementation
- Experience with Windows Server 2008 server virtualization technologies and implementation
- Experience with Windows Server 2008 Web application server technologies and implementation

Technical Training – Other Technologies

Cisco

Cisco - ASA Specialist Training Boot Camp

Duration: 6 days

Course Price: \$3495

OVERVIEW

Gain complete coverage of both SNAF (Securing Networks with ASA Foundation) AND SNAA (Securing Networks with ASA Advanced) with GlobalNet's intensive ASA Specialist 6-Day certification course. In less than one week, you will leave with your Cisco® ASA Specialist certification - Guaranteed!

This 6 day certification course covers all of the objectives for SNAF (642-524) Securing Networks with ASA Foundation and SNAA (642-515) Securing Networks with ASA Advanced exams.

Learn IT's Cisco® Firewall Specialist training boot camp is a guaranteed certification course taught by a Certified Expert Instructor and includes hands-on training on Cisco®:

- Routers
- Switches
- PIX Firewalls
- VPN Concentrators
- VPN Hardware and Software Clients
- ASA

This course also includes:

- Security Study Guides
- Security Lab Guides
- 2 Test Vouchers
- Onsite Testing
- Complementary continental breakfast, lunch, snacks and beverages
- Guaranteed Certification

Prerequisites

Students should possess the Cisco® Certified Network Associate (CCNA) certification or the equivalent knowledge and/or working knowledge of basic network security and a solid grasp of TCP/IP and fundamental networking concepts.

New Cisco Prerequisites:

CCNA + CCNA Security

OR

CCNA + SND*

Exams

GlobalNet's Firewall Specialist training boot camp students are trained on more hardware and lab time to master the following associated Cisco® security exams:

- SNAF (642-524) Securing Networks with ASA Foundation

- SNAA (642-515) Securing Networks with ASA Advanced

Cisco - CCENT (Cisco Certified Entry Network Technician) Boot Camp

Duration: 4 days

Course Price: \$2495

Cisco - CCNA Training Boot camp

Duration: 5 days

Course Price: \$3295

Todd Lammle CCNA Training Boot Camp is a high-energy instructor-led course, and includes a brand-new lab topology to assist you with Cisco's intensive simulation exam. Our repetitive hands-on labs and individual student pods with Cisco's high-end routers and catalyst switches create a perfect learning environment to gain the maximum amount of knowledge in a short period of time.

Todd Lammle's 5-day CCNA Training Boot Camp will provide you with everything you need to be successful in a professional Cisco routing and switching environment, and the knowledge needed to pass the new Cisco CCNA certification exam. We guarantee it.

Learn iT's CCNA course offers high levels of classroom participation, interaction and collaboration, utilizing:

- One-on-one Mentoring from Todd Lammle weeks before class for each student
- Pre-study time with Todd Lammle weeks before class
- Personalized study plan created by Todd Lammle for each student
- Breakfast and lunch provided
- Onsite testing with exam voucher included!
- 24 hour instructor availability
- Guaranteed Todd Lammle Instructor
- Todd Lammle CCENT Study Guide
- Todd Lammle Online CCENT Course Modules
- Todd Lammle Online Video Modules
- Todd Lammle CCNA Study Guide
- Todd Lammle Custom Cisco Authorized courseware
- Real world labs, on real equipment, written by a real world fortune 500 employee and consultant for 30 years!
- Practice questions, study software, router simulator, and more!
- TWO WEEKS OF "FREE!" RACK ACCESS! Learn and practice before class, then review and build your knowledge after class.
- Hotel Pricing available \$135/day

Exams

Each Student will have the opportunity to test at Learn iT! on the last day of class.

New Cisco® CCNA Exams

- ICND1 640-822 (CCENT class available!)
- ICND2 640-816
- CCNA 640-802 *

* Prepare for this exam with Learn iT Training's CCNA Boot Camp.

Cisco - CCNA Voice Training Boot Camp

Duration: 4 days

Course Price: \$2995

Overview

This 4-day CCNA Voice® Training Boot Camp is a high-energy, instructor-led course that provides system engineers and field engineers with a more in-depth understanding of the latest Cisco security technologies, spanning a wide range of customer sizes and needs. In this 4-day course, students learn to configure, implement and support secure LAN/WAN environments, as well as monitor and conduct basic troubleshooting tasks.

Our course offers high levels of classroom participation, interaction and collaboration, utilizing:

- Certified Expert Instructor
- Cisco ISRs with the latest Security IOS
- Cisco Catalyst Devices for Secure LANs
- Cisco SDM
- Test Voucher Included
- Testing Center available in the San Francisco location
- This course is also Cisco Authorized!*

Prerequisites

Students must possess the Cisco Certified Network Associate (CCNA) certification in order to gain the CCNA Voice certification. You may attend our course with the equivalent knowledge and/or working knowledge of basic network security and a solid grasp of TCP/IP and fundamental networking concepts, however Cisco will not reward the CCNA Voice certification without a valid, current CCNA certification.

Exam

Each Student will have the opportunity to test at Learn iT! on the last day of class.

The Introducing Cisco Voice and Unified Communications Administration v8.0 (ICOMM) 642-461 is offered on the last day of class if you are ready. If you choose not to take the exam on that Friday afternoon, a voucher will be emailed to you upon your request. The best chance for success on the first attempt is to test the Monday or Tuesday after the class concludes, utilizing the weekend to work with the software tools we will send home with you.

Recertification

The CCNA Voice certification is valid for three years. To recertify you must complete one of the following:

- Pass any current CCNA concentration exam (wireless, security, voice) or current CCDA
- Pass a current 642 professional exam
- Pass the current CCIE written exam or the current CCDE written exam

Cisco - CCNA Wireless Training Boot Camp

Duration: 4 days

Course Price: \$2850

Overview

This 4-day Cisco Authorized CCNA Wireless® Training Boot Camp, taught by CCSI Todd Lammle, is a high-energy, instructor-led course that provides system engineers and field engineers with a more in-depth understanding of the latest Cisco wireless technologies, spanning a wide range of customer sizes and needs. In this 4-day course, students learn to configure, implement and support wireless LANs, as well as monitor and conduct basic troubleshooting tasks.

Our course offers high levels of classroom participation, interaction and collaboration, utilizing:

- Certified Expert Instructor
- Cisco MESH Access Points
- Cisco A/B/G Client Cards
- Cisco A/B/G Software Supplement
- Cisco Wireless LAN Controller (WLC)
- Cisco Wireless LAN Control System
- Test Voucher Included
- Onsite Testing in the Dallas location
- Course Guarantee!
- This course is also Cisco Authorized!

Prerequisites

Students should possess the Cisco Certified Network Associate (CCNA) certification or the equivalent knowledge and/or working knowledge of basic network security and a solid grasp of TCP/IP and fundamental networking concepts.

**Students are required to bring their wireless enabled laptops with them to class. In addition the student must be capable of establishing a console connection via a DB-9 serial link. Follow this link for USB to Serial adapters.

Exam

Each Student will have the opportunity to test at Learn iT! on the last day of class.

The Implementing Cisco Unified Wireless Network Essential exam (IUWNE) 640-721 is offered onsite on the last day of class in Dallas if you are ready. If you choose not to take the exam on that Friday afternoon, a voucher will be emailed to you upon your request.

The best chance for success on the first attempt is to test the Monday or Tuesday after the class concludes, utilizing the weekend to work with the software tools we will send home with you.

Recertification

The CCNA Wireless certification is valid for three years. To recertify you must complete one of the following:

- Pass any current CCNA concentration exam (wireless, security, voice) or current CCDA
- Pass a current 642 professional exam
- Pass the current CCIE written exam or the current CCDE written exam

Cisco - CCNP Training Boot Camp

Duration: 12 days

Course Price: \$6995

Overview

If you are seeking to improve your certification career status and are ready to take the necessary steps to earn a Professional Level Cisco certification, then GlobalNet Training is your home for customized and continuously updated courses to insure not only a passing grade but the skills necessary to build and maintain your company's current and future network.

The rationale behind the new CCNP program is that a CCNP certified individual should be able to support any kind of network - including wireless and voice. The new CCNP program maintains its focus on the advanced skills required to manage the routers and switches that form the network core, but also expands to include techniques to deploy and support wireless, voice, and security applications on the network edge.

Network professionals who achieve the new CCNP certification will demonstrate the skills and knowledge required to fully utilize Cisco Integrated Service Routers (ISR), which provide wire-speed delivery of concurrent

data, voice, video, and wireless services applications. By passing the exams, you will also demonstrate the expertise necessary to integrate and manage converged networks, quality of service (QoS), and virtual private networks (VPNs).

Prerequisites

Students should possess the Cisco Certified Network Associate (CCNA) certification or the equivalent knowledge and/or working knowledge of basic networking and a solid grasp of TCP/IP and fundamental networking concepts.

Exams

Each Student will have the opportunity to test at Learn iT! on the last day of class.

Cisco Certified Network Professionals are required to pass three exams that provide a valid and reliable measure of technical proficiency and expertise. Our Courseware is always updated to the current objectives that Cisco has documented on their web site. Our course content will continue to prepare our students to take the prescribed exams in order to achieve their CCNP. Our material consistently covers the latest technologies and the current Cisco Test Objectives.

The following exams will be taken during our course:

- 642-902 – ROUTE – Implementing Cisco IP Routing v1.0
- 642-813 – SWITCH - Implementing Cisco IP Switched Networks v1.0
- 642-843 – TSHOOT - Troubleshooting and Maintaining Cisco IP Networks v1.0

Cisco Certified Network Professionals are valid for three years.

Passing an exam in our CCNP course recertifies all valid Associate and Professional level certifications.

Cisco - CCNP Voice Training Boot Camp

Duration: 14 days

Course Price: \$6995

Overview

This Cisco-Authorized 14-day CCNP Voice boot camp gives students the necessary skills and knowledge needed to plan, design, implement and operate a Cisco® Call Manager IPT solution. During this course, students 24/7 access to their own pod of the latest Cisco IP telephony equipment listed in detail on the following page.

There is no equipment sharing. GlobalNet Training's CCNP Voice students are able to gain a unique perspective, because our instructors have worked directly with Nortel and Avaya equipment as well as the U.S. Department of Defense (DoD) Voice over Internet Protocol which enables the Cisco IP Communications system to conform to the interoperability, reliability, and resiliency requirements of DoD's multi-vendor voice network.

Learn iT's CCNP Voice course is arranged to follow the Cisco PDIO (Plan, Design, Implement, and Operation) model. By overlapping and duplicating content, this course provides a more thorough understanding of the material and helps to ensure that students will retain more information. The following four courses are covered in this Cisco IP Telephony boot camp:

- Cisco Quality of Service
- Cisco IP Telephony 1 & 2
- Troubleshooting Cisco Unified Communications Systems

This is not your standard certification boot camp. Students will work with hands-on equipment. This course ensures students will graduate with the knowledge to pass these critical IPT Certification exams and the skill to deploy solutions.

Prerequisites - PLEASE NOTE IMPORTANT CHANGES!

Current Cisco Prerequisite: Students must possess the Cisco Certified Network Associate (CCNA) certification. Students must also possess the CCNA Voice. *Both of these exams must be completed before attending the CCNP Voice 14-day boot camp.

Here are two great study guides that can be downloaded directly from Cisco. Reading through these two guides, with or without access to a CallManager, will leave you in very good shape for the course. We suggest you read through as much of the material as possible, however it is not a requirement for admittance to the course.

Cisco Unified Communications Operating System Administration Guide, Release 6.1(1):
http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/cucos/6_1_1/cucos/iptp_611.pdf

Cisco Unified Communications Manager Administration Guide, Release 6.1(1):
http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/6_1_1/ccmcfg/bccm.pdf

Exams

Each Student will have the opportunity to test at Learn iT! on the last day of class.

- 642-837 QoS (test on 1st Wednesday) — Cvoice v8.0
- 642-447 CIPT 1 (test on 1st Saturday) — Implementing Cisco Unified Communications Manager Part 1 (CIPT1 v8.0)
- 642-457 CIPT 2 (test on 2nd Tuesday) — Implementing Cisco Unified Communications Manager Part 2 (CIPT2 v8.0)
- 642-427 TVoice (test on 2nd Friday) — Troubleshooting Cisco Unified Communications Systems (TUC v8.0)
- 642-468 CAPPs (test on 2nd Sunday) - Integrating Cisco Unified Communications Applications v8.0

Cisco Certified Voice Professionals are valid for three years. Passing an exam in our CCNP Voice course recertifies all valid Associate and Professional level certifications.

CISSP

Citrix

Citrix - CAG-200-11 - Implementing Access Gateway 9.0 Enterprise Edition

Course Price: \$2195

Citrix - CMB-201-11 - Implementing XenApp Platinum Edition Components

Course Price:

Citrix - CNS-300-2I - NetScaler 9.0 Platinum Edition Advanced Administration

Course Price: \$4995

Citrix - CXA-100-11 - Providing Help Desk Support for Citrix XenApp

Course Price: \$1195

Citrix - CXA-201-2I - Implementing XenApp 5.0 for Windows Server 2008

Course Price: \$3195

Citrix - CXA-300-1I - Advanced Administration for Citrix XenApp 5.0 for Windows Server 2008

Duration: 5 days

Course Price: \$3195

This course provides learners with the skills necessary to monitor, maintain and troubleshoot network environments running XenApp for Windows Server 2008 software.

Learners are introduced to the tools used to monitor the XenApp farm, record farm activity and generate reports. In addition, learners take away the skills needed to maintain data and server integrity and to scale, optimize and troubleshoot the XenApp farm.

Audience

This course is intended for IT professionals, such as server, network, system and help desk administrators familiar with Microsoft® Windows Server™ 2003 and Windows Server 2008 environments. System engineers, analysts, consultants, architects and Citrix Solution Advisors are appropriate candidates for this course.

Preparatory Recommendations

The following are preparatory recommendations for this course:

- Working knowledge of Microsoft Windows Server 2003 with Terminal Services
- Familiarity with Microsoft Windows Server 2008 with Terminal Services
- Familiarity with Microsoft SQL Server 2005 with Reporting Services
- Working knowledge of the architecture and administrative tasks associated with Citrix XenApp
- Implementing Citrix XenApp for Windows Server 2008 course

Key Skills

- Upon successful completion of this course, learners are able to perform the following:
- Determine when and how to use monitoring tools to administer network environments running Citrix XenApp software
- Configure metrics, alarms and Health Monitoring and Recovery tests
- Plan and optimize the server farm
- Monitor and troubleshoot connectivity to the data store
- Monitor and troubleshoot the Citrix IMA Service and the ICA communication channel
- Troubleshoot session initialization, client settings and Application Streaming sessions
- Monitor and troubleshoot published and streamed applications
- Determine how Citrix and Active Directory policies are applied and troubleshoot unexpected policy results
- Monitor, optimize and troubleshoot printing and printing policies
- Monitor, optimize and troubleshoot Web Interface and Secure Gateway

Instructional Method

This instructor-led training course provides interactive presentations, discussion and practical application through hands-on labs and group activities.

Citrix - CXD-202-1I - Citrix XenDesktop 5 Administration

Course Price: \$4995

Citrix - CXS-202-2I - Citrix XenServer 5.6 Administration

Course Price: \$4995

Collaborating on Enterprise Projects using Microsoft Project Server 2010

Duration: 3 days

Course Price: \$1495

This three-day, instructor-led course provides students with the knowledge and skills that are needed to understand project assignments, report progress, and communicate in an Enterprise Project Management (EPM) solution with Microsoft Office Project Server 2010. This course offers a significant amount of hands-on practices, discussions, and assessments that assist students in becoming proficient in the skills that are needed to use the Microsoft EPM system as a Project Team Member (Resource).

Audience

This course is intended for project team members (resources), or other staff who are assigned work in projects. These individuals are responsible to complete work assignments and report progress in the Microsoft Office Project environment, including project and non-project efforts, risks, issues, documents, task progress, and timesheets. These individuals should be familiar with key project management concepts and terminology found in Project Management Institute (PMI), A Guide to the Project Management Body of Knowledge (PMBOK Guide) – Third Edition, and may have exposure to Microsoft Office Project 2007/2010.

At Course Completion

After completing this course, students will be able to:

- Define and understand the intended purposes, processes, and implementation of the Microsoft EPM solution.
- Understand the job roles and responsibilities required to utilize project plans, timesheets, task progress reporting and SharePoint Project Web Spaces to enable a fully collaborative environment within the EPM solution.
- Understand and comply with the options available in Microsoft Project Server to be able to support their organization's requirements for task assignments, reporting task progress, deliverable tracking, and collaborative communication.

Prerequisites

Before attending this course, students should have:

- Familiarity with the key project management concepts and terminology found in the PMI PMBOK Guide –Third Edition.
- Some exposure to Microsoft Office Project.
- Experience with Microsoft Office Excel.
- Experience or exposure to SharePoint as a user.
- Working experience as a resource on project teams in their organization.

Microsoft Certified Professional Exams

There is no corresponding Microsoft Certified Professional exam for this course.

Cloud Computing

Introduction to Cloud Computing

Duration: 1 day

Course Price: \$495

Overview

Cloud computing, SaaS, PaaS, Utility Computing, Hosted Services, IaaS, Grid Computing, ASPs, MSPs, outsourcing, On Demand, Online Services, are these all the same thing, or something different. Is everything the cloud, is nothing the cloud?

The last great shift in computing happened twenty years ago. Called client-server, it was driven by an order magnitude shift in the cost of computing. This era gave birth to companies like Oracle, Microsoft, NetApp, HP, and Sun that today are considered the giants of technology. Cloud computing is the next major wave and we're at the very beginning of another twenty-year cycle. And, again it will be driven by order of magnitude shifts in the economics of computing.

This workshop is a primer for anyone trying to make sense of this next wave. While it contains some aspects of technology the workshop is first and foremost driven from a business perspective. Hence, we open with seven clear business models backed by numerous case studies. The course is designed for technology professionals with an interest in understanding economics as well as for the business professional that needs to develop a basic vocabulary. In that light we introduce a five-layer cloud services stack to educate you on many of the emerging cloud services.

The objective of this Workshop is to introduce cloud computing and the different terms it is now used to cover, examine the drivers behind the phenomena, understand the technologies that contribute to Cloud computing, recognize the benefits and challenges that currently exist, and examine the market and the leading vendor's strategies.

Event Format

Formal Presentations

- We present the latest research and analysis on Cloud Computing in a useful business and technology framework. This enables you to gain a perspective on how the topic under discussion will impact your organization.

Questions & Answers

- You have opportunity to comment on and ask questions about the material covered at the end of each presentation, often leading to lively debate.

Case Studies

- We will both highlight numerous case studies as well as invite carefully selected executives or independent domain experts, to share with you their practical experiences in developing the strategy or technology under discussion.

Networking

- An important part of the Workshop is the opportunity for you to network with your peers, and to exchange thoughts and experiences on the topic under discussion. This takes place both during group discussions.

Key Themes

- What is Cloud Computing, and how will it transform the way computing is delivered and consumed?
- Why is Cloud Computing set to become the next big technology?
- The business challenges, opportunities, and benefits that Cloud Computing addresses.
- Understand the different cloud services and examine how they might be applicable to you.

Benefits of Attending

- 100% independent content
- Information sharing between groups is key and our smaller audiences facilitate greater networking opportunities.

- This Workshop will take a holistic perspective on Cloud Computing, and discuss the different technologies, and the associated benefits and limitations accordingly. It is designed to inform senior decision makers from both business and IT about the opportunities that Cloud Computing offers and provides insight in to the different approaches and where they are most appropriate to use.
- Be able to pass the Wall Street Journal test on cloud computing.

CompTIA

CompTIA - A+ (2009 Objectives)

Duration: 5 days

Course Price: \$1875

Course Objective

You will install, upgrade, repair, configure, optimize, troubleshoot, and perform preventative maintenance on basic personal computer hardware and operating systems.

Target Student

The target student is anyone with basic computer user skills who is interested in obtaining job as an IT professional or PC technician. In addition, this course will help prepare students to achieve CompTIA + Certification.

Prerequisites

Students taking this course should have the following skills end-user skills with Windows-based personal computers, including the ability to browse and search for information on the Internet; start up, shut down, and log on to computer and network; run programs; and move, copy, delete, and rename files in Windows Explorer. Students should also have basic knowledge of computing concepts, including the difference between hardware and software; the functions of software components, such as the operating system, applications, and file systems; and the function of computer network.

An introductory course in Windows operating system, or equivalent skills and knowledge, is required.

Course Objectives

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

- identify the components of standard desktop personal computers.
- identify fundamental components and functions of personal computer operating systems.
- identify best practices followed by professional personal computer technicians.
- install and configure computer components.
- install and configure system components.
- maintain and troubleshoot peripheral components.
- troubleshoot system components.
- install and configure operating systems.
- maintain and troubleshoot installations of Microsoft Windows.
- identify network technologies.
- install and manage network connections.
- support laptops and portable computing devices.
- support printers.
- identify personal computer security concepts.
- support personal computer security.

CompTIA - Network+: Networking Fundamentals (2009 Objectives)

Duration: 5 Days

Course Price: \$1875

The CompTIA Network+® (2009 Objectives) course builds on your existing user-level knowledge and experience with personal computer operating systems and networks to present fundamental skills and concepts that you will use on the job in any type of networking career. If you are pursuing a CompTIA technical certification path, the CompTIA A+ certification is an excellent first step to take before preparing for the CompTIA Network+ certification.

Course Objective

You will identify and describe all the major networking technologies, systems, skills, and tools in use in modern PC-based computer networks, and learn information and skills that will be helpful as you prepare for the CompTIA Network+ certification examination, 2009 objectives (exam number N10-004).

Target Student

This course is intended for entry-level computer support professionals with basic knowledge of computer hardware, software, and operating systems, who wish to increase their knowledge and understanding of networking concepts and skills to prepare for a career in network support or administration, or to prepare for the CompTIA Network+® (2009 Objectives) exam (exam number N10-004). A typical student in the CompTIA Network+® (2009 Objectives) course should have nine months or more of professional computer support experience as a PC technician or help desk technician. Network experience is helpful but not required; A+ certification or the equivalent skills and knowledge is helpful but not required.

Prerequisites

CompTIA A+ certification, or the equivalent skills and knowledge, is helpful but not required.

Performance-Based Objectives

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

- identify the basic components of network theory.
- identify the major network communications methods.
- identify network data delivery methods.
- list and describe network media and hardware components.
- identify the major types of network implementations.
- identify the components of a TCP/IP network implementation.
- identify the major services deployed on TCP/IP networks.
- identify the components of a LAN implementation.
- identify the components of a WAN implementation.
- identify major issues and technologies in network security.
- identify the components of a remote network implementation.
- identify major issues and technologies in disaster recovery.
- identify major data storage technologies and implementations.
- identify the primary network operating systems.
- explore tools, methods, and techniques used in managing a network.
- describe how to troubleshoot network issues.

CompTIA - Project+: IT Project Management Skills (2009 Objectives)

Duration: 5 Days

Course Price: \$1875

Audience

If you are taking this course, you probably have some professional exposure to the duties of a project manager or you may be considering embarking on a career in professional project management. This course is

intended for individuals in various job roles who are involved in leading, managing, and participating in small to medium scale projects, or to prepare for the CompTIA® Project+™ (2009 Objectives) certification.

This class is an excellent way for “general” project managers to become familiar with Information Technology projects and for IT staff that have learned their PM skills “on-the-job” to become familiar with standard best practices.

At Course Completion

After completing this course, students will be:

- Able to apply recognized practices of project management and understand a project's life cycle, roles, and necessary skills to effectively initiate, plan, execute, monitor and control, and close a project.
- Be prepared for the CompTIA® Project+™ (2009 Objectives) certification (CompTIA® exam number JKO-013).

Prerequisites

There are no formal prerequisites for this class. Some experience working on or leading project work is expected.

CompTIA Certified Exams

This course supports the CompTIA Project + exam JKO-013 (2009 objectives).

CompTIA -Security+ (2008 Objectives)

Duration: 5 days

Course Price: \$1875

This five-day CompTIA Security+ (2008 Objectives) course is the primary course you will need to take if your job responsibilities include securing network services, network devices, and network traffic. It is also the main course you will take to prepare for the CompTIA Security+ (2008 Edition) Certification examination (exam number SY0-201).

In this course, you will build on your knowledge and professional experience with computer hardware, operating systems, and networks as you acquire the specific skills required to implement basic security services on any type of computer network.

Course Objective

You will implement and monitor security on networks, applications, and operating systems, and respond to security breaches.

Target Student

This course is targeted toward an Information Technology (IT) professional who has networking and administrative skills in Windows-based TCP/IP networks and familiarity with other operating systems, such as OS X, Unix, or Linux, and who wants to further a career in IT by acquiring a foundational knowledge of security topics; prepare for the CompTIA Security+ Certification examination; or use Security+ as the foundation for advanced security certifications or career roles.

Prerequisites

Basic Windows skills and fundamental understanding of computer and networking concepts are required. Students can obtain this level of skill and knowledge by taking the CompTIA A+ and Network+ courses, or equivalent knowledge, and six to nine months experience in networking, including experience configuring and managing TCP/IP, are strongly recommended.

Performance-Based Objectives

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

- Identify fundamental concepts of computer security.
- Identify security threats.
- Harden internal systems and services.
- Harden internetwork devices and services.
- Secure network communications.
- Establish security best practices for creating and running web-based applications.
- Manage public key infrastructure (PKI).
- Manage certificates.
- Enforce organizational security policies.
- Monitor the security infrastructure.
- Manage security incidents.

Crystal Reports

Crystal Reports 11 Design I

Duration: 2 Days

Course Price: \$895

This course teaches the basic features and functions of Crystal Reports XI. Students will explore the program environment and learn how to open, navigate, create, modify, and save reports. They will learn the fundamentals of formatting report objects, of sorting and selecting records, and creating groups and summaries. They will also learn how to create simple formulas and functions. Finally, students will work with experts and wizards, and learn how to export reports to various file formats.

Performance-Based Objectives

- Getting familiar with the Crystal Reports environment.
- Create a new report by using data from an existing database.
- Formatting your reports.
- Getting Help in Crystal Reports.
- Sorting and Filtering your Crystal Reports results.
- Create groups to summarize report data.
- Building formulas to calculate and display data.
- Using built in tools, known as Experts, to help generate your reports.
- Exporting and distribution options for your reports.

Crystal Reports 11 Design II

Duration: 2 Days

Course Price: \$895

This builds on the skills and concepts taught in Crystal Reports XI: Basic. Students will learn how to create and use parameter fields, including cascading parameters. They will learn how to build advanced formulas using variables, advanced functions, and constructs. They will also learn how to create and customize charts and maps, apply advanced formatting options to report elements, and create alerts and subreports. Finally, students will work with the Business Objects Enterprise Repository and the Workbench, and they will learn advanced data access techniques including ODBC data sources and SQL query-building.

Performance-Based Objectives

- Creating more dynamic reports using Parameter fields.
- Creating more advanced report formulas and functions using variables and Running Totals.
- Graphing data using Charts; graphing geographic data using Maps.

- Formatting and controlling various sections of a report using the Section Expert.
- Applying more advanced report formatting by writing Conditional Formatting formulas.
- Creating report Alerts.
- Adding a Sub-report to a main report.
- Data management features including the Workbench tool and the Business Objects Enterprise Repository.
- Overview of ODBC data sources and use of SQL in Crystal Reports.

ITIL

ITIL - (IT Infrastructure Library) Foundation v3 Boot Camp

Duration: 3 days

Course Price: \$1995

ITIL is the abbreviation for the IT Infrastructure Library guideline that was developed by the OGC (Office of Governance Commerce) in Norwich England on behalf of the British government. Today, ITIL is the de-facto global standard in the area of Service Management and contains comprehensive and publicly available technical documentation for the planning, provision, and support of IT services. This three-day, instructor-led course provides students with a practical understanding of the key concepts, principles, processes, and functions that support successful IT Service Management.

Audience

The primary audience for this course is Business Managers who provide products or services that rely on technology and IT professionals with a role in the efficient support and delivery of high quality, cost effective IT Services. This course is suitable for anyone desiring to pass the ITIL v3 Foundation Certification Exam administered by EXIN (Examination Institute for Information Science).

After completing this course, students will be able to:

- Demonstrate an understanding of ITIL Service Support and Delivery processes, interfaces, and relations existing among wider IT issues.
- Demonstrate knowledge of essential service management concepts and awareness of essential service management techniques.
- List costs, benefits, and possible problems associated with implementing ITIL Service Support and Service Delivery processes.
- Competently apply service management essentials and participate in service delivery/support functions in the workplace.
- Achieve Foundation-level certification, if desired.

Prerequisites

While this course has no specific prerequisites, it is assumed that students will have a basic level of IT literacy.

EXIN Exam

The exam may be scheduled to be taken at the close of class on the third day. The cost of the exam is NOT included in the cost of the class. The exam fee is approximately \$180.00 (subject to change).

To Sign Up for the Exam

You may register for the exam online at www.prometric.com, or at the Learnit! location on the first day of class.

ITIL - (IT Infrastructure Library) v2 to v3 Foundation Bridge

Duration: 2 days

Course Price: \$1495

ITIL is the abbreviation for the IT Infrastructure Library guideline that was developed by the OGC (Office of Governance Commerce) in Norwich (England) on behalf of the British government. Today, ITIL is the de-facto global standard in the area of Service Management and contains comprehensive and publicly available technical documentation for the planning, provision and support of IT services.

This two-day, instructor-led course provides students with a practical understanding of the key concepts, principles, processes and functions that support successful IT Service Management under Version 3 of the Library. Version 2 certification in Foundation has been discontinued as of June 30, 2010.

Audience

People taking this course are ITIL v2 Foundation certified and interested in the new elements of ITIL v3. This course gives candidates a more efficient track to prepare for the ITIL v3 Foundation Certification Exam.

At Course Completion

After completing this course, students will be able to:

- Demonstrate an understanding of ITIL Service Support and Delivery processes, interfaces, and relations between them and to wider IT issues.
- Demonstrate knowledge of essential service management concepts and awareness of essential service management techniques.
- List costs, benefits, and possible problems associated with implementing ITIL Service Support and Service Delivery processes.
- Be competent to apply service management essentials and participate in service delivery/support functions in your own work.
- Achieve Foundation-level certification, if desired
- Prerequisites
- Students must hold the v2 Foundation Certificate in IT Service Management.

EXIN Exam

The exam may be scheduled to be taken at close of the class on the second day.

To sign up for the Exam

You may register for the exam online at www.prometric.com or at Learn iT! on the first day of class.

Programming

Virtualization - VMWare

As a Microsoft Gold Partner Learn iT! understands the robust and dynamic nature of the IT world. We consistently offer the most in-demand certification courses to help your network infrastructure operate efficiently and migrate seamlessly.

Learn iT! offers qualified certification programs in: Windows Server 2003, Windows XP, MCSE, MS.NET, MS SQL, Cisco, Citrix, Security, CompTIA and more...

VM-100 - VMware vSphere POWERCAMP
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VM-200 - Mastering vSphere Advanced with ESX/ESXi and vCenter
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Duration: 4 days

Course Price: \$2995

This Learn iT! Mastering VMware vSphere with ESX/ESXi and vCenter Class includes the Virtualization Council's Master Infrastructure Architect (VC-MIA) certification; the leading certification in the industry for

Virtual Enterprise Architects. This certification validates your skills on designing and optimizing VMware® environments coupled with intensive training on a wealth of third-party applications that are invaluable when designing and building a VMware enterprise.

Course Objectives

Upon the completion of Learn IT!'s Mastering VMware vSphere with ESX/ESXi and vCenter, students will master:

- All of the new and exciting features of vSphere
- Foundational terms and concepts concerning virtualization
- How to install, configure and support ESX/ESXi server 4.1 and vCenter 4.1
- How to configure Virtual Machines, templates, and clones
- How to configure Virtual Networking and how to support VMotion / Storage VMotion
- P2V , V2V, V2P, and P2P Methods and Techniques
- Server Consolidation Procedures and Reasoning
- Tools to support a virtual infrastructure - VMware, Platespin, Vizioncore, Veeam, and more
- VMotion, Update Manager, Power Management, Guided Consolidation, Clustering –DRS/HA, and more
- Best Practices within a Virtual Enterprise
- How to perform backups in the ESX/ESXi Environment - Service Console and Virtual Machines - VCB
- How to use the Command Line Interface for supporting ESX/ESXi Servers - ESX/ESXi commands

Our Mastering course is intended for students with significant production experience in the vSphere product suite. It is our intention to take your existing knowledge base and expand upon that.

Mastering VMware vSphere with ESX/ESXi and vCenter Class - Benefits and Goals

Our four (4) day intense Mastering VMware vSphere with ESX/ESXi and vCenter class provides the most comprehensive approach to Virtualization training. This is an intense, accelerated immersion course, designed for computer professionals that require effective, real-world skill-building.

Only Learn IT!'s Mastering VMware vSphere with ESX/ESXi and vCenter offers you the following benefits:

- Learn IT!'s definitive, TOTAL immersion training experience
- Specialized Certification
- Intense instruction with no outside distractions
- Four (4) full days of intense instruction, labs and review with an expert virtualization instructor/consultant
- The typical day includes:
- Expert Led Instruction, bringing real world expertise into the classroom
- Hands-on Labs with in-class equipment
- Group Reinforcement Activities to help students retain the information for use in the field
- In class students:
- will use either 2 PC's
- 1st Workstation – each student uses his own server to manage his/her environment
- 2nd ESX – each student works hands-on with his/her own ESX server throughout class
- or use Dual Monitors using extended desktop
- Pod Access available 24/7 for the 4 days
- CD full of tools used in optimizing your Virtual Infrastructure
- Pre and post mentoring by top rated VMware instructors
- Opportunity to re-sit a classroom-based or distance learning course for up to one year
- Tangible evidence of career growth for potential salary increase and/or promotion
- Lower TCO for your Virtualization Environment

Prerequisites

This class is for IT professionals with 1 or more years of server and infrastructure experience including System Administrators with experience on Microsoft Windows and Linux operating systems, ESX/ESXi Server familiarity, vCenter or vSphere usage and vCenter or vSphere administration.

VMware vSphere VC-MIA Certification

The Mastering VMware vSphere class is capped off with a challenging certification, the VC-MIA (Virtualization Council - Master Infrastructure Architect). This certification requires passing a demanding exam that has been developed by an expert team of Virtualization Professionals. So not only do you leave trained, you leave TESTED by the top Virtualization Experts in the Industry!

VC-MIA (Virtualization Council - Master Infrastructure Architect) Certification - Exam Details

Exam Quick facts:

- Exam Length: 60-minutes
- # of exam items: 100
- Benefits: Certification for wall mounting, proof of knowledge-level
- Multiple choice
- Multiple answer
- Cut Rate: 72%

VM-300 - VMware View 4.6

Duration: 4 days

Course Price: \$2995

This Learn iT! VMware View 4.6 Class includes the Virtualization Council's View Administrator Professional (VC-VAP) certification; the leading certification in the industry for Virtual Enterprise Architects. This certification validates your skills on designing and optimizing VMware® environments coupled with intensive training on a wealth of third-party applications that are invaluable when designing and building a VMware enterprise.

Course Objectives

Upon the completion of Learn iT!'s VMware View 4.6 class, students will master:

- ESX Server 4.1
- vCenter 4.1
- VMware View 4.6
- Linked Clones
- Host Profiles
- vSphere Command line interface
- VMware View Connection Server
- VMXNET – generation 3
- vCenter install requirements
- Typical VM Build
- Distributed Virtual Switch
- Resource Views
- View Client with Local Mode
- floating desktops
- vdmadmin utility
- USB redirection and multimedia redirection
- Resource Storage VMotion
- VM Hardware v7
- Fault tolerance – VM shadow cloning
- VMware Tools

- Automated Desktop Pools
- VMware Paravirtualized SCSI
- VMware View Composer
- Virtual Networking
- Custom VM Build
- Hot add Hardware
- PCoIP
- Virtual Printing
- Local-mode desktops
- Backing up Restoring the View databases statistics

This exciting, hands-on, lab intensive course covers new items added to VMware's newest version of VMware View. Students will be covering the many features of VMware View. This course has students install, administer (looking closely at the new installs), build VM's and new VM features, as well as learn more advanced features with cloning and command line options. Our "VMware View 4.6" course is intended for students with significant production experience in the Infrastructure 3/vSphere product suite. It is our intention to take your existing knowledge base and expand upon that.

VMware View 4.6 Class - Benefits and Goals

Our four (4) day intense VMware View 4.6 class provides the most comprehensive approach to Virtualization training. This is an intense, accelerated immersion course, designed for computer professionals that require effective, real-world skill-building.

Only Learn IT!'s VMware View 4.6 offers you the following benefits:

- Learn IT!'s definitive, TOTAL immersion training experience
- Specialized Certification
- Intense instruction with no outside distractions
- Four (4) full days of intense instruction, labs and review with an expert virtualization instructor

The typical day includes:

- Expert Led Instruction, bringing real world expertise into the classroom
- Hands-on Labs with in-class equipment
- Group Reinforcement Activities to help students retain the information for use in the field

In class students:

- will use either 2 PC's
 - 1st Workstation – each student uses his own server to manage his/her environment
 - 2nd ESX – each student works hands-on with his/her own ESX server throughout class
- or use Dual Monitors using extended desktop
- Pod Access available 24/7 for the 4 days
- CD full of tools used in optimizing your Virtual Infrastructure
- Pre and post mentoring by top rated VMware instructors
- Opportunity to re-sit a classroom-based or distance learning course for up to one year
- Tangible evidence of career growth for potential salary increase and/or promotion
- Lower TCO for your Virtualization Environment

Prerequisites

This class is for IT professionals with 1 or more years of server and infrastructure experience including System Administrators with ESX/ESXi Server familiarity, VirtualCenter/vCenter usage and administration and experience on Microsoft Windows and Linux operating systems.

VMware vSphere VC-VAP Certification

The VMware View class is capped off with a challenging certification, the VC-VAP (Virtualization Council - View Administrator Professional). This certification requires passing a demanding exam that has been developed by Virtualization Professionals. So not only do you leave trained, you leave TESTED by the top Virtualization Experts in the Industry!

Exam Quick facts:

- Exam Length: 60-minutes
- # of exam items: 100
- Benefits: Certification for wall mounting, proof of knowledge-level
- Multiple choice
- Multiple answer
- Cut Rate: 72%

VMware POWERCAMP™

Duration: 5 days

Course Price: \$3995

Our five (5) day intense VMware POWERCAMP™ provides the most comprehensive approach to Virtualization training. This is an intense, accelerated immersion course, designed for computer professionals that require effective, real-world skill-building.

Only Learn IT!'s VMware POWERCAMP™ offers you the following benefits:

- Learn IT!'s definitive, TOTAL immersion training experience
- Industry's only DUAL Certification!
- Intense instruction with no outside distractions
- Five (5) full days of intense instruction, labs and review with an expert virtualization instructor

The typical day includes:

- Expert Led Instruction, bringing real world expertise into the classroom
- Hands-on Labs with in-class equipment
- Group Reinforcement Activities to help students retain the information for use in the field

In class students will use either 2 PC's

- 1st Workstation – each student uses his own server to manage his/her environment
- 2nd ESX – each student works hands-on with his/her own ESX server throughout class or use Dual Monitors using extended desktop
- Pod Access available 24/7 for the 5 days
- CD full of tools used in optimizing your Virtual Infrastructure
- Pre and post mentoring by top rated VMware instructors
- Opportunity to re-sit a classroom-based or distance learning course for up to one year
- Tangible evidence of career growth for potential salary increase and/or promotion
- Lower TCO for your Virtualization Environment

Prerequisites

This class is for IT professionals with 1 or more years of server and infrastructure experience including System Administrators with experience on Microsoft Windows and Linux operating systems

- VMware vSphere DUAL Certification
- The POWERCAMP™ is capped off with a challenging DUAL certification exam, the VC-VIP (Virtualization Council - Virtual Infrastructure Professional) and VC-MIA (Virtualization Council – Master Infrastructure Architect). This certification requires passing a demanding exam that has been developed by an expert

team of Virtualization Professionals. So not only do you leave trained, you leave TESTED by the top Virtualization Experts in the Industry with TWO CERTIFICATIONS!

DUAL VC-VIP/VC-MIA (Virtualization Council - Virtual Infrastructure Professional/Master Infrastructure Architect) Certification - Exam Details

Exam Quick facts:

- Exam Length: 60-minutes
- # of exam items: 100
- Benefits: Certification for wall mounting, proof of knowledge-level
- Multiple choice
- Multiple answer
- Cut Rate: 72%

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