Continuing Education Programs
(Not for Credit)

HERZING UNIVERSITY

Summer 2012
A MESSAGE FROM THE PRESIDENT

Our primary goal is to provide students with marketable skills leading to employment. Certainly, that means the technical skills and knowledge required in the career field chosen by the student. Our hands-on coursework and combination of academic and real-world instruction provide those skills.

 Marketable skills encompass more. Employers also expect technical competence while demanding good communication skills, teamwork, positive attitudes, high performance standards, and a willingness to accept responsibility in the workplace. In order to provide these equally necessary marketable skills, we integrate communication opportunities in all of our courses and encourage team involvement whenever appropriate. We also demonstrate and emphasize these performance standards to our students by requiring completion of a workplace-related project for appraisal.

At Herzing University students not only learn the technical and business skills required in professional occupations, they are also expected to develop essential work habits. Consequently, we stress the importance of attendance as an integral element of a complete education and as an important work habit to develop. Important work habits include responsibility and reliability, and attendance in class is a major factor in both these areas. Further, class attendance benefits the student through increased opportunity for learning, added success of team experiences, and demonstrated respect for the instructor and fellow students.

At Herzing University, we believe in student service. We are focused on providing all that we can to help students graduate, attain their career objectives, and fulfill their goals. We stand ready and able to demonstrate our commitment to your success.

Yours truly,

Renée Herzing
President

MISSION STATEMENT

It is the mission of Herzing University to provide high-quality undergraduate and graduate degrees and diploma programs to prepare a diverse and geographically distributed student population to meet the needs of employers in technology, business, healthcare (including social work), design, and public safety. Career-oriented degree programs include a complementary and integrated general education curriculum established to stimulate students’ intellectual growth, to contribute to their personal development, and to enhance their potential for career advancement.
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# Continuing Education Locations

## Campuses

**Akron Institute of Herzing University**  
1600 South Arlington Road, Suite 100  
Akron, OH 44306  
tel: (330) 724-1600  
fax: (330) 724-9688  
email: info@akroninstitute.com

**Atlanta Campus**  
3393 Peachtree Road NE, Suite 1003  
Atlanta, GA 30326  
tel: (404) 816-4533  
fax: (404) 816-5576  
email: info@atl.herzing.edu

**Birmingham Campus**  
280 West Valley Avenue  
Birmingham, AL 35209  
tel: (205) 916-2800  
fax: (205) 916-2807  
email: info@bhm.herzing.edu

**Brookfield Campus**  
555 South Executive Drive  
Brookfield, WI 53005  
tel: (262) 649-1710  
fax: (262) 797-9090  
email: info@brk.herzing.edu

**Kenosha Campus**  
4006 Washington Road  
Kenosha, WI 53144  
tel: (262) 671-0675  
fax: (262) 653-1434  
email: info@ken.herzing.edu

**Madison Campus**  
5218 East Terrace Drive  
Madison, WI 53718  
tel: (608) 249-6611  
fax: (608) 249-8593  
email: info@msn.herzing.edu

**Madison West Learning Center**  
3 Point Place  
Madison, WI 53719  
tel: (608) 620-2200  
email: mlc-info@herzing.edu

**Minneapolis Campus**  
5700 West Broadway  
Minneapolis, MN 55428  
tel: (763) 535-3000  
fax: (763) 535-9205  
email: info@mpls.herzing.edu

**New Orleans Campus**  
2500 Williams Boulevard  
Kenner, LA 70062  
tel: (504) 733-0074  
fax: (504) 733-0020  
email: info@nor.herzing.edu

**Omaha School of Massage and Healthcare of Herzing University**  
9748 Park Drive  
Omaha, NE 68127  
tel: (402) 331-3694  
fax: (402) 331-0280  
email: info@osmt.com

**Online Campus/Herzing University**  
Menomonee Falls Learning Center  
W140 N8917 Lilly Road  
Menomonee Falls, WI 53051  
tel: (866) 508-0748  
fax: (414) 727-7090  
email: info@onl.herzing.edu

**Orlando Campus**  
1865 SR 436  
Winter Park, FL 32792  
tel: (407) 478-0500  
fax: (407) 478-0501  
email: info@orl.herzing.edu

**Toledo Campus**  
5212 Hill Avenue  
Toledo, OH 43615  
tel: (419) 776-0300  
fax: (419) 776-0315  
email: info@tol.herzing.edu

## Continuing Education Divisions

**MasterLink Training**  
555 South Executive Drive  
Brookfield, WI 53005  
tel: (262) 754-8020  
fax: (262) 565-2469  
email: kkostrewa@masterlinktraining.com

**Medical Technology Management Institute**  
20900 Swenson Drive, Suite 650  
Waukesha, WI 53186  
tel: (262) 717-9797  
fax: (262) 717-9161  
email: custservice@mtmi.net
Registration and Policies

❖ How to Register

Please contact, via telephone, the campus or continuing education division that is offering the course(s) you are interested in for available dates, fees, and methods of payment. A listing of campuses/continuing education divisions are listed on the preceding page. If you are interested in a course, it is very important that you register as early as possible.

❖ Cancellation Policy

Herzing University and its continuing education divisions reserve the right to cancel any course or make any other changes it deems necessary in order to provide students with the best educational experience possible prior to the course offering date. Fees will be refunded in full if it becomes necessary to cancel a course; however, under no circumstances, will the amount refunded exceed the amount of the registration fee. Herzing University or its continuing education divisions will not reimburse students for the cost of travel or lodging in the event that a class is cancelled. We will make all reasonable attempts to notify students of cancellations or changes using the email, phone, and fax contact information provided by the student at the time of registration. It is recommended that you call the campus or continuing education division offering the course a day prior to your class to confirm that the class will meet as scheduled.

❖ Refund/Transfer Policy

We recognize you may occasionally need to cancel a registration. If your plans change, please contact (via telephone) the campus offering the course at least five business days prior to the course start date, and we will begin the refund process. Unless a separate policy is stated for a specific course, the following applies to all cancellations and refunds: prior to the first day of class, 100% of the fee paid will be refunded, minus a $10 administrative fee. If class has begun or concluded, refunds will be decided on a case-by-case basis. You may transfer into another course offered by the same campus/continuing education division.

❖ Professional Credit and Continuing Education Units

Some of the courses listed in this catalog qualify for CEUs (continuing education units). CEUs are a way of measuring and officially recognizing the time and effort the student puts into education for their job or profession. One CEU is equal to 10 hours of instruction. CEUs do not constitute academic credit. If the course you have taken qualifies for CEUs, you will be given documentation on either the last day of the course, or you will be sent a confirmation of completion of the course to your address of record following the course. CEUs do not constitute academic credit. The courses and programs outlined in this catalog are intended for professional training or development and do not transfer into any Herzing University degree programs.

❖ Undergraduate and Graduate Catalogs

For information on Herzing University’s for-credit undergraduate or graduate degree programs, as well as details on student policies, see the Herzing University undergraduate or graduate catalogs.
Madison Campus

Nurse Aide Training Program

This course is designed to meet the Wisconsin Department of Health Services training requirements for employment as a nurse aide, also known as nursing assistants, nursing aides, orderlies, and attendants, who perform duties in long-term care facilities, hospitals, and home healthcare agencies. The course content includes interpersonal communication skills, medical technology, legal and ethical responsibilities, safe and efficient clinical skill applications, gerontology, nutrition, infection control, safety/emergency procedures, and the application of wellness and illness concepts. These skills will prepare the student to focus on providing safe, effective, and caring services to the elderly or chronically ill patient of any age or those with developmental disabilities or mental health issues. Successful completion of the program prepares the student for the National Nurse Aide Assessment Program (NNAAP™) written and skills competency evaluation examination certification in accordance with appropriate Wisconsin state regulations. Students need to pass the state test before they can be placed on the Wisconsin Nursing Assistant Registry.

- Course Code/Version Code: CEU 0024/CENATP
- Contact Hours: 144.0
- Course Length: 8 weeks
- Prerequisite: None
## MasterLink Certification Paths

Please see the individual course descriptions following this list of certifications for more details.

### CCA for Citrix XenApp 6
- Citrix XenApp 6.5 Administration (CXA-206-1), 5 days

### CCAA for Citrix XenApp 5 for Windows Server 2008
- Implementing Citrix XenApp 5.0 for Windows Server 2008 (CXA-201-2), 5 days
- Advanced Administration for Citrix XenApp 5.0 for Windows Server 2008 (CXA-300-1), 5 days

### CCDA
- Designing for Cisco Internetwork v2.1 (DESGN), 5 days

### CCENT
- Interconnecting Cisco Networking Devices Part 1 v1.1 (ICND1), 5 days

### CCNA 1
- Interconnecting Cisco Networking Devices Part 1 v1.1 (ICND1), 5 days
- Interconnecting Cisco Networking Devices Part 2 v1.1 (ICND2), 5 days

### CCNA 2
- Interconnecting Cisco Networking Devices: Accelerated v1.1 (CCNAX), 5 days

### CCNA Security
- Implementing Cisco IOS Network Security v1.0 (IINS), 5 days

### CCNA Voice
- Introducing Cisco Voice and Unified Communications Administration v8.0 (ICOMM), 5 days

### CCNP
- Implementing Cisco Switched Networks v1.0 (SWITCH), 5 days
- Implementing Cisco IP Routing v1.0 (ROUTE), 5 days
- Troubleshooting and Maintaining Cisco IP Networks v1.0 (TSHOOT), 5 days

### CCNP Security
- Securing Networks With Cisco Routers and Switches v1.0 (SECURE), 5 days
- Deploying Cisco ASA v8.2 Firewall Features (Includes v8.3 Upgrade Content) v1.0 (FIREWALL), 5 days
- Deploying Cisco ASA VPN Solutions v1.0 (VPN), 5 days
- Implementing Cisco Intrusion Preventions Systems v7.0 (IPS), 5 days

### CCNP Service Provider
- Implementing Cisco IP Routing v1.0 (ROUTE), 5 days
- Implementing Cisco Quality of Service v2.3 (QOS), 5 days
- Implementing Cisco MPLS v2.3 (MPLS), 5 days
- Configuring BGP on Cisco v3.2 (BGP), 5 days

### CCNP Voice
- Implementing Cisco Voice Communications and QoS v8.0 (CVOICE), 5 days
- Implementing Cisco Unified Communications Manager, Part 1, v8.0 (CIPT1), 5 days
- Implementing Cisco Unified Communications Manager, Part 2, v8.0 (CIPT2), 5 days
- Troubleshooting Cisco Unified Communications v8.0 (TVOICE), 5 days
- Integrating Cisco Unified Communications Applications v8.0 (CAPPS), 5 days

### CompTIA A+
- CompTIA A+ (A+), 5 days

### CompTIA CTT+
- CompTIA Certified Technical Trainer Exam Prep Course (CTT+), 3 days

### CompTIA Linux+
- CompTIA Linux+ (LINUX+), 5 days

### CompTIA Network+
- CompTIA Network+ (NET+), 5 days

### CompTIA Project+
- CompTIA Project+ (PROJ+), 5 days

### CompTIA Security+
- CompTIA Security+ (SEC+), 5 days

### ITSM V3 Foundation Certification
- ITIL Foundations Training (ITILv3/ITILFT), 3 days
MCITP Database Administrator
- Transact-SQL: Writing Queries Using Microsoft SQL Server 2008 (2778), 5 days
- Maintaining a Microsoft SQL Server 2008 Database (6231), 5 days

MCITP Database Developer
- Transact-SQL: Writing Queries Using Microsoft SQL Server 2008 (2778), 5 days
- Implementing a Microsoft SQL Server 2008 Database (6232), 5 days

MCITP Enterprise Messaging Administrator on Exchange 2010
- Configuring, Managing, and Troubleshooting Microsoft Exchange Server 2010 (10135A), 5 days
- Designing and Deploying Messaging Solutions With Microsoft Exchange Server 2010 (10233A), 5 days

MCITP Server Administrator on Windows Server 2008
- Configuring and Troubleshooting Windows Server 2008 Active Directory Domain Services (6425), 5 days
- Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure (6421B), 5 days

MCITP SharePoint Administrator
- Configuring and Administering Microsoft SharePoint 2010 (10174), 5 days
- Designing a Microsoft SharePoint 2010 Infrastructure (10231A), 5 days

MCITP Windows 7 Enterprise Desktop Support Technician
- Installing and Configuring Microsoft Windows 7 Client (6292), 3 days
- Planning and Managing Windows 7 Desktop Deployment and Environments (6294), 5 days
- Troubleshooting and Supporting Windows 7 in the Enterprise (6293), 3 days
- Planning and Implementing Windows Server 2008 (6433A), 3 days

Microsoft Lync Server 2010
- Deploying, Configuring, and Administering Microsoft Lync Server 2010 (10533), 5 days
- Planning and Designing a Microsoft Lync Server 2010 Solution (10534), 5 days

Red Hat Certified Engineer
- Red Hat System Administration III With RHCSA (RHCE), 5 days

Red Hat Certified System Administrator
- Red Hat System Administration II With RHCSA (RHCSA), 5 days

VMware Certified Professional 5
- VMware vSphere: Install, Configure, Manage v5.0 (VMWC), 5 days

Adobe Courses

Acrobat

Adobe Acrobat 8.0 Pro Level 1
This course will cover the following areas: accessing information in a PDF document; creating PDF documents; modifying PDF documents; adding PDF navigation aids; working with multiple PDF documents; reviewing PDF documents; and implementing email-based and browser-based document reviews.

Course Code: A81
Contact Hours: 6.5
Course Length: 1 day
Prerequisite: Minimal experience with computers and common Microsoft applications such as word processing, spreadsheet, and Web browser applications

Adobe Acrobat 8.0 Pro Level 2
This course will cover the following areas: converting technical documents to PDF files; enhancing and controlling PDF content accessibility; customizing PDF documents for interactive use online; and preparing PDFs for commercial printing.

Course Code: A82
Contact Hours: 6.5
Course Length: 1 day
Prerequisite: None

Adobe Acrobat 9.0 Pro Level 1
Adobe Acrobat allows users to share files electronically by email, over a network, or on the Web so that recipients can view, print, and offer feedback. In this course, students will use Adobe Acrobat 9.0 to make information more portable, accessible, and useful.
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Adobe Courses

Adobe Acrobat 9.0 Pro Level 2

Who Should Attend: This course is designed for office professionals who need to create and share PDF files and PDF portfolios.

- Course Code: A91
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Basic experience with computers and common Microsoft applications such as word processing, spreadsheet, and Web browser applications

Adobe Acrobat 9.0 Pro Level 2

In this course, students will use Adobe Acrobat 9.0 Pro to convert technical documents to PDF files, enhance and control PDF content accessibility, customize PDF documents for interactive use online, and prepare PDFs for commercial printing.

Who Should Attend: Office professionals who want to employ the advanced productivity and creative features of Acrobat 9.0 Pro

- Course Code: A92
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Adobe Acrobat 9.0 Pro Level 1

Adobe Captivate

Adobe Captivate 5.0

Students will create software demonstrations and interactive training simulations using Adobe® Captivate® 5. Topics covered include exploring the Adobe Captivate 5 environment, creating a project, updating a project, recording and modifying audio, adding quizzes, publishing a project, and organizing projects.

Who Should Attend: This course is designed for beginners and intermediate Adobe® Captivate® 5 users who want to create software demonstrations and interactive simulations.

- Course Code: C5
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should be familiar with the Microsoft® Windows® operating system, Microsoft® Internet Explorer, and basic computer terminologies.

Adobe Dreamweaver

Adobe Dreamweaver CS5 Level 1

Topics covered in this course include designing, building, and uploading a website; identifying basic Web design concepts and customizing the Adobe Dreamweaver CS5 interface; building a website; designing Web pages; creating reusable site assets; working with different types of links; and uploading a website.

Who Should Attend: This course is intended for novice Web designers, Web developers, website designers, and graphic artists with some programming background who need to build simple websites and want to utilize the features of Adobe Dreamweaver CS5. The course covers Adobe Web Communication using Dreamweaver CS5 objectives and is intended to help prepare students to take the Adobe Certified Associate Exam.

- Course Code: DW51
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Web Design with XHTML, HTML, and CSS Level 1 or equivalent skills/knowledge

Adobe Dreamweaver CS5 Level 2

Students will develop professional-looking Web pages using the Adobe Dreamweaver CS5 application, work in code view, use coding tools and features available in Adobe Dreamweaver CS5, format Web pages using advanced CSS techniques, work with AP elements, work with Spry elements, create and validate forms, and integrate external files with Dreamweaver.

Who Should Attend: This course is intended for Web developers, designers, and administrators who are familiar with the basic tools and features of Adobe Dreamweaver CS5 and want to expand on existing knowledge to gain intermediate to advanced skills for creating and maintaining more robust interactive websites. This course covers the Adobe Certified Associate and Adobe Certified Expert exam objectives and is intended to help prepare students to take the Adobe Certified Associate and Adobe Certified Expert exams.

- Course Code: DW52
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Dreamweaver CS5 Level 1 or equivalent knowledge/skills
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Adobe Courses

Adobe Dreamweaver CS5 Level 3

Students will create and manage database-driven websites, establish database connectivity, work with recordsets, create interactive page elements, administer database records, create a user authentication system, and administer websites.

Who Should Attend: This course is intended for Web designers and developers who have experience in using Dreamweaver to build websites and have a desire to expand on their knowledge to create professional, dynamic websites.

- Course Code: DW53
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Adobe Dreamweaver CS5 Level 1 and Adobe Dreamweaver CS5 Level 2 or equivalent knowledge/skills.

Adobe Courses

Adobe Flash CS5 Level 2

Students will plan, design, and develop complex Flash projects using the Adobe Flash CS5 application. Topics covered include planning a Flash project, designing a project, managing symbols, laying out text in a Flash document, creating advanced animations, adding audio to a movie, working with ActionScript 3.0, publishing a movie in different file formats, and extending Flash.

Who Should Attend: This course is intended for users who want to expand their introductory skills in developing animations and work with ActionScript™ 3.0. This course covers the Adobe Certified Associate exam objectives and is intended to help prepare students to take the Adobe Certified Associate exam.

- Course Code: FL52
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Adobe® Flash® CS5 Level 1 or equivalent skills/knowledge. Students should also have the desire to expand their knowledge of ActionScript™ 3.0.

Adobe Courses

Adobe Flash CS5 Level 1

Students will create and manipulate a wide variety of objects ranging from simple graphic designs to complex animation sequences using the Adobe Flash CS5 application. Topics covered include getting started with Flash CS5; adding shapes, colors, and lines with drawing and painting tools; creating symbols and instances; identifying and comparing image types; manipulating objects; creating and modifying text and converting text to shapes; identifying animation tools and features and creating an animation; entering simple code in ActionScript; and adding a code snippet to Flash.

Who Should Attend: This course is intended for designers and developers who are new to Flash. It covers the Adobe Rich Media Communication using Flash Professional CS5 objectives and is intended to help prepare students to take the Adobe Certified Associate exam.

- Course Code: FL51
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should be familiar with the Windows environment (XP for those using the guide and Vista for online users), be familiar with the Web and its terminologies, have a basic frame of reference for graphic and design applications, and have a desire to know the basic terminologies and components of ActionScript™ and its role as a Flash programming language.

Adobe Courses

Adobe Illustrator CS5 Level 1

Students will use Adobe Illustrator CS5 to create illustrations that include graphics and text. Topics covered include getting acquainted with the Adobe Illustrator CS5 application, creating shapes in a document, creating custom paths, working with text in an Illustrator document, working with objects, enhancing documents, proofing documents to make them more accurate, and saving images for Web and print.

Who Should Attend: This course is intended for designers, publishers, pre-press professionals, marketing communications professionals, or people switching to a design job or taking on design responsibilities and who need to use Illustrator to create illustrations, logos, advertisements, or other graphic documents.

- Course Code: IL51
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should be familiar with the basic functions of their computer’s operating system such as creating folders, launching programs, and working with windows. Students should also have basic Windows application skills, such as copying and pasting objects, formatting text, saving files, and so on. Familiarity with basic design terminology, such as palettes, color modes, shapes, text, and paths is highly recommended.
Adobe Illustrator CS5 Level 2

Students will create complex illustrations, manage color across a range of devices, work with graphs and variables, control how illustrations appear on print and the Web, and preview them on mobile devices.

Who Should Attend: This course is intended for designers, publishers, prepress professionals, marketing communications professionals, or people switching to a design job or taking on design responsibilities and who need to use Illustrator to create illustrations, logos, advertisements, or other graphic documents. They will have some previous experience with Illustrator.

- Course Code: IL52
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Adobe Illustrator CS5 Level 1 or equivalent knowledge/skills

Adobe Courses

InDesign

Adobe InDesign CS5 Level 1

Students will utilize Adobe InDesign CS5 to create and deliver eye-catching printed documents. Topics covered include identifying the various elements of the Adobe InDesign interface, designing documents, enhancing documents with formats, color, and styles, working with page elements, managing objects, working with tables, and finalizing documents.

Who Should Attend: This course is intended for students who want to explore the basic tools and features of InDesign for creating professional page layout and designs.

- Course Code: ID51
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should be familiar with the functions of their computer’s operating system such as creating folders, launching programs, copying and pasting objects, formatting text, and retrieving and saving files. Familiarity with other Adobe software applications is helpful but not required.

Adobe InDesign CS5 Level 2

Students will use the advanced features of Adobe InDesign CS5 to create and design content for the Web and print. Topics covered include handling page elements, managing styles, developing complex paths, importing and exporting data to external files, working with XML files, creating dynamic documents, managing long documents, exporting InDesign files to other formats, and adjusting print settings.

Who Should Attend: This course is intended for students who want to expand their entry-level knowledge of Adobe InDesign by using advanced features and collaboration tools.

- Course Code: ID52
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Adobe InDesign CS5 Level 1 or equivalent knowledge/skills

Adobe Photoshop CS5 Level 1

Students will understand and use the various elements in the Photoshop CS5 interface so as to efficiently work with the software. They will use the different tools in Photoshop for selecting parts of images and identify the need for having layers in a Photoshop document. Students will also organize the different components of the design as layers. With the layered Photoshop document thus created, they will apply layer effects and other special effects in order to enhance the appearance of the design. Once the design is finalized, students will save images in both print and Web formats.

Who Should Attend: This course is intended for a diverse audience including, but not limited to, computer-savvy professionals who want to create and enhance graphics for marketing materials, newsletters, blogs, and websites; photographers who want to work with and prepare photos for print or Web; students with an interest in graphic design or those with novice design skills; and professionals who want to learn and use Photoshop CS5 as a complement to other CS5 programs, such as Illustrator. The course covers the Adobe Visual Communication using Photoshop CS5 objectives and is intended to help prepare students to take the Adobe Certified Associate Exam.

- Course Code: PH51
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should be familiar with the basic functions of their computer’s operating system such as creating folders, launching programs, copying and pasting objects, formatting text, and retrieving and saving files. Familiarity with other Adobe software applications is helpful but not required.
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Adobe Photoshop CS5 Level 2

Students will enhance the ability to create accurate masks and image effects, retouch images, work with video files, automate repetitive tasks, and integrate with other Adobe applications. They will also use image-editing tools in Photoshop to manipulate and enhance the appearance of an image.

Who Should Attend: This course is intended for intermediate and advanced users of Photoshop. The course covers the Adobe Visual Communication using Photoshop CS5 and Adobe Photoshop CS5 ACE exam objectives and is intended to help prepare students to take the Adobe Certified Associate and Adobe Certified Expert exams.

- Course Code: PH52
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should have taken the Adobe Photoshop CS5 Level 1 course or have equivalent skills/knowledge.

Boot Camps

CCDA Boot Camp

In this fast-paced five-day boot camp, students will receive the training and practice needed to design an efficient and well-built network while also preparing for the CCDA exam 640-863. This course includes the material from the Designing Cisco Internetwork Solutions (DESGN) course, various case studies, and an exam voucher for the CCDA exam. All Cisco Channel Specializations, except the SMB, require a valid CCDA as a part of the sales engineer role.

Who Should Attend: Design engineers; network administrators and systems engineers responsible for implementing and managing small and medium business networks; network support staff that will perform a help desk role in a medium or enterprise-sized company that has an integral network support escalation staff; network support staff that will act as network device installer and first-line support in a small business environment; customers or account managers who are new to Cisco products or just entering the internetworking industry; channel partners looking to achieve certifications for specific specialization requirements; and Cisco channel specializations that require a valid CCDA such as Express Foundation, Express Unified Communications, Advanced Unified Communications, Advanced Security, Advanced Wireless, Advanced Routing and Switching, and Advanced Data Center Networking.

- Course Code: CCDA
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Review of the eBook material included with this course in advance of attending. A basic understanding of all of the technologies listed on the Cisco CCIE Routing and Switching Written Exam Blueprint.

CCIE Routing and Switching Written Boot Camp

This CCIE routing and switching instructor-led written exam boot camp contains four consecutive days of intense training from our Cisco-certified industry experts and one day of testing. This course is specifically designed to assist students in passing their CCIE routing and switching written exam. The CCIE (Cisco Certified Internetworking Expert) routing and switching certification validates the expert knowledge and mastery of skills required to configure and manage all elements found within the Cisco CCIE Routing and Switching Blueprint. Class length is four consecutive days of training and one day of testing. In addition to classroom time, there will be daily homework assignments to be completed at night. These are very full days, so students should arrive at our facility rested and prepared to work. Each student receives dedicated instructor mentoring to ensure all concepts are completely understood. The courseware is updated to reflect the current content of the CCIE routing and switching written exam. Our courseware is updated after each class based on previous feedback. Free practice questions and one test attempt is included.

Who Should Attend: This class is designed for the student wishing to expedite the CCIE routing and switching written exam process.

- Course Code: CCIE1
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Review of the eBook material included with this course in advance of attending. A basic understanding of all of the technologies listed on the Cisco CCIE Routing and Switching Written Exam Blueprint.

ICM Bootcamp

This course is intended for personnel within the call center environment who will have day-to-day interaction with the ICM product from Cisco. The course combines elements from two separate five-day courses: ICM Product Training (ICMPT), and ICM System Administration (ICMSA). The course starts with an overview of ICM from the 40,000-foot level down to fundamental network design and ICM component process interaction. The students spend several days performing ICM configuration, basic scripting, and basic reporting—building a duplexed ICM system from the ground up to accommodate two geographically dispersed contact centers. The course also spends quality time with installation and troubleshooting of
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MasterLink Training components to include Web View, Internet Script Editor (ISE), Peripheral Gateway (PG) installation, database schema overview, external database connectivity and configuration, hot fix installation, and command line troubleshooting (rttest, opctset, procmom, dumplog).

Who Should Attend: This course is designed for call center managers, product managers, console operators, telecom analysts, application developers, and other individuals responsible for designing and implementing the ICM configuration, designing and monitoring ICM scripts, and generating ICM reports.

- Course Code: ICM
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Working knowledge of MS Windows-NT server, working knowledge of TCP/IP networking, and familiarity with call center operations (ADC, network and any IVR implementation)

Interconnecting Cisco Networking Devices Accelerated v1.1

Interconnecting Cisco Networking Devices—Accelerated v1.0 is an instructor-led course that provides students with the knowledge and skills necessary to install, operate, and troubleshoot a small- to medium-sized network, including connecting to a WAN and implementing network security. This course is the equivalent of Interconnecting Cisco Network Devices Part 1, v1.0 and Interconnecting Cisco Network Devices Part 2, v1.0 together. This boot camp will serve to review and expand on what the candidate already knows and add to it the detailed configuration and implementation of Cisco IOS devices.

Prospective CCNAX v1.0 students should prepare themselves for course days consisting of at least 10 hours and as long as 12 hours. Homework will be assigned and reviewed daily.

Who Should Attend: The ideal candidate would be someone who has worked in a data network environment (PC support/ helpdesk or network operations/monitoring) and has had hands-on experience, though no formal training, with Cisco IOS devices. The primary audience for this course is network administrators, network engineers, network managers, and systems engineers. The secondary audience for this course is network designers and project managers.

- Course Code: CCNAX
- Contact Hours: 60.0
- Course Length: 5 days
- Prerequisite: Basic computer literacy, basic Microsoft Windows navigation skills, and basic Internet usage skills

MCITP Server Administrator Boot Camp/
MCITP Windows 7 Enterprise Support Technician

This boot camp will prepare qualified Microsoft professionals to earn the Microsoft Certified IT Professional (MCITP): Server Administrator and MCITP: Enterprise administrator certifications for Server 2008. In this intensive test-preparation program where the goal is certification, students will practice sample questions and take simulated exams using Transcender, the industry-leading test-preparation product. This boot camp includes all the exams needed for certification, along with one free retake voucher for each exam if needed. A fast-paced, rapid review session prior to each exam covers key material, providing comprehensive exam preparation.

- Course Code: MCITP2
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: None

MCITP Server and Enterprise Administrator Combo Boot Camp

This boot camp will prepare qualified Microsoft professionals to earn the Microsoft Certified IT Professional (MCITP): Server Administrator certification for Server 2008. In this intensive test-preparation program where the goal is certification, students will practice sample questions and take simulated exams using Transcender, the industry-leading test-preparation product. A fast-paced, rapid review session prior to each exam covers key material, providing comprehensive exam preparation.

- Course Code: MCITP
- Contact Hours: 97.5
- Course Length: 15 days
- Prerequisite: None

SQL Business Intelligence Boot Camp

This boot camp will prepare qualified Microsoft professionals to earn the Microsoft Certified Technology Specialist (MCTS): Microsoft SQL Server 2008 Business Intelligence certification. This program is truly dual purpose: for cutting-edge skills development, students are provided with expert instruction and the Intense School brand of hands-on labs that are accelerated and based on real-world scenarios; for test-preparation, students will practice sample question and take simulated exams using Intense Schools time-test proprietary practice exams.

- Course Code: MSQL
- Contact Hours: 32.5
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- Course Length: 5 days
- Prerequisite: None

System Center Client Management Suite Boot Camp

This instructor-led course provides students with the knowledge and skills to deliver Proof-of-Concepts and implement solutions based on the System Center Client Management Suite. The course focuses on typical scenarios for planning, deploying, and managing clients using the Microsoft System Center family of products: System Center Configurations Manager 2007, System Center Operations Manager 2007, System Center Data Protection Manager 2007, and System Center Service Manager 2010. The course discusses frameworks and methodologies for planning client management solutions and enables students to deliver Proof-of-Concept engagements using Client Management Suite.

Who Should Attend: This course is intended for technical pre-sales, engagement, and delivery consultants from Microsoft Certified Partners.

- Course Code: 50252
- Contact Hours: 26.0
- Course Length: 4 days
- Prerequisite: Students must have network and system administration knowledge, Active Directory knowledge, and familiarity with Microsoft System Center products (recommended).

Business Soft Skills Courses

Business Case Analysis

This course is an in-depth presentation of the business case analysis process required to support decisions concerning performance-based logistics. It provides students with a step-by-step method for development of the BCA. At the completion of the course, students should be capable of participating as an integral member of a PBL team in development and maintenance of the BCA.

- Course Code: BCA
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: None

Business Writing That Works

This two-day workshop will teach participants how to use the five Cs of writing; ensure their writing meets basic grammatical standards, including word agreement, sentence construction, proper spelling, and punctuation; differentiate between the active and passive voice; and write business letters, reports, memos, and emails.

- Course Code: SSBW
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: None

Communications Strategies

This course covers the following topics: identifying common communication problems; developing skills in asking questions; identifying non-verbal messages and what they are telling others; developing skills in listening actively and empathetically; enhancing the ability to handle difficult situations; and dealing with situations assertively.

- Course Code: SSCS1
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: None

Customer Service: Critical Elements

This two-day workshop will help teach participants how to recognize that service delivery is an individual response value,
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understand how an individual’s behavior impacts the behavior of others, develop more confidence and skill as a problem-solver, communicate more assertively and effectively, and make customer service a team approach.

- Course Code: SSCS2
- Contact Hours: 13.0
- Course Length: 2 day
- Prerequisite: None

Meeting Management:
The Art of Making Meetings Work

Meetings come in all shapes and sizes, from the convention to a quick huddle in an office hallway. This two-day program will be concerned with small working meetings and with groups that have a job to do and require the energy, commitment, and talents of those who participate. Participants will understand the value of meetings as a management tool, recognize the critical planning step that makes meeting time more effective, identify process tools that can help create an open and safe forum for discussion, and develop and practice techniques for handling counterproductive behavior.

- Course Code: SSMM
- Contact Hours: 13.0
- Course Length: 2 day
- Prerequisite: None

The Minute Taker's Workshop

Whether at work or in the community, people are involved in meetings. Meetings are costly, even if they are held in a company boardroom. To ensure meetings are productive and worth the expense involved, three ingredients are necessary: an assurance of closure, a strong chair or leader, and accurate minutes. It has been said that if the minutes of a meeting are not accurate, then the meeting may just as well not have taken place. If people can’t remember or agree on what actually occurred at a meeting, how can the group effectively accomplish its objectives? This one-day workshop helps minute-takers understand their role and the best techniques for producing minutes that include all the essential information needed.

- Course Code: SSMT1
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: None

Negotiating for Results

At the conclusion of this workshop, participants will understand how often we all negotiate and the benefits of good negotiation skills, recognize the importance of preparing for the negotiation process, regardless of the circumstances, identify the various negotiation styles, their advantages and disadvantages, develop strategies for dealing with tough or unfair tactics, gain skill in developing alternatives and recognizing options, and have the opportunity to practice the “how to” of these skills in a supportive environment.

- Course Code: SSNF
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: None

Problem Solving and Decision Making

If you are tired of applying dead-end solutions to recurring problems in your company, this two-day workshop should help you reconstruct your efforts and learn new ways to approach problem solving and develop practical ways to solve some of your most pressing problems as well as reach win-win decisions.

- Course Code: SSPS3
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: None

Project Management:
Understanding Project Management

Project management isn’t just for construction engineers and military logistics experts anymore. Today, in addition to the regular duties of one’s job, we are often expected to take on extra assignments—and to get that additional job done well, under budget, and on time. This workshop is not intended to take one from a supervisory or administrative position to that of a project manager. However, these three days will familiarize participants with the most common terms and the most current thinking about projects.

- Course Code: SSPM1
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: None
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Public Speaking
Do you get nervous when presenting at company meetings? Do you find it hard to make conversation at gatherings and social events? Do you lock up in awkward social situations? If so, this one-day workshop is just for you! It’s aimed at anyone who wants to improve their speaking skills in informal situations. This course will give participants the confidence and skills to interact with others and to speak in informal situations and in front of small groups.

- Course Code: SSPS1
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: None

Public Speaking: Presentation Survival School
A great presenter has two unique qualities: appropriate skills and personal confidence. This confidence comes from knowing what one wants to say and being comfortable with one’s communication skills. In this two-day workshop, participants will master the skills that will make them a better speaker and presenter.

- Course Code: SSP
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: None

Skills for the Administrative Assistant
This workshop is about working to the best of your abilities and encouraging the best in those who work with you or for you. This workshop will help participants understand the importance of professional presence on the job, learn how to self-manage to become more effective and efficient, improve communications skills, including listening, questioning, and being more assertive, and increase effectiveness in recognizing and managing conflict and in dealing with difficult people.

- Course Code: SSSA
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: None

SpeakEasy: Conquering Your Fear of Speaking in Public
Do you get nervous when presenting at company meetings? Do you find it hard to make conversation at gatherings and social events? Do you lock up in awkward social situations? If so, this one-day workshop is just for you! It’s aimed at anyone who wants to improve their speaking skills in informal situations. We’ll give you the confidence and the skills to interact with others and to speak in informal situations and in front of small groups.

- Course Code: SSSE
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: None

Time Management: Get Organized for Peak Performance
Time is money, so the adage goes, and lots of it gets lost in disorganization and disruption. This one-day workshop helps organize and prioritize for greater workplace efficiency. Participants will learn to get a grip on office space, organize work flow, learn how use a planner effectively, say no without guilt, and delegate work to other people. This workshop is full of ideas for organizing work areas and paperwork and working on the “right” things.

- Course Code: SSTM
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: None

Working Smarter Using Technology to Your Advantage
Technology is supposed to save us time and make our lives easier, but often it only complicates things. This course is designed to teach you, the manager, how to use technology to your advantage so that you and your staff work smarter, not harder. We’ll cover topics such as using ergonomics to prevent repetitive strain injuries (RSI); creating policies and procedures to make sure company resources are used properly, the best ways to use time-saving software (including e-mail, instant messaging, contact management software, and scheduling applications), and how to implement and manage telecommuting. This course will also discuss what to do when employees get angry with computers and how to deal with common problems related to technology.

- Course Code: SSWS
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: None
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**Writing Reports and Proposals**

This course is intended to help participants accomplish the writing their job demands. Managers at any level in business, government, or industry must write reports. Managers must write to explain things, to smooth relationships, and/or to convince others of the value of some course of action. Such writing must be clear, concise, complete, and correct. It must also convey the message in a courteous tone. This workshop will help participants identify the range of this kind of writing, the forms it takes, and the persuasive techniques it requires.

- **Course Code:** SSWR
- **Contact Hours:** 13.0
- **Course Length:** 2 days
- **Prerequisite:** None

**Celebrating Diversity**

This course will help teach participants what diversity and its related terms mean as well as to be aware of diversity and where they can improve. It will also help participants to understand how changes in the world can affect them and their view, how to identify one's stereotypes, what terms are politically correct, which are not, and why, the four cornerstones of diversity, what the pitfalls are relating to diversity and how to avoid them, a technique for dealing with inappropriate behavior, a management style to encourage diversity, and what to do if you or one of your employees feels discriminated against.

- **Course Code:** SSCD
- **Contact Hours:** 6.5
- **Course Length:** 1 day
- **Prerequisite:** None

**Business Soft Skills Courses**

**Human Resources**

**Anger Management:**

**Understanding Anger—Yours and Others**

This one-day workshop will help teach participants how to recognize how anger affects the body, mind, and behavior; use the five-step method to break old patterns and replace them with a model for assertive anger; control emotions when faced with other peoples’ anger; and identify ways to help other people safely manage some of their repressed or expressed anger.

- **Course Code:** SSAM
- **Contact Hours:** 6.5
- **Course Length:** 1 day
- **Prerequisite:** None

**Building Self-Esteem and Assertive Skills**

This workshop will help teach participants how to grow in the conviction that they are competent and worthy of happiness, make a positive first impression, turn negative thoughts into positive thoughts, make requests in order to get what is wanted, and find ways to connect with people.

- **Course Code:** SSBS
- **Contact Hours:** 6.5
- **Course Length:** 1 day
- **Prerequisite:** None

**Change Management:**

**Change and How to Deal With It**

This workshop will help teach participants how to accept that there are no normal or abnormal ways of reacting to change, but that we must start from where we are; see change not as something to be feared and resisted, but as an essential element of the world to be accepted; understand that adapting to change is not technical but rather an attitude, and that change is not an intellectual issue but one that strikes at who you are; recognize that before we can embrace the way things will be, we must go through a process of grieving and letting go of the way things used to be; and identify strategies for helping change be accepted and implemented in the workplace.

- **Course Code:** SSCM
- **Contact Hours:** 6.5
- **Course Length:** 1 day
- **Prerequisite:** None

**Conflict Resolution:**

**Dealing With Difficult People**

During this workshop, participants will learn how their attitudes and actions impact others; new and effective techniques for dealing with difficult people; coping strategies for dealing with difficult people and difficult situations; how to identify times when they have the right to walk away from a difficult situation; and techniques for managing and dealing with anger.

- **Course Code:** SSCR1
- **Contact Hours:** 6.5
- **Course Length:** 1 day
- **Prerequisite:** None
Conflict Resolution: Getting Along in the Workplace

During this workshop, participants will learn what conflict is and how it can escalate; the five most common conflict resolution styles; how to increase positive information flow through non-verbal and verbal communication skills; effective techniques for intervention; how to strengthen staff trust and morale; and how to be more confident of one’s ability to manage conflicts.

- **Course Code:** SSCR2
- **Contact Hours:** 13
- **Course Length:** 2 days
- **Prerequisite:** None

Employee Dispute Resolution: Mediation Through Peer Review

The peer review process offers employees a chance to use a formalized procedure. Topics covered include the following: a definition of peer review; initiating the process; the peer review panel; choosing a facilitator; choosing the panel; the panel’s contract; the panel’s role and responsibilities; asking questions; the peer review process; preparing for the hearing; the hearing; making the decision; panel walkthrough; and why the process sometimes fails.

- **Course Code:** SSED
- **Contact Hours:** 6.5
- **Course Length:** 1 day
- **Prerequisite:** None

Hiring Smart: Behavioral and Performance-Based Techniques

Behavior interviewing is a very reliable and valid candidate selection technique based on the work of Tom Janz, University of Calgary. While we may say that past behavior is the best indicator of future behavior, we don’t always act as if we believe this when we are interviewing candidates—often because we aren’t certain how to ask questions that will tell us about past performance. This workshop concentrates on the pre-interview preparation, developing questions and their value, the interview techniques that get specific, behavior-based examples of past performance, and the strategies that follow through on this process.

- **Course Code:** SSHS
- **Contact Hours:** 13.0
- **Course Length:** 2 days
- **Prerequisite:** None

Stress Management Training

This workshop will explore the harmful long-term effects of stress on our mental and physical health and provide suggestions for managing our individual stresses more effectively. Strategies may include changes in lifestyle, stress management techniques such as relaxation and exercise, and the use of music or humor as coping strategies.

- **Course Code:** SSSM
- **Contact Hours:** 6.5
- **Course Length:** 1 day
- **Prerequisite:** None

Business Soft Skills Courses

Sales and Marketing

Building Relationships for Success in Sales

No one questions that making friends is a good thing. However, it’s not an easy thing, particularly when you’re cultivating business relationships. How do you make friends with customers you don’t like? How do you find common ground when there appears to be none? How do you start networking when you go to a business convention and you don’t know anyone? These are just some of the difficult questions that you may face in your day-to-day work as a salesperson. In this one-day workshop, participants will discover that the business of business is making friends and the business of all sales professionals is making friends and building relationships. Strategic friendships will make or break any business, no matter how big and no matter what kind of market.

- **Course Code:** SSBR
- **Contact Hours:** 6.5
- **Course Length:** 1 day
- **Prerequisite:** None

Dynamic Sales Presentations

This workshop will focus on formal written proposals and in-person presentations. Topics include business writing basics; writing a proposal; getting thoughts on paper; planning the proposal; basic formats; editing; the finishing touches; the handshake; the professional handshake; evaluation; getting ready for the presentation; elements of a successful presentation; positives and negatives; dressing appropriately; dealing with questions; and presentations.

- **Course Code:** SSDS
- **Contact Hours:** 6.5
Overcoming Objections and Nailing the Sale

Most sales professionals are always looking for ways to overcome customer objections and close the sale. This workshop will help participants plan, prepare, and execute proposals and presentations that address customer concerns, reduce the number of objections encountered, and improve batting averages in closing the sale.

- Course Code: SSOO
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: None

Prospecting for Leads Like a Pro

Prospecting is the key to sales success. Success today is a result of the prospecting done six months ago. In this workshop, participants will become skilled at networking and learn the 80/20 rule. After the workshop, participants will know who to target and how to target them, and they will remember to do some prospecting every day through warming up cold calls, following up on leads, or networking. Participants will also build a personal prospecting plan to ensure the future by planting seeds daily.

- Course Code: SSPL
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: None

Selling Smarter

It’s no secret that selling has changed in recent years. This is an exciting and dynamic profession, yet it is one of the most underrated and misunderstood, at least in recent years. The back-slapping sleazy, joke-telling huckster has disappeared, and there is a new generation of sales professionals—highly trained and groomed, with the characteristics of honesty, trustworthiness, and competence. Broadly defined, today’s top salespeople are in the business of identifying needs and persuading potential customers to respond favorably to an idea that will result in mutual satisfaction for both the buyer and the seller. This workshop will help participants develop these skills, enabling them to sell smarter.

- Course Code: SSSS
- Contact Hours: 6.5

Using the Telephone as a Sales Tool

We never stop learning how to improve our selling skills. Virtually everybody in sales today sells over the phone at least part of the time. Perhaps it is time to evaluate how you use the telephone and where it fits into your sales and marketing mix. The telephone can supplement, enhance, and sometimes replace other means of marketing and selling. This personal approach can dramatically increase sales success. This workshop will help participants hone their communication skills as well as their ability to persuade and personalize each sales call to the person and situation.

- Course Code: SSUT
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: None

Business Soft Skills Courses

Supervisors and Managers

The ABCs of Supervising Others

This workshop is for new supervisors or people interested in a supervisory position as well as those who are lead hands or part-time supervisors without a great deal of authority. This workshop is designed to help participants overcome many of the supervisory problems encountered in the first few weeks as a boss. Dealing with the many problems a new supervisor encounters isn’t easy, but it doesn’t have to lead to discouragement.

- Course Code: SSABC
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: None

Business Leadership: Becoming Management Material

This three-day workshop will help participants learn how to master Peter Senge’s five disciplines, add Kouzes and Posner’s five practices to their life, build trust with their employees, develop key management skills, including change management, time management, critical thinking, delegation, problem solving, presentation strategies, communications, strategic planning, and feedback techniques, and use Robert Cialdini’s six influence strategies to their advantage.
MasterLink Training

- Course Code: SSBL
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: None

Coaching: A Leadership Skill
This one-day workshop will teach participants how to use coaching to develop their team, develop the coaching skills that help improve individual performance, demonstrate the behaviors and practices of an effective coach, recognize employees’ strengths, and give them the feedback they need to succeed.

- Course Code: SSCL
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: None

Conducting Effective Performance Reviews
This three-day workshop will teach participants the following: the importance of having a performance review process, how to work with employees to set performance standards and goals, skills in giving feedback, listening, and asking questions, a proven interview process, and how to make the performance review legally defensible.

- Course Code: SSCE
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: None

Customer Service Training:
Managing Customer Service
This one-day workshop will teach participants how to identify ways to establish links between excellence in customer service and business practices and policies, develop the skills and practices that are essential elements of a customer service focused manager, recognize what employees are looking for to be truly engaged, recognize who their customers are and what they are looking for, and develop strategies for creating engaged employees and satisfied customers.

- Course Code: SSCS3
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: None

Delegation: The Art of Delegating Effectively
Delegation is one of the hardest skills for a manager to master; however, the skill can be learned. This one-day workshop will explore many of the facets of delegation—when to delegate, and who to delegate to. We will also go through the delegation process, step by step, to see where the pitfalls lie and what can be done to get around them.

- Course Code: SSDA
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: None

Marketing and Sales
A small marketing budget doesn’t mean goals and business objectives can’t be met—businesses just have to be more creative in their marketing tactics. This one-day workshop will show participants how to get maximum exposure at minimum cost. Participants will recognize what is meant by the term “marketing,” discover how to use low-cost publicity to get their name known, learn how to develop a marketing plan and a marketing campaign, use time rather than money to market their company effectively, and understand how to perform a SWOT analysis.

- Course Code: SSMS
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: None

Motivation Training: Motivating Your Workforce
It’s no secret—employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive. This one-day workshop will help supervisors and managers create a more dynamic, loyal and energized workplace. It is designed specifically to help busy managers and supervisors understand what employees want and to give them a starting point for creating champions.

- Course Code: SSMT2
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: None
Performance Management: Managing Employee Performance

This three-day course is for supervisors who wish to better understand themselves and others through completing and interpreting personality typing. Participants will develop problem-solving and decision-making skills and explore performance management issues.

- Course Code: SSPM2
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: None

The Professional Supervisor

With a host of new challenges and responsibilities to tackle, new supervisors need training like never before. Learning how to supervise new employees on a trial-and-error basis can lead to discouragement. This workshop can help participants overcome many of the supervisory problems a new “boss” may encounter.

- Course Code: SSPS2
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: None

Team Building: Developing High-Performance Teams

This three-day workshop will teach participants how to identify different types of teams, build teamwork by recognizing and tapping into the twelve characteristics of an effective team, promote trust and rapport by exploring team player styles and how they impact group dynamics, recognize the key elements that move a team from involvement to empowerment and learn how to give these elements to the team, develop strategies for dealing with team conflict and common situations, and use action planning and analysis tools to help a team perform better.

- Course Code: SSTB
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: None

Teamwork: Building Better Teams

This workshop will help participants learn about the different kinds of teams, discover how to develop team norms, review the Gradients of Agreement, learn how to identify team player styles, and learn ways to become a better team player.

- Course Code: SSTW
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: None

Business Soft Skills Courses

Train-the-Trainer

Facilitation Skills: Becoming a Great Trainer

It is impossible to be part of an organization today and not attend meetings. Staff meetings, project meetings, planning and coordinating meetings—they all take time. There has been a growing realization that we have to pay attention to the process elements of meetings if we want them to be effective. With its focus on asking rather than telling, and listening to build consensus, facilitation is the new leadership ideal—the core competency everybody needs. Managers and supervisors are often asked to facilitate rather than instruct or manage their meetings and training sessions. This two-day workshop has been created to make core facilitation skills better understood and readily available for your organization. It represents materials and ideas that have been tested and refined over twenty years of active facilitation in all types of settings.

- Course Code: SSFS
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: None

Train-the-Trainer: Advanced Skills for the Practical Trainer

Behind every spectacular training session is a lot of preparation and meticulous attention to detail. The truly skilled trainer can make a program exciting. The learners will have fun while they are learning. The facilitator has been able to involve their emotions as well as their minds. Participants will see the involvement and feel the energy. To reach this stage as an adult educator isn’t always easy, but success isn’t just for the naturally gifted. It is possible for all of us who put effort into our personal growth and development because we want the enormous satisfaction that comes from working with others to help them reach their potential as human beings.

- Course Code: SSAPT
- Contact Hours: 6.5
Train-the-Trainer: The Practical Trainer

This workshop is designed to help the individual who is not (or at least not yet) a professional trainer. The focus is on the supervisor, manager, or brand new trainer who has been asked to present or train a group of individuals—a task for which he or she has little prior experience. This on-the-job training can strike fear into the heart of the most skilled and experienced employee.

- **Course Length:** 1 day
- **Prerequisite:** None

SharePoint 2010 Business Intelligence

This five-day instructor-led course explores how to use SharePoint as the platform for business intelligence. Journey through the SharePoint Business Intelligence Center, Excel Services, Reporting Services, Analysis Service, Performance Point, and PowerPivot to implement BI strategies and enable your decision-makers to see data in new and dynamic ways! This course will take the student down a path of building a BI environment from scratch to full interactive dashboards using the Microsoft BI Stack.

- **Who Should Attend:** This course is for senior business intelligence architects and consultants, senior business analysts, or anyone responsible for implementing BI with SharePoint.
- **Course Code:** 50429
- **Contact Hours:** 32.5
- **Course Length:** 5 days
- **Prerequisite:** Students must have an understanding of the SharePoint 2010 user interface, database reporting concepts, and familiarity with data marts and data warehouses.
Installing and Configuring the Windows Vista Operating System

This three-day instructor-led course provides students with the knowledge and skills to install and configure Windows Vista desktops. It will focus on four main areas: installing, securing, networking, and browsing. By the end of the course, the student will have installed and configured a Windows Vista desktop that is secure, on the network, and ready for browsing. This is the first course in the Windows Vista curriculum and will serve as the entry point for other Windows Vista Technology Specialist courses.

Who Should Attend: The target audience for this course is IT professionals wishing 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.

- Course Code: 5115
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: Students must have the following knowledge/skills: familiarity with computer hardware and devices; basic TCP/IP knowledge; basic Microsoft Windows and Active Directory knowledge; experience with mapping network file shares; experience with running commands from a command window; and experience with reviewing BIOS settings. In addition, it is recommended, but not required, that students have completed Clinic 5056—First Look: Getting Started with Windows Vista for IT Professionals and Hands-on-Lab 5057—First Look: Getting Started with Windows Vista for IT Professionals.

Planning and Managing Windows 7 Desktop Deployments and Environments

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 Exam 70-686—Pro: Windows 7, Enterprise Desktop Administrator.

Who Should Attend: 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.

- Course Code: 6294
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Students must have the following knowledge/skills: a solid understanding of TCP/IP and networking concepts; a solid Windows and Active Directory background; a good understanding of scripts and batch files; a solid understanding of security concepts; experience performing a clean installation of Windows 7; Upgrade to Windows 7, and migrating user-related data and settings from Windows XP; experience configuring 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; experience configuring mobile computers and devices; familiarity with the client administration capabilities of Windows Server and management tools; familiarity with deployment, packaging, and imaging tools; the ability to work in a team/virtual team; and experience training and mentoring others.

Certified Microsoft Technical Courses

Maintaining and Troubleshooting Windows Vista Computers

This three-day instructor-led course provides students with the knowledge and skills to successfully maintain and troubleshoot Windows Vista computers. It will provide them with the knowledge and skills necessary to identify technical problems that can occur in an organization's client computers. The course will focus on five main troubleshooting areas: operating system, hardware, networking, security, and applications. It will also provide the knowledge and skills necessary to monitor and maintain Windows Vista client computers.

Who Should Attend: The audience for this course is experienced Enterprise-level IT professionals who focus on a broad range of desktop operating systems, desktop applications, mobile devices, networking, and hardware support issues. As working professionals, they must quickly resolve support issues by combining technical expertise with problem-solving and decision-making skills and have a deep understanding of their business
Managing Enterprise Desktops Using the Microsoft Desktop Optimization Pack

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.

Who Should Attend: 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.

- Course Code: 50235
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Students must have the following knowledge/experience: Active Directory knowledge and concepts including Group Policy; Windows Server 2008 knowledge and experience; fundamental knowledge of SQL Server 2005; fundamental knowledge of Windows Terminal Services; fundamental knowledge of System Center Configuration Manager 2007; fundamental knowledge of Microsoft Operations Manager; and experience managing Windows desktops in an Enterprise environment.

Supporting Windows Vista Computers With Desktop Images and Applications Packages

This two-day instructor-led course provides students with the knowledge and skills to use a Windows Vista operating system image and application package deployment infrastructure to minimize the downtime at the Windows Vista client. The desktop support technicians can use this infrastructure to improve the support experience in the following scenarios: new installations; single computer migrations; and single computer reinstallations. The course also provides guidance on how to install application packages on Windows Vista computers for support scenarios that require application updates or reinstall: install Windows Vista; upgrade to Windows Vista Ultimate Edition; configure post-installation system settings; configure basic networking; configure advanced networking; configure user account security; configure network security; and configure Microsoft Internet Explorer 7.0.

- Course Code: 5119
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: Students must have the following knowledge/skills: familiarity with PC hardware and devices; basic Windows and Active Directory knowledge; familiarity with the 2007 Microsoft Office System, specifically Microsoft Word 2007 and Microsoft Excel 2007; the ability to map network file shares; experience installing applications from media (CD/DVD); experience working from a command window; the ability to burn or create boot media; experience configuring BIOS options; familiarity with reviewing support logs; knowledge of chronology, sequential order, severity, etc. In addition, it is recommended, but not required, that students have completed the following courses: 5115A—Installing and Configuring the Windows Vista Operating System; and 5116A—Configuring Windows Vista Mobile Computing and Application.

Troubleshooting and Supporting Windows 7 in the Enterprise

The goal of this training is to enable participants to support the Windows 7 operating system and solve technical troubleshooting problems in a Windows 7 and Windows Server 2008 R2 networking environment. This course helps candidates prepare for Exam 70-685, the final requirement for the Enterprise Desktop Support Technician (EDST) professional credential. By the end of the course, students will have been exposed to the process of establishing and
using a troubleshooting methodology and the EDST job role and responsibilities. Additionally, students will be exposed to various troubleshooting tools and techniques that enable them to address the following Windows 7 issues in an Enterprise network environment: startup group policy; hardware and device driver performance; network connectivity; remote connectivity; user profile and logon; security; and applications.

Who Should Attend: The primary audience for this course is the Enterprise desktop support technician (EDST) providing tier 2 support. The secondary audience for this course is the desktop support technician (DST) in an upper MORG organization. EDSTs are experienced IT professionals who focus on a broad range of desktop operating systems, desktop applications, mobile devices, networking, and hardware support issues. EDSTs must combine technical expertise with problem-solving and decision-making skills and have 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 while adhering to business and technical requirements and constraints. EDSTs are primarily responsible for the maintenance and support of PC desktops, installing and testing line-of-business applications on end-user computers, and physically making changes to user desktops or re-images as required. EDSTs have used previous versions of Microsoft Windows desktop operating systems and may have experience with Microsoft Windows Server operating systems. Their job requires them to keep their skills and knowledge current with new versions and updates of technology as defined by the business environment. They use EMS/PowerShell scripts for routine tasks and bulk operations. They conduct most server management tasks remotely by using Terminal Server or other administration tools installed on their local workstations.

Course Code: 6293
Contact Hours: 19.5
Course Length: 3 days
Prerequisite: In addition to their professional experience, students who attend this training should already have the following technical knowledge: networking fundamentals, including TCP/IP/User Datagram Protocol (UDP); Domain Name System (DNS); Microsoft Active Directory principles and management; Microsoft Windows Server 2008 fundamentals; Microsoft Windows Client fundamentals; or 2010 and/or 2007 Microsoft Office system fundamentals. Students who attend this training can meet the prerequisites by attending the following courses or obtaining equivalent knowledge and skills: 6292A—Installing and Configuring Windows 7 Client; or 6420B—Fundamentals of Windows Server 2008.

Windows 7, Enterprise Desktop Support Technician

This five-day instructor-led course provides students with the knowledge and skills needed to isolate, document, and resolve problems on a Windows 7 desktop or laptop computer. It will also help test-takers prepare for the 70-685 and 70-682 exams.

Who Should Attend: This course is intended for Windows 7 desktop support technicians who resolve tier 1 and 2 problems on desktop computers. A minimum of three years of experience configuring and supporting desktop or laptop operating systems is recommended.

Course Code: 50331
Contact Hours: 32.5
Course Length: 5 days
Prerequisite: Students must have the following skills/experience: TCP/IP troubleshooting skills; experience working in a domain environment; experience using desktop and command-line troubleshooting tools; experience installing and troubleshooting desktop application problems; and experience configuring registry and group policy settings.

Certified Microsoft Technical Courses

Exchange Server
Configuring, Managing, and Troubleshooting Microsoft Exchange Server 2010

This five-day, instructor-led course will provide students with the knowledge and skills to configure and manage an 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 directory services or Active Directory Domain Services (AD DS). This course will teach the student how to configure Exchange Server 2010 as well as provide guidelines, best practices, and considerations that will help optimize an Exchange Server deployment.

Who Should Attend: 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 Exchange Server versions.

Course Code: 10135
Contact Hours: 32.5
Prerequisite: Students must have the following skills/experience: at least two years experience working with Microsoft Exchange Server; at least six months experience working with Exchange Server 2010 or Exchange Server 2007; at least two years experience administering Windows Server, including Windows Server 2008; at least two years experience working with Active Directory Domain Services (AD DS); at least two years experience working with name resolution, including Domain Name Service (DNS); experience working with certificates; and experience working with Microsoft Windows PowerShell.

Designing a High-Availability Messaging Solution Using Microsoft Exchange Server 2007

This 2-day course teaches messaging engineers to design a high-availability messaging solution using Microsoft Exchange Server 2007. Students will 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 also learn how to design a backup strategy, disaster recovery procedures, and test plans for those procedures.

Who Should Attend: 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 high-availability solutions for Exchange Server 2007 or be planning to design high-availability solutions for Exchange Server 2007 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 may have experience in designing and managing high-availability solutions for other network services.

- Course Code: 5054
- Contact Hours: 13.0
- Course Length: 2 days
experience with designing and implementing Active Directory directory services in Microsoft Windows Server 2003; understanding of Exchange architecture; working experience with Exchange 2000 Server or Exchange Server 2003 and Exchange Server 2007; knowledge of how to use Exchange Server 2007 management tools Exchange Best Practice Analyzer (ExBPA) Microsoft Visio (to create infrastructure diagrams); and familiarity and experience with a Windows scripting or command line scripting.

Designing a Messaging Infrastructure Using Microsoft Exchange Server 2007

This three-day instructor-led course provides students with the knowledge and skills to design a messaging infrastructure. 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, coexistence, and client access needs. They also will learn strategies for gaining approval for designs from stakeholders.

Who Should Attend: This course is intended for people with three or more years experience working with previous Exchange Server versions 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 on the job or to be planning to design Exchange Server 2007 deployments 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 services and network infrastructure deployments. 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.

- Course Code: 5047
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: Students must have the following skills/experience: understanding of hardware concepts and the differences in addressable memory spaces between 32- and 64-bit architectures; have extensive detailed knowledge of Active Directory concepts and design principles; have working experience with designing and implementing Active Directory in Windows Server 2003; understand Exchange architecture; have working experience with Exchange 2000 Server or Exchange Server 2003 and Exchange Server 2007; have experience in using Exchange System Manager Exchange Best Practice Analyzer (ExBPA) and Microsoft Office Visio (to create infrastructure diagrams); and familiarity and experience with a Windows scripting or command line scripting.

Introduction to Installing and Managing Microsoft Exchange Server 2007

At the end of this three-day course, students who are new to Microsoft Exchange Server will learn how to configure and manage a messaging environment in accordance with technical requirements. Students will learn how to install Microsoft 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.

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

No experience with Exchange Server is necessary.

- Course Code: 5053
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: This course requires that students have the following skills/experience: understanding of e-mail technologies. Previous experience working with a Windows scripting or command-line scripting.


This one-day instructor-led course provides messaging specialists with the knowledge and skills to manage messaging security and policies. Students will learn how to manage messaging and connection security. They will also learn how to manage spam, anti-virus, and content filtering. And finally they will learn how to install and configure a gateway server. This course will help the student prepare for the Microsoft Certified Professional Exam 70-236: Implementing, Troubleshooting and Maintaining a MS Exchange Server 2007 Infrastructure.

Who Should Attend: This course is intended for Enterprise-level messaging administrators who have at least 3 years experience working in the information technology field, including administering Exchange Servers. Others who may take this course include IT generalists and help desk professionals who want to learn about Microsoft Exchange Server 2007.
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Administrators should have some experience with Exchange Server 2007.

- Course Code: 5049
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should have the following skills/experience: working knowledge of malware; conceptual understanding of firewalls; working knowledge of how Public Key Infrastructure (PKI) is managed in the directory; experience using tools and applications; working knowledge of Windows server operating systems; working knowledge of network technologies; working knowledge of Active Directory; knowledge of site and site connector configuration, schema and configuration partitions, and Global Catalogs; working knowledge of Exchange Server 2007; conceptual understanding of e-mail technologies; and knowledge of configuring and managing a messaging environment in accordance with technical requirements.

Monitoring and Troubleshooting Microsoft Exchange Server 2007

In this collection, comprised of 5 online courses, the student monitors and troubleshoots several aspects of Microsoft Exchange Server 2007. These include client performance and connectivity issues, messaging flow, mailbox servers, and external and additional services. The student will also identify the operational trends to determine an appropriate troubleshooting or upgrading solution for an organization. This online collection is composed of a rich multimedia experience coupled with comprehensive technical labs. It is intended for IT professionals who monitor and troubleshoot Microsoft Exchange Server 2007. This course helps prepare the student for certification exam 70-236. This course also helps the student to prepare for Microsoft Certified Professional exam 70-236—TS: Exchange Server 2007, Configuring.

Planning, Deploying, and Managing Exchange Server 2010 Unified Messaging

This course provides information on planning and managing Microsoft Exchange Server 2010 Unified Messaging (UM) deployments. The course addresses such topics as new features, upgrading from Microsoft Exchange Server 2007 UM to Exchange Server 2010 UM, Microsoft Office Communications Server 2007 integration, and tools and processes to support Unified Messaging planning, installation/setup, and implementation.

Who Should Attend: This course is intended for those who have a prior understanding of Exchange Server 2007 Unified Messaging features and functionality. The course is also targeted at early adopters of Exchange Server 2010 who need information on new features, deployment concerns, prerequisites, and best practices. This includes consultants, architects, and IT professionals in the field who need detailed information on the tools and processes available to support Exchange Unified Messaging.

- Course Code: 10508
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: To benefit from this course, students must have a thorough understanding of Exchange Server 2007 Unified Messaging features and functionality, an understanding of how to install and setup the Exchange Server 2010 Unified Messaging role, and general familiarity with Office Communications Server 2007 R2.

Certified Microsoft Technical Courses

Microsoft Office Communications Server

Implementing and Maintaining IM/Presence, Conferencing, and Telephony Using Microsoft Office Communications Server 2007

This five-day instructor-led course teaches students how to implement, maintain, and deploy Microsoft Office Communications Server 2007 R2. This course covers the
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topologies supported by Office Communications Server 2007 as well as the designing, implementing, and troubleshooting of an Office Communications Server 2007 R2 solution. This includes implementing telephony, conferencing, and group chat solutions.

Who Should Attend: The audience for this course is IT professional infrastructure specialists. This includes real-time communications technology specialists and professional engineers. In addition, IT professionals in any job role that interacts with Office Communications Server 2007 R2, Microsoft Office SharePoint Server, and Microsoft Exchange Server will benefit from the course.

- Course Code: 50214
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: This course requires the following knowledge/skills: familiarity with Active Directory and its concepts; familiarity with Exchange Server Messaging and its concepts; familiarity with Office SharePoint and its concepts; and experience with the 2007 Microsoft Office system or Microsoft Office 2003 Windows Server 2003 Networking technologies.

Office Communications Server 2007 R2 Ignite

This three-day instructor-led workshop provides students with the knowledge and skills to understand 300-level information on Microsoft Office Communications Server 2007 R2. The workshop focuses on understanding scenarios of Office Communications Server 2007 (OCS 2007), Office Communicator, and integration with Exchange 2007.

Who Should Attend: This course is intended for both novice and experienced IT professionals who are concerned about delivering IM/Presence, Conferencing, and Voice solutions to the enterprise.

- Course Code: 50232
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: None

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Network

Network Administration

This theory and lab course covers the following topics: definition of networking; review of cabling; review of network layers; network design models; review of network services; OSI model review; protocol stack/packaging overview; IP addressing overview; access methods; network hardware devices overview; network hardware administration—best practices; network account/hardware management; security management overview; disaster planning—best practices; preemptive troubleshooting; network monitoring overview; event logs; troubleshooting methodology; Windows security best practices; Novell environment differences overview; managing Microsoft AD and Exchange users—best practices; deleting users and managing user rights; Microsoft Exchange mail flow—best practices; and maintaining network documentation.

- Course Code: NA
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: None

Security

Designing Security for Microsoft Networks

This three-day instructor-led course provides the student with the knowledge and skills to design a secure network infrastructure. Topics include assembling the design team, modeling threats, and analyzing security risks in order to meet business requirements for securing computers in a networked environment. The course encourages decision-making skills through real-life scenarios that the target audience may encounter. The student is given the task of collecting the information and sorting through the details to resolve the given security requirement.

Who Should Attend: This course is intended for IT systems engineers and security specialists who are responsible for establishing security policies and procedures for an organization. Students should have one to three years of experience designing related business solutions.

- Course Code: 2830
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: This course requires that students meet the following prerequisites: a strong familiarity with Windows Server 2003 core technologies; a strong familiarity with Windows Server 2003 networking technologies and implementation; and a strong familiarity with Windows Server 2003 directory services technologies and implementation.
Certified Microsoft Technical Courses

SharePoint

**Advanced IT Pro Course for Microsoft Office SharePoint Server 2007 and Windows SharePoint Services 3.0**

This five-day instructor-led course provides students with the knowledge and skills to plan, deploy, and configure server farm solutions with Microsoft Office SharePoint Server 2007 and Windows SharePoint Services 3.0. The course focuses on key deployment and configuration tasks.

**Who Should Attend:** This course is intended for experienced architects and administrators who have a minimum of two years experience with SharePoint Technologies.

- **Course Code:** 50047
- **Contact Hours:** 32.5
- **Course Length:** 5 days
- **Prerequisite:** Students must have the following skills/experience: at least two years working with SharePoint products and technologies as a solution architect; technical architect; information architect; or farm administrator; experience gathering and analyzing customer requirements; and completion of courses 5060A—Implementing Windows SharePoint Services 3.0 and 5061A—Implementing Microsoft Office SharePoint Server 2007.

**Configuring and Administering Microsoft SharePoint 2010**

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

**Who Should Attend:** 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 administration of line-of-business (LOB) applications in conjunction with internal business customers.

- **Course Code:** 10174
- **Contact Hours:** 32.5
- **Course Length:** 5 days
- **Prerequisite:** In addition to their professional experience, students who attend this training should have the following experience: administration of SQL Server 2005 or 2008 Management Studio; and one year experience using Windows PowerShell cmdlets and general security and authentication practices.

**Designing and Developing Microsoft SharePoint Server 2010 Applications**

This five-day instructor-led course is intended for Microsoft 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.

**Who Should Attend:** This course is intended for IT professionals who will be responsible for designing custom code for projects 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 Microsoft Visual Studio 2010.

- **Course Code:** 10232
- **Contact Hours:** 32.5
- **Course Length:** 5 days
- **Prerequisite:** This course requires students to meet the following prerequisites: understanding of the problem-solving techniques that apply to the software development lifecycle (SDLC); 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; and experience in SharePoint development.

**Designing a Microsoft SharePoint 2010 Infrastructure**

This instructor-led course teaches IT professionals to design and deploy Microsoft SharePoint 2010.

**Who Should Attend:** 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 six months’ experience with SharePoint 2010 (including pre-released versions of the product).

- **Course Code:** 10231
- **Contact Hours:** 32.5
- **Course Length:** 5 days
- **Prerequisite:** Students must have the following skills/experience: at least two years of experience administering, deploying, managing, monitoring, upgrading, migrating,
Implementing MS Office SharePoint Server 2007

This three-day instructor-led course provides students with the knowledge and skills required to implement Microsoft Office SharePoint Server 2007 successfully in their organization.

Who Should Attend: 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.

Course Code: 5061
Contact Hours: 19.5
Course Length: 3 days

Prerequisite: Students must have the following skills/experience: experience in implementing, managing, and supporting Microsoft Windows SharePoint Services 3.0 environment; basic knowledge of Windows SharePoint Services and Microsoft Office SharePoint Server 2007 interoperability; at least two years of experience implementing, managing, and supporting Microsoft Windows Server 2003; at least two years of experience implementing, managing, and supporting Internet Information Services (IIS); and working knowledge of networking. In addition, it is recommended, but not required, that students have completed the following courses: 5060—Implementing Windows SharePoint Services 3.0; 3370—First Look: Getting Started With Microsoft Office SharePoint Server 2007; and 2553—Administering Microsoft SharePoint Portal Server 2003.

Implementing Windows SharePoint Services 3.0

This two-day instructor-led course provides students with the knowledge and skills to successfully implement Microsoft Windows SharePoint Services (WSS) version 3.0 in their organizations. It emphasizes that students should think about the architecture of their entire environment, including business and application needs, during the planning and deployment phases. The course covers how to perform a clean installation of WSS 3.0 and also describes all the prerequisites required to select the most appropriate method for upgrading WSS from 2.0 to 3.0 in a specific scenario. In addition, the course focuses on how to manage WSS after it is configured.

Who Should Attend: This course is intended for business application administrators (BAAs) who are engaged in the planning, design, and selection of line-of-business (LOB) applications, including Microsoft Office SharePoint Server (MOSS), 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. The audience is expected to have at least two years of experience in implementing, managing, and supporting Microsoft Windows Server 2003, including Internet Information Services (IIS).

Course Code: 5060
Contact Hours: 13.0
Course Length: 2 days

Prerequisite: Students must have the following skills/experience: on-the-job experience in implementing, managing, and supporting Microsoft Windows Server 2003, including IIS; working knowledge of networking; basic knowledge of key benefits of Microsoft Office SharePoint Server (MOSS); and knowledge of new features and functionality of MOSS and WSS acting as a platform for MOSS. In addition, it is recommended, but not required, that students have completed Clinic 3369B—First Look: Getting Started With Windows SharePoint Service 3.0.

Microsoft SharePoint 2010 Application Development

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

Who Should Attend: 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.

Course Code: 10175
Contact Hours: 32.5
Course Length: 5 days

Prerequisite: Students must have the following skills/experience: an understanding of the problem-solving techniques that apply to software development; approximately 12 months of experience with ASP.NET 3.5 with Visual Studio 2008 (or later); approximately one month of 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
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an understanding of the purpose and use of lists documents and libraries, personalizing an SP page/site using MySites, and using SharePoint Designer.

Microsoft SharePoint Server 2010 for the Site Owner/Power User

This two-day instructor-led course uses the SharePoint Server 2010 version of SharePoint. While it is of equal value for users of SharePoint Foundation, it does include a few features not found in Foundation.

Who Should Attend: This course is designed for the site owner/“power user” of a SharePoint site who needs to know how to create sites and lists, manage user access, and customize lists and pages.

- Course Code: 50470
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: Students must have working knowledge of SharePoint 2010 and know how to navigate a SharePoint site and SharePoint lists.

PowerPivot for End Users

This two-day Instructor-led course teaches the student how to use PowerPivot to access data sources, create relationships, use the PowerPivot DAX expressions, and generate and format reports. Students will also explore how PowerPivot workbooks can be integrated with SharePoint 2010.

Who Should Attend: This course is intended for advanced Excel users and users that want to gain familiarity with PowerPivot to build compelling reports.

- Course Code: 50433
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: Students must have general Excel and report-building skills.

SharePoint 2007 Designer Level 1

For students who have created intranet sites using Microsoft Windows SharePoint Services, there will be times when there is a need to build sites that lay emphasis on a company’s unique requirements and sites that align themselves with the company’s unique brand identity. In this course, the student will use Microsoft SharePoint Designer 2007 to customize SharePoint sites and build a new subsite on the SharePoint services platform.

Who Should Attend: This course is intended for SharePoint Web designers and SharePoint solution developers who want to learn to customize SharePoint sites by enhancing the look and feel of a SharePoint site and also to create dynamic pages using Web Parts and workflows.

- Course Code: SPD1
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should have taken the Microsoft Windows SharePoint Services 3.0 Level 1 course or have equivalent knowledge. Recommended, though not required, are the following courses: Microsoft Windows SharePoint Services 3.0—Level 2; and Cascading Style Sheets (Third Edition).

SharePoint 2007 Designer Level 2

Who Should Attend: This course is intended for entry-level SharePoint solution developers who are currently capable of creating basic SharePoint sites using the out-of-the-box functionality provided by the built-in SharePoint Designer templates and who now want to extend or create SharePoint sites with functionality by incorporating server Web controls, data controls, customized workflows, and administration.

- Course Code: SPD2
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: It is recommended that the student complete Microsoft SharePoint Designer 2007—Level 1 prior to taking this course.

SharePoint 2007 Operations

This five-day Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities course teaches every aspect of managing a SharePoint 2007 Server farm. This includes integration with applications like IRM, ForeFront, and Performance Point. Participants will learn the many ways to back up and restore SharePoint environments.

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

- Course Code: 50149
- Contact Hours: 32.5
- Course Length: 5 days
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- Prerequisite: Students must have the following experience/skills: experience managing windows server environments, and understanding of database and Web application architecture fundamentals.

SharePoint 2007 Web Development

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 website design concepts that focus on creating user-centric SharePoint sites.

Who Should Attend: This course is for those Web developers new to ASP.NET and SharePoint Web Customization. The primary audiences 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.

- Course Code: 50205
- Contact Hours: 32.5
- Course Length: 5 days

- Prerequisite: Prior to taking this course, students should have a general knowledge of website design and methodologies. They should also be familiar with SharePoint from an end user or administrative point of view. An understanding of ASP.NET 2.0 master pages and cascading style sheets is helpful, but not required. Participants should have basic CSS, XML, and HTML, and an understanding of SharePoint basics. An understanding of C# and .NET programming IS REQUIRED.

SharePoint 2010 Advanced Foundation Development

This is a five-day instructor-led, group-paced, classroom-delivery learning model with structured hands-on activities. This course focuses on SharePoint Foundation 2010 fundamental building blocks such as features, application pages, site pages, Web parts, custom list types, site columns, content types, custom workflows and site definitions. Other advanced topics include extending the Ribbon and writing custom service applications.

Who Should Attend: This course is for anyone looking to develop SharePoint customizations at a core level. This includes event handlers, features, site definitions, Web parts, timer jobs and workflows.

- Course Code: SPF101
- Contact Hours: 13.0
- Course Length: 2 days

- Prerequisite: The student should have taken any or all courses in the Microsoft Office 2010 curriculum and possess power-user familiarity with at least one of the applications. Experience accessing information via a Web browser is also required.

SharePoint 2010 Foundation Level 1

The student will learn to use, create, and edit content in a team website as well as create and perform basic management of a team site using SharePoint Foundation 2010.

Who Should Attend: This course is designed for individuals who will need to access information on a Microsoft SharePoint team site or for individuals who may need to create and manage a team website.

- Course Code: SPF101
- Contact Hours: 13.0
- Course Length: 2 days

- Prerequisite: The student should have taken any or all courses in the Microsoft Office 2010 curriculum and possess power-user familiarity with at least one of the applications. Experience accessing information via a Web browser is also required.

SharePoint 2010 Foundation Level 2

The student will learn to manage site collections and site components as a site collection administrator and as a site administrator.
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Who Should Attend: This course is designed for individual contributors or departmental staff in a variety of job roles, such as administrative assistants, and functional or operations managers, who have basic SharePoint skills and the responsibility for managing SharePoint sites as an enabling technology within their workgroups.

- Course Code: SPF102
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: The following course or equivalent experience is required: Microsoft SharePoint Foundation 2010—Level 1; some familiarity with basic Windows server concepts; PowerShell; basic concepts of coding and scripting; and Internet Information Server (recommended but not required).

SharePoint 2010 Overview for Developers

This two-day instructor-led course teaches the student all the new development changes that were made to SharePoint 2010, including sandboxed solutions, LINQ, REST, client object model, BCS, workflows and claims-based authentication.

Who Should Attend: This course is for anyone interested in getting an introductory look at the new development features of SharePoint 2010.

- Course Code: 50351
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: Students must have .NET object-oriented programming and understanding of development in SharePoint 2007.

SharePoint 2010 Overview for IT Professionals

This three-day instructor-led course explores the new architectural changes made to SharePoint 2010 and how to upgrade your 2007 environment to 2010.

Who Should Attend: This course is for IT pros who want to get a quick understanding, with hands-on labs, of the new features and interfaces in SharePoint 2010.

- Course Code: 50353
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: Students must have SharePoint 2007 experience (for upgrade) and an understanding of database and Web applications.

SharePoint Designer 2010 Level 1

Students will use Microsoft Windows SharePoint Designer 2010 to create and modify a SharePoint site. Other topics include identifying the basic features of the SharePoint Designer environment; creating a new subsite; adding content to a Web page; using Cascading Style Sheets to format a SharePoint site; linking Web pages; adding SharePoint components to the site; and automating business processes with workflows.

Who Should Attend: This course is intended for Web designers and developers, application developers, SharePoint site owners, and other knowledge workers with SharePoint end-user experience who want to use SharePoint Designer to create and customize SharePoint sites, enhance the look and feel of a SharePoint site, and create dynamic pages using Web Parts and workflows.

- Course Code: SP101
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: To benefit from this course, the student should have basic end-user skills with SharePoint and be familiar with the general structure and hierarchy of SharePoint sites. Students can obtain this level of knowledge and skill by taking Microsoft Windows SharePoint Foundation 2010—Level 1. Recommended, though not required, are the following courses: Microsoft Windows SharePoint Foundation 2010—Level 2; and Web Design with XHTML, HTML, and CSS—Level 1.

SharePoint Designer 2010 Level 2

Students will extend a SharePoint site by including server-side controls and administering a SharePoint site. Topics include providing user interactivity to their websites using ASP.NET forms; implementing custom content types; integrating SharePoint sites with other data sources; manipulating external data sources; implementing advanced data integration techniques; creating different types of workflows; and administering a SharePoint site using administration tools in SharePoint Designer 2010.

Who Should Attend: This course is intended for entry-level SharePoint solution developers who are currently capable of creating basic SharePoint sites using the out-of-the-box functionality provided by the built-in SharePoint designer templates and who now want to extend or create SharePoint sites with functionality by incorporating server Web controls, data controls, customized workflows, and administration.

- Course Code: SP102
- Contact Hours: 6.5
- Course Length: 1 day
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Prerequisite: To ensure success in this course, the student should be able to create basic SharePoint sites using existing SharePoint Designer templates. This level of skill and knowledge can be achieved by taking Microsoft Windows SharePoint Designer 2010—Level 1 prior to this course.

SharePoint Server 2010

Students will collaborate with team members and share information using Microsoft SharePoint Server 2010. Topics include describing the collaborative technology in Microsoft SharePoint Server 2010 and identifying the interface elements of a SharePoint site; organizing information in SharePoint Server 2010 by using lists; storing and sharing documents in a SharePoint site using libraries; collaborating with team members; creating a personalized site using the My Site feature; administering a SharePoint site; and managing content in SharePoint Server 2010.

Who Should Attend: This course is intended for Microsoft SharePoint Server 2010 users who will need to collaborate with team members, organize documents, manage lists, and integrate SharePoint 2010 with Microsoft Office 2010.

Course Code: SPS
Contact Hours: 6.5
Course Length: 1 day
Prerequisite: Familiarity with the Office 2010 interface and navigational tools is highly recommended.

Certified Microsoft Technical Courses

SQL

Designing and Optimizing Database Solutions With Microsoft SQL Server 2008

This five-day instructor-led course provides the knowledge and skills that IT professionals need to design, optimize, and maintain SQL Server 2008 database.

Who Should Attend: The audience for this course is developers who implement database solutions or perform development utilizing the programming features and functionality of SQL Server. Students taking this course are expected to have three or more years of experience working on databases for two or more of the following phases in the product lifecycle: design, development, deployment, optimization, maintenance, or support. They should possess a four-year college degree (BS or BA) in the computer field. The students should have experience in the following areas: developing databases writing Transact-SQL queries; designing, implementing and troubleshooting programming objects; doing database performance tuning and optimization; designing databases at both the conceptual and logical levels; implementing databases at the physical level; designing and troubleshooting the data access layer of an application; and gathering business requirements.

Course Code: 50401
Contact Hours: 32.5
Course Length: 5 days
Prerequisite: Students must have the following skills/experience: working knowledge of data storage; knowledge about index structures and index utilization; hands-on database developer experience; knowledge about the locking model; understanding of Transact-SQL syntax and programming logic; knowledge about trade-offs when backing out of the fully normalized design and designing for performance and business requirements; familiarity with design models, such as Star and Snowflake schemas; ability to design a database to third normal form (3NF); strong monitoring and troubleshooting skills; basic knowledge of the operating system and platform; basic knowledge of application architecture; knowledge of using a data modeling tool; knowledge of SQL Server 2005 features, tools, and technologies; 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 2779—Implementing a Microsoft SQL Server 2005 Database and Course 2780—Maintaining a Microsoft SQL Server 2005 Database.

Implementing and Maintaining Microsoft SQL Server 2005 Integration Services

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.

Who Should Attend: 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 2005 Integration Services.

Course Code: 2792
Contact Hours: 19.5
Course Length: 3 days
Prerequisite: Students must have the following skills/experience: 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, SQL Server System tables, and SQL Server accounts (users and permissions).
Implementing and Maintaining Microsoft SQL Server 2005 Reporting Services

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.

Who Should Attend: This course is intended for information technology (IT) professionals and developers who need to implement reporting solutions by using Microsoft SQL Server 2005 Reporting Services.

Course Code: 2793
Contact Hours: 19.5
Course Length: 3 days
Prerequisite: Students must have the following skills/knowledge: 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; and experience with Microsoft SQL Server, including SQL Server Agent, SQL Server query language, SQL Server System tables, and SQL Server accounts (users and permissions).

Implementing and Maintaining Microsoft SQL Server 2008 Analysis Services

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 as well as how to use the Analysis Services management and administrative tools to manage an Analysis Services solution.

Who Should Attend: 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 they 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.

Course Code: 6234
Contact Hours: 19.5
Course Length: 3 days
Prerequisite: 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, SQL Server System tables, and SQL Server accounts (users and permissions).

Implementing and Maintaining Microsoft SQL Server 2008 Integration Services

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.

Who Should Attend: 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.

Course Code: 6235
Contact Hours: 19.5
Course Length: 3 days
Prerequisite: 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, SQL Server System tables, and SQL Server accounts (users and permissions).

Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services

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.

Who Should Attend: 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.

Course Code: 6236
Contact Hours: 19.5
Course Length: 3 days
Prerequisite: Students must have the following skills/experience: exposure to creating reports in Microsoft Access or other third-party reporting products such as Crystal
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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; and experience with Microsoft SQL Server, including SQL Server Agent, SQL Server query language, SQL Server System tables, and SQL Server accounts (users and permissions).

Implementing a Microsoft SQL Server 2008 Database

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. In this course, students learn the skills and best practices on how to use SQL Server 2008 product features and tools related to implementing a database server.

Who Should Attend: This course is intended for IT professionals who want to become skilled on SQL Server 2008 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.

■ Course Code: 6232
■ Contact Hours: 32.5
■ Course Length: 5 days
■ Prerequisite: Students must have the following skills/knowledge: 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; and basic programming language.

Introduction to SQL Server 2008 Administration

This five-day instructor-led course provides students with the knowledge and skills to administer SQL Server 2008. The course focuses on support tasks, including installation, upgrading, backups, restores, monitoring, and auditing.

Who Should Attend: This course is intended for database support personnel and database administrators who have basic Windows navigation skills.

■ Course Code: 50238
■ Contact Hours: 32.5
■ Course Length: 5 days
■ Prerequisite: Windows XP, Vista, or Windows Server 2003/2008 basic knowledge.

Maintaining a Microsoft SQL Server 2008 R2 Database

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

Who Should Attend: This course is intended for IT professionals who administer and maintain SQL Server databases.

■ Course Code: 6231
■ Contact Hours: 32.5
■ Course Length: 5 days
■ Prerequisite: Students must have basic knowledge of the Microsoft Windows operating system and its core functionality, working knowledge of Transact-SQL, working knowledge of relational databases, and some experience with database design.

Querying and Processing SQL Server Data Using Microsoft SQL Server

Querying and Processing SQL Server Data Using Microsoft SQL Server concentrates on providing students with the knowledge and skills necessary to exploit the features and functions available in SQL Server.

Who Should Attend: The target audience for this clinic includes IT Professionals who will be writing queries for use with Microsoft SQL Server. Non-technical “power users” will also benefit from the course if they are comfortable using sophisticated software tools like SQL Server Management Studio.

■ Course Code: 50027
■ Contact Hours: 13.0
■ Course Length: 2 days
■ Prerequisite: Students must, at minimum, be comfortable working with a complex user interface like SQL Server Management Studio.

Updating Your Microsoft SQL Server 2008 BI Skills to SQL Server 2008 R2

This three-day instructor-led course focuses on the new features SQL Server 2008 R2 for BI specialists.

Who Should Attend: The primary audience for this course is BI professionals who have 3-4 years of experience with SQL Server. The audience has an understanding of how to use SQL Server 2008 BI tools to implement a BI infrastructure and solution.
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- Course Code: 10337
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: Students must have the following skills/experience: three to four years of experience using SQL Server 2008 BI components; knowledge of relational and multi-dimensional database schemas; experience creating and deploying SQL Server Reporting Services (SSRS) reports; experience debugging, monitoring, and troubleshooting BI solutions; experience working with the Microsoft .NET Framework; experience in using the following tools: Microsoft SQL Server 2008 BI Development Studio, Microsoft SQL Server 2008, Management Studio Report Builder, and Report Manager; and possible experience in using Microsoft Visual Studio.

Updating Your SQL Server 2005 Skills to SQL Server 2008

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

Who Should Attend: This course is intended for experienced SQL Server 2005 developers and database administrators who want to upgrade their skills to SQL Server 2008.

- Course Code: 6158
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: Students must have experience developing or administering SQL Server 2005 databases.

Writing Queries Using Microsoft SQL Server 2008 Transact (Transact-SQL)

In this collection of nine two-hour courses, students will be able to query and modify data in Microsoft SQL Server 2008 using Transact-SQL. Topics covered in the courses within the collection include introduction to Transact-SQL in Microsoft SQL Server; 2008 querying and filtering data in Microsoft SQL Server; 2008 grouping and summarizing data in Microsoft SQL Server; 2008 joining data from multiple tables in Microsoft SQL Server 2008; modifying data in tables in Microsoft SQL Server 2008; querying XML and full-text indexes in Microsoft SQL Server 2008; and querying metadata in Microsoft SQL Server 2008. This course also helps prepare the student for exam 70-432—Microsoft SQL Server 2008, Implementation and Maintenance and 70-433—Microsoft SQL Server 2008, Database Development.

- Course Code: 2778
- Contact Hours: 19.5
- Course Length: 5 days
- Prerequisite: Knowledge of data integrity concepts, core Windows Server skills, relational database design skills and programming skills.

Certified Microsoft Technical Courses

System Center

Planning, Deploying, and Managing Microsoft Systems Center Configuration Manager 2007

This five-day, instructor-led course will provide the student with the knowledge and skills to plan, deploy, and manage Microsoft System Center Configuration Manager 2007. 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.

Who Should Attend: 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 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 should have one to three years of experience supporting multiple desktop and server computers running Windows Server in medium to large enterprise organizations.

- Course Code: 6451
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: 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, and TCP/IP networking SQL Server Active Directory Basic Public Key Infrastructure concepts knowledge.
Developing Data Access Solutions With Microsoft Visual Studio 2010

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. Members of the audience are experienced users of Microsoft Visual Studio 2008 SP1 or newer releases of the Visual Studio product. The audience will have some experience using Visual Studio 2010 for either Windows client or Web application development. Typically, this audience has the following knowledge/skills: experience developing N-tier applications that access various data sources; experience implementing data binding within their applications; some experience using LINQ and ADO.NET; and a conceptual understanding of the Entity Framework.

Who Should Attend: 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 will have some experience using Visual Studio 2010 for either Windows client or Web application development. Typically, this audience has the following knowledge/skills: experience developing N-tier applications that access various data sources; experience implementing data binding within their applications; some experience using LINQ and ADO.NET; and a conceptual understanding of the Entity Framework.

Course Code: 10265
Contact Hours: 32.5
Course Length: 5 days
Prerequisite: Students must have the following skills/experience: experience implementing data access and data binding within their applications; experience using Visual Studio 2008 SP1 or newer releases of the Visual Studio product. The audience will have some experience using Visual Studio 2010 for either Windows client or Web application development. Typically, this audience has the following knowledge/skills: experience developing N-tier applications that access various data sources; experience implementing data binding within their applications; some experience using LINQ and ADO.NET; and a conceptual understanding of the Entity Framework.

Developing Web Applications With Microsoft Visual Studio 2010

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 website 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.

Who Should Attend: 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.

Course Code: 10264
Contact Hours: 32.5
Course Length: 5 days
Prerequisite: Students who attend this training should have the following technical knowledge: an understanding of the problem-solving techniques that apply to software development; a basic understanding of scripting techniques and some hands-on experience writing scripts; a general understanding of the purpose, function, and features of .NET Framework topics; experience using Visual Studio 2008;
experience in object-oriented design and development; and experience in N-Tier application design and development.

Developing Windows Applications With Microsoft Visual Studio 2010

In this course, experienced developers who know the basics of Windows forms development gain more advanced Windows client design and development skills. WinForms and WPF programming models, as well as relative strengths and when to use each technology, are covered.

Who Should Attend: This course is intended for technology specialists in the area of Windows Client Development who work in a development environment that uses Microsoft Visual Studio.NET 2010 and Microsoft.NET Framework 4.0 to create rich client applications for Windows.

- Course Code: 10262
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Students must have the following knowledge/skills: an understanding of the problem-solving techniques that apply to software development; a general understanding of the purpose, function, and features of the .NET Framework; experience developing software using Visual Studio 2008; experience in object-oriented design and development using the C# programming language; and experience in N-tier application design and development.

Developing Windows Communication Foundation Solutions With Microsoft Visual Studio 2010

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: this course is designed for experienced .NET developers who are interested in becoming technology specialists in the area of WCF application development. 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.

Who Should Attend: 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 have cursory familiarity with Microsoft Visual Studio 2010 for Windows client or Web application development.

- Course Code: 10263
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: Students must have the following skills/knowledge: an 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; and experience in N-tier application design and development.

Introduction to Programming Microsoft.NET Framework Applications With MS Visual Studio 2005

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. The target audience for this course includes both novice programmers who have a minimum of three months of 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#.

- Course Code: 4994
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Students must have the following knowledge/skills: exposure to developing applications in either a graphical or a non-graphical environment and the ability to understand and apply the basics of structured programming, including concepts such as flow control, variables, parameters, and function calls. In addition, it
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is recommended, but not required, that students have completed Course 2667—Introduction to Programming.

Introduction to Web Development With Microsoft Visual Studio 2010

This five-day instructor-led course provides knowledge and skills on developing Web applications using Microsoft Visual Studio 2010.

Who Should Attend: 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 ability to construct a simple Web page using a Microsoft or 3rd-party tool such as the ability to create or customize a Web page on a SharePoint site.

- Course Code: 10267
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Students must have at least one month of experience in .NET technologies. In addition to their professional experience, students should have the following technical knowledge: HTML or DHTML experience, including tables, images, and forms; and programming experience using Visual Basic .NET or Visual C# .NET, including declaring variables and using loops and conditional statements.

Microsoft Visual Basic Scripting Edition and Microsoft Windows Script Host Essentials

This three-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).

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

- Course Code: 2433
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: Students must have the following skills/knowledge: practical experience using and administering Windows Server 2003; practical experience using and administering the Active Directory directory service; practical experience using and administering system security; practical experience using and administering services; practical experience using systems management information; and awareness of the potential uses of logon scripts.

Programming in C With Microsoft Visual Studio 2010

The course focuses on C# program structure, language syntax, and implementation details with .NET Framework 4.0. This course describes the new enhancements in the C# 4.0 language by using Visual Studio 2010. Lower-intermediate level programmers gain the knowledge and skills they need to develop C# applications for the Microsoft .NET Framework 4.0. The course highlights the structure of C# 4.0 programs, language syntax, and implementation details. This course is not mapped to any exam.

Who Should Attend: This course is intended for experienced developers who already have programming experience in C, C++, Visual Basic, or Java and understand the concepts of object-oriented programming. This course is not designed for new programmers; it is targeted at professional developers with at least 12 months of experience of programming in an object-oriented environment.

- Course Code: 10266
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Students must have at least 12 months of experience working with an object-oriented language and have C++ or Java knowledge.

Programming Essentials Using Microsoft C#.NET

This intense custom C#.NET class was created for beginner and intermediate programmers. It is designed to introduce programmers to essential techniques and skills needed to become an advanced C#.NET programmer. These skills and techniques are recommended for all application developers who wish to survive in the Microsoft .NET world. The goal of this unique customized course is to help application developers understand C# syntax and the Microsoft .NET Framework. In addition to offering an overview of the .NET Framework and an introduction to key concepts and terminology, the course provides a series of labs which introduce and explain .NET Framework features that are used to code, debug, tune, and deploy applications.

Who Should Attend: This course is intended for beginner and intermediate software developers, including those employed by
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independent software vendors or those who work on corporate enterprise development teams.

- **Course Code:** 8002
- **Contact Hours:** 32.5
- **Course Length:** 5 days
- **Prerequisite:** Students should have a basic understanding of programming concepts such as variables, properties, methods, and events.

**Programming Essentials Using Microsoft VB.NET**

This intense custom Visual Basic.NET class was created for beginner and intermediate programmers. It is designed to introduce programmers to essential techniques and skills needed to become an advanced Visual Basic.NET programmer. These skills and techniques are recommended for all application developers who wish to survive in the Microsoft .NET world. The goal of this unique customized course is to help application developers understand Visual Basic syntax and the Microsoft.NET Framework. In addition to offering an overview of the .NET Framework and an introduction to key concepts and terminology, the course provides a series of labs, which introduce and explain .NET Framework features that are used to code, debug, tune, and deploy applications.

**Who Should Attend:** This course is intended for beginner and intermediate software developers, including those employed by independent software vendors or those who work on corporate enterprise development teams.

- **Course Code:** 8001
- **Contact Hours:** 32.5
- **Course Length:** 5 days
- **Prerequisite:** Students should have a basic understanding of programming concepts such as variables, properties, methods, and events.

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**Windows Server Configuration**

**Configuring, Managing, and Maintaining Windows Server 2008 Servers**

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.

**Who Should Attend:** 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 professionals with skills within other IT areas or operating systems who wish to gain an insight into Windows Server 2008 and Windows Server 2008 R2.

- **Course Code:** 6419
- **Contact Hours:** 32.5
- **Course Length:** 5 days
- **Prerequisites:** Before attending this course, in addition to their professional experience, students must have the following skills/experience: at least one year of 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; basic knowledge of TCP/IP; and basic knowledge of scripting tools such as PowerShell and WMI.

**Configuring and Troubleshooting Identity and Access Solutions With Windows Server 2008 Active Directory**

This three-day instructor-led course provides in-depth training on configuring and troubleshooting Active Directory Identity and Access (IDA) solutions with Windows Server 2008 and Windows Server 2008 R2.

**Who Should Attend:** This course is intended for those who want to learn how IDA solutions are implemented in Windows Server 2008 and Windows Server 2008 R2. It is also intended for those preparing for MCTS: Windows Server 2008 Active Directory certification. This course provides a technology overview of
Configuring and Troubleshooting Internet Information Services in Windows Server 2008

In this 3-day instructor-led course, students will learn to install, configure, maintain, and troubleshoot an Internet Information Services (IIS) 7.0 Web Server in Windows Server 2008.

Who Should Attend: The primary audience for this course is individuals who want to become a Web server administrator in an Enterprise environment and individuals who are assuming a new role requiring skills in managing content served by an IIS 7.0 Web Server over an intranet, extranet, and internet. The secondary audience for this course is individuals who are Web-based application developers and possess networking skills.

- Course Code: 6427
- Contact Hours: 19.5
- Course Length: 3 days

Prerequisite: Students must have the following skills/knowledge: basic understanding of networking; intermediate understanding of network operating systems; awareness of security best practices; basic knowledge of server hardware; some experience creating objects in Active Directory; basic concepts of backup and recovery in a Windows Server environment; and good knowledge of Windows Client operating systems such as Windows Vista or Windows 7.

Configuring and Troubleshooting Windows Server 2008 Active Directory Domain Services

This five-day instructor-led course provides in-depth training on implementing, configuring, managing, and troubleshooting Active Directory Domain Services (AD DS) in Windows Server 2008 and Windows Server 2008 R2 environments. It covers core AD DS concepts and functionality as well as implementing Group Policies, performing backup and restore, and monitoring and troubleshooting Active Directory issues. After completing this course, students will be able to configure AD DS in Windows Server 2008 and Windows server 2008 R2 environments. The course also provides a direct mapping to the objective domain of the 70-640—TS: Windows Server 2008 Active Directory Configuring exam.

Who Should Attend: This course is intended for Active Directory technology specialists and server and Enterprise administrators who want to learn how to implement Active Directory Domain Services in Windows Server 2008 and Windows Server 2008 R2 environments. Those attending would be interested in learning how to secure domains by using Group Policies, back up, restore, monitor, and troubleshoot configuration to ensure trouble-free operation of Active Directory Domain Services. Those intending to take the 70-640—TS: Windows Server 2008 Active Directory Configuring exam will also benefit from attendance at this course.

- Course Code: 6425
- Contact Hours: 32.5
- Course Length: 5 days

Prerequisite: Students must have the following skills/knowledge: technical skills in Active Directory Domain Services (AD DS), including technical skills equivalent to 6425C—Configuring Windows Server 2008 Active Directory Domain Services; and technical skills in Windows Server 2008 equivalent to 6419B—Configuring, Managing, and Maintaining Windows Server 2008 Servers.
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Decisions would also benefit from this course. This course also maps directly to the 70-642—TS: Windows Server 2008 Network Infrastructure, Configuring exam objective domain and is part of the MCTS prerequisites for the MCITP: Server Administrator credential. As such, people looking to take the 70-642 exam or obtain the MCITP Server Administrator credential would also benefit from attending this course.

- Course Code: 6421
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Students must have the following skills/knowledge: an intermediate understanding of Windows Server operating systems and Windows client operating systems; and client operating system knowledge equivalent to the below certifications would be of benefit. Exam 70-680—TS: Windows 7, Configuration or Exam 70-620—TS: Windows Vista, Configuring. Students should understand TCP/IP functions and have a basic understanding of addressing, name resolution (Domain Name System [DNS]/Windows Internet Name Service [WINS]), and connection methods (wired, wireless, virtual private network [VPN]). Students should have an awareness of security best practices. The minimum level of knowledge required, excluding the client experience, can be covered by having knowledge equivalent to the MOC course 6420B: Fundamentals of Windows Server 2008; basic knowledge of Active Directory would also be of benefit.

Configuring and Troubleshooting Windows Server 2008 Terminal Services

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 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.

Who Should Attend: This course is intended for an individual whose primary role is a technology specialist in an Enterprise environment. 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 also be interested in this course.

- Course Code: 6428
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: Students must have technical knowledge equivalent to the following: 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; a minimum of one year of experience administering and supporting TS; a minimum of one year of experience administering and supporting Windows Server 2003 or Windows Server 2003 R2; and a minimum of one year of administering certificate services Network+ certification.

Deploying, Configuring, and Administering Microsoft Lync Server 2010

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 Exam 70-664.

Who Should Attend: 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 three years of experience working with unified communications software, including knowledge of and experience with Microsoft Office Communications Server 2007 R2.

- Course Code: 10533
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: 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) Codex Dialing plans; an understanding of general concepts such as 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; and SQL Server concepts and operation.

Designing a Windows Server 2008 Active Directory Infrastructure and Services

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.

- Course Code: 6420
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**Who Should Attend:** This course is intended for Windows Server 2008 IT professionals who want to become Windows Server 2008 Enterprise administrators and move into the role of designing Active Directory Domain Services (AD DS) environments.

- **Course Code:** 6436
- **Contact Hours:** 32.5
- **Course Length:** 5 days
- **Prerequisite:** Students must have completed the Microsoft Certified Technology Specialist (MCTS) Windows Server 2008 curriculum or have equivalent knowledge and skills as well as knowledge of Windows Vista Terminal Services or Deployment Terminal Services.

**Designing a Windows Server 2008 Applications Infrastructure**

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.

**Who Should Attend:** 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.

- **Course Code:** 6437
- **Contact Hours:** 19.5
- **Course Length:** 3 days
- **Prerequisite:** Students must have one or more of the following: intermediate understanding of networking; intermediate understanding of network operating systems; intermediate understanding of security best practices; intermediate knowledge of server and network hardware; conceptual understanding of Active Directory (AD); and hands-on experience with more than one application service.

**Designing a Windows Server 2008 Network**

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.

**Who Should Attend:** The primary audience for this course is IT professionals, including Windows 2000 Server and Windows Server 2003 Enterprise administrators interested in becoming a Windows Server 2008 Enterprise administrator who focuses on network solutions.

- **Course Code:** 6435
- **Contact Hours:** 32.5
- **Course Length:** 5 days
- **Prerequisite:** Students must have the following skills/knowledge: 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 level of knowledge and experience; intermediate understanding of networking concepts; intermediate understanding of security best practices for authentication and file permissions; and intermediate understanding of server and network hardware.

**Fundamentals of Windows Server 2008**

The purpose of this five-day course is to teach students the basic fundamentals of networking, security, and server administration with Windows Server 2008 and Windows Server 2008 R2. It is intended to provide the foundational-level knowledge needed to prepare students to begin building a career in Microsoft technologies.

**Who Should Attend:** Candidates for this course are seeking to gain fundamental knowledge and skills around security, networking, and administration in Windows Server 2008 and Windows Server 2008 R2. It can apply to home computer users, academic students, information workers, developers, or help desk technicians wishing to begin a new skills path or up-skill to Windows Server technologies. Candidates for this course may also include IT professionals with skills within other IT areas or operating systems (such as Linux) who wish to gain an insight into Windows Server.

- **Course Code:** 6420
- **Contact Hours:** 32.5
- **Course Length:** 5 days
- **Prerequisite:** 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; and 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.

**Fundamentals of Windows Server 2008 Active Directory**

This three-day instructor-led course provides Active Directory technology specialists with an introduction to Active Directory...
Planning and Designing a Microsoft Lync Server 2010 Solution

This five-day instructor-led course teaches the student how to plan and design a Microsoft Lync Server 2010 solution and is geared toward 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 utilize the Lync Server 2010 Planning Workbook and Planning Tool. This course helps the student prepare for Exam 70-665.

- Course Code: 10534
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Students must have the following knowledge or skills: (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; and 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).

Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure

The goal of this course is to provide students with the knowledge and skills necessary to plan and maintain a Windows Server 2003 network infrastructure. This is the fifth course in the Windows Server 2003 Systems Engineer curriculum.

Who Should Attend: This course is appropriate for individuals employed as, or seeking a position as, a systems engineer. This course is also appropriate for individuals currently supporting a competitive platform who want to enhance their job skills on Microsoft Windows Server 2003 networking. The entry criteria for this course includes individuals who are IT professionals and new to Windows Server 2003 network implementation. The course prepares the student for the Microsoft Certified Systems Engineer (MCSE) certification.

- Course Code: 6424
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: Students must have a basic understanding of networking, a basic understanding of network operating systems, and basic knowledge of server hardware. A+ or equivalent knowledge is not required but expected.

Planning for Windows Server 2008 Services

This three-day course is intended for IT professionals who are interested in the knowledge and skills necessary to plan a Windows Server 2008 operating system infrastructure. The 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. The course content and exercises direct students toward making decisions and providing guidance to others. This course reflects the decision-making tasks that a server administrator undertakes.

Who Should Attend: This course is intended for a server administrator who is moving from a technical-specialist role to a decision-making role and wants to acquire the necessary knowledge to be able to plan for Windows Server 2008 servers.

- Course Code: 6430
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: Students must have the following training/experience: skills equivalent to course 6418A—Installation and Configuration of Windows Server 2008, Windows Deployment Services, and Active Directory directory service upgrades; skills equivalent to course 6420A—TCP/IP Configuration—Server Administration; network, and data security skills equivalent to course 6421—Domain Name System (DNS) Configuration—Windows Internet Name Service (WINS) configuration, IPv6 transition, remote access, network policies, Network Access Protection (NAP), and Distributed File System (DFS); skills equivalent to course 6424A—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), and create users and groups; skills equivalent to course 6425A—Configure AD DS Security, Trusts, Sites, Replication, and Group Policy; and up to one year experience implementing server plans.
Updating Your Active Directory Technology Skills to Windows Server 2008

This course will provide the student with the knowledge and skills to work with network infrastructure and Active Directory technologies in Windows Server 2008.

Who Should Attend: The 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 those 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.

- Course Code: 6416
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: students must have the following knowledge/skills: 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; and MCSA on Windows Server 2003 or MCSE on Windows Server 2003 is recommended.

Updating Your Applications Infrastructure Technology Skills to Windows Server 2008

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 Server 2000 Server or Windows Server 2003 to upgrade their skills to Windows Server 2008.

Who Should Attend: The course is intended for IT professionals experienced in the technologies included in Windows Server 2000 and Windows Server 2003 and who hold an MCSE or MCSA certification and/or equivalent knowledge.

- Course Code: 6417
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: 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; designing of a Microsoft Windows Server 2003 Active Directory and Network Infrastructure; designing of Security for a Microsoft Windows Server 2003 Network; and the student must have installed, configured, and administered Microsoft Windows 2000, Windows XP Professional, or Microsoft Vista.

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Windows Server Management

Administering Team Foundation Server 2010

This three-day instructor-led course provides students with the knowledge and skills to manage Microsoft Team Foundation Server 2010. The course focuses on the technologies used in Team Foundation Server 2010 and the techniques used to deploy, manage, and support Team Foundation Server 2010.

Who Should Attend: This course is intended for novice experienced administrators with either a background in software development or a background in system administration. This course is intended to provide administrators with knowledge to effectively manage and administer TFS 2010. This course is not intended to provide developers with comprehensive knowledge covering how to use Team Foundation Server to support development, but instead provides administrators with the requisite knowledge to manage Team Foundation Server in a development environment.

- Course Code: 50430
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: Students must have A+ certification or equivalent knowledge, Network+ certification or equivalent knowledge, and possess working knowledge of Windows Server administrative tasks.

Automating Administration With Windows PowerShell 2.0

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

Who Should Attend: 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.

- Course Code: 10325
- Contact Hours: 19.5
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- Course Length: 3 days
- Prerequisite: Students must have experience with Windows networking technologies and implementation; experience with Windows Server administration, maintenance, and troubleshooting; and experience with Active Directory technologies and implementation, including Group Policy; and experience with Windows Server 2008 Web application server technologies and implementation.

Automating Windows Server 2008 Administration With Windows Powershell

This three-day instructor-led course provides students with the knowledge and skills to utilize Windows PowerShel 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.

Who Should Attend: 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.

- Course Code: 6434
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: students should have completed Course 6430—Planning and Administering Windows Server 2008 Servers or have equivalent knowledge of administrative tasks. In addition, it is recommended, but not required, that students have completed Course 2433—Microsoft Visual Basic Scripting Edition and Microsoft Windows Script Host Essentials or have equivalent knowledge of scripting and automation in Windows.

Managing and Maintaining Windows Server 2008 Network Infrastructure Servers

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.

Who Should Attend: This course is intended for server administrators who are familiar with Windows Server 2008 and who are, or will be, responsible for the overall lifecycle management of Windows Server 2008 Network Infrastructure Server roles. It is also intended for IT professionals who could benefit from acquiring the skills required by a Windows 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 Windows Server 2008 Network Infrastructure Server roles.

- Course Code: 6431
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: Students should have several years of experience deploying and maintaining Microsoft Window Server 2003 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 Infrastructure and Application Platform; 6421—Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure; and 6430—Planning and Administering Windows Server 2008 Servers.
MasterLink Training

Managing System Center Operations Manager 2007

This five-day instructor-led course provides students with the knowledge and skills to manage a Systems Center Operations Manager 2007 R2 management group. This course is intended to develop the necessary skills to install and manage Operations Manager 2007 R2 management servers and supporting roles.

Who Should Attend: This course is intended for Windows Server 2003 or later administrators who have experience working within a Windows Active Directory domain environment and have a good understanding of Windows Server-based network services. Familiarity with a support ticketing system is helpful.

- Course Code: 50028
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Students must have the following skills/knowledge: A+ certification or equivalent knowledge; Network+ certification (or equivalent knowledge); course 2273 (or equivalent knowledge); course 2277 (or equivalent knowledge); course 2278 (or equivalent knowledge); course 2279 (or equivalent knowledge); familiarity with Windows Server 2008; familiarity with Microsoft SQL Server 2005; and familiarity with SQL Reporting Services.

Updating Your Windows Server 2008 Technology Specialist Skills to R2

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.

Who Should Attend: The audience for this course is IT professionals who are experienced on technologies in the Windows Server 2008 and who are 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.

- Course Code: 10159
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: Students must have the following knowledge/skills: 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; and experience with Windows Server 2008 Web application server technologies and implementation.

Windows PowerShell for Administrators

This three-day hands-on class will introduce administrators to the new Windows command-line shell, Windows PowerShell. Windows PowerShell offers both a command-line interface as well as a scripting environment. With connectivity to Microsoft products such as Microsoft Exchange Server 2007, Microsoft System Center Operations Manager (MOM 2007), and many more, Windows PowerShell provides a consistent interface to more easily control system administration and accelerate automation. It runs on Windows XP Service Pack 2 (SP2), Windows Server 2003, Windows Vista, and Windows Server 2008.

Who Should Attend: This course is intended for IT professionals.

- Course Code: 50025
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: Students must have experience administering servers. This module explains how to name, declare, assign values to, and use variables. It also describes how to store data in an array.

Certified Microsoft Technical Courses

Windows Server Virtualization

Implementing and Managing Microsoft Desktop Virtualization

This five-day, instructor-led course provides the student with the knowledge and skills to implement and manage desktop virtualization solutions. It provides an overview of virtualization and the various Microsoft products that can be used to implement and deploy a virtualization solution. The course explains how to configure and manage a MED-V deployment and describes the procedures for deploying an App-V solution by implementing App-V servers and clients and by sequencing applications. The course also covers the configuration of Remote Desktop Services and RemoteApp programs and describes the concept of user state virtualization and procedures for configuring the Virtual Desktop Infrastructure (VDI).

Who Should Attend: This course is intended for Microsoft Windows Server 2008 system and desktop administrators who will manage and implement desktop and application
virtualization technologies within their networks. The students for this course typically are responsible for implementing their organization's desktop and application virtualization, or their information technology (IT) management has directed them to research and/or implement desktop and application virtualization in the existing environment. Students should have a minimum of 1.5 years of experience working with Windows Server 2008 as a server or desktop administrator. This course does not require prior experience with virtualization; however, we highly recommend familiarity with virtualization concepts and management tools.

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**Implementing and Managing Microsoft Server Virtualization**

This five-day, instructor-led course will provide the student with the knowledge and skills to deploy and manage a server virtualization environment using Microsoft technologies. The course provides details on how to deploy and manage Hyper-V and Remote Desktop Services on Windows Server 2008 R2. The course also provides details on how to manage a server virtualization environment by using System Center products such as System Center Virtual Machine Manager (VMM) 2008, SCVMM 2008 R2, System Center Operations Manager 2007 R2, System Center Data Protection Manager 2007 R2, and System Center Configuration Manager 2007 R2. This course does not require previous server virtualization experience, but it does require that students have significant experience in managing Windows Server 2008 or Windows Server 2008 R2.

**Who Should Attend:** The primary audience for this course is Microsoft Windows Server 2008 system administrators who will manage and implement Server Virtualization technologies within their network. The students for this course are responsible for virtualizing their current servers or have been requested or directed by their information technology (IT) management to research and/or implement server virtualization in the existing environment. They should have a minimum of 1.5 years of experience working with Microsoft Windows Server 2008 as a server administrator. Prior experience with virtualization is not expected; however, familiarity with virtualization concepts and management tools is highly recommended.
MasterLink Training

Cisco-Authorized Courses

Application Control Engine

Implementing the Application Control Engine Service Module v2.0

This is a four-day, instructor-led, lecture/lab course that teaches participants how to design, deploy, and optimize intelligent network services using the Cisco Application Control Engine (ACE) Service Module for Catalyst 6500 switches. This course covers all of the key features of the ACE 2.0 software, including resource virtualization and management, server load balancing (Layer 2-4 and Layer 7), SSL termination and offload, and security features such as application-layer inspection and fixups.

Who Should Attend: Cisco channel partners, resellers, employees, and customers

- Course Code: ACESM
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Students should have the following skills/knowledge: TCP/IP protocol, HTTP and SSL protocols, N-tier application architecture, and server load-balancing.

Implementing the Cisco Application Control Engine (ACE) Appliance 1.0

This four-day, instructor-led, lecture/lab course teaches participants how to design, deploy, and optimize intelligent network services using the Cisco Application Control Engine (ACE) Appliance. This course covers all of the key features of the ACE 2.0 software, including resource virtualization and management, server load balancing (Layer 2-4 and Layer 7), SSL termination and offload, and security features such as application-layer inspection and fixups.

Who Should Attend: Cisco channel partners/resellers and Cisco customers will benefit from this course.

- Course Code: ACEAP
- Contact Hours: 26.0
- Course Length: 4 days
- Prerequisite: Students should have the following knowledge/skills: TCP/IP protocol; HTTP and SSL protocols; N-tier application architecture; server load-balancing; ACESM—Implementing the Application Control Engine Service Module, and AXGOC (1.0)—ACE XML Gateway Operations and Configuration.

Cisco-Authorized Courses

ASA

Deploying Cisco ASA Firewall Solutions v1.0

This course is an instructor-led course presented by Cisco training partners to their end-user customers. This five-day course aims at providing network security engineers with the knowledge and skills needed to implement and maintain Cisco ASA adaptive security appliance-based perimeter solutions. Successful graduates will be able to reduce risk to the IT infrastructure and applications using Cisco ASA adaptive security appliance features and provide detailed operations support for the Cisco ASA adaptive security appliance.

Who Should Attend: Cisco channel partners, resellers, employees, and customers

- Course Code: FIREWALL
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: The knowledge and skills that a learner must have before attending this course are as follows: Cisco Certified Network Associate (CCNA) certification (Interconnecting Cisco Network Devices 1—ICND1 and Interconnecting Cisco Network Devices 2—ICND2; Cisco Certified Network Associate Security (CCNA Security) certification (Implementing Cisco IOS Network Security—IINS); and working knowledge of the Microsoft Windows operating system.

Deploying Cisco ASA VPN Solutions v1.0

This is an instructor-led course presented by Cisco training partners to their end-user customers. This five-day course aims at choosing, configuring, and troubleshooting the majority of Cisco ASA adaptive security appliance remote access and site-to-site VPN features to reduce risk to IT infrastructure and its applications.

Who Should Attend: Channel partners, resellers, customers, or Cisco employees

- Course Code: VPN
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: None

Securing Networks With ASA Advanced v1.0

In this authorized Cisco course, students will take knowledge and skills on configuring, maintaining, and operating Cisco ASA
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5500 Series Adaptive Security to the next level. Recommended training for the Cisco Certified Security Professional (CCSP) certification, SNAA, takes over where SNAF leaves off, covering advanced topics of adaptive security. We have added depth to the existing Cisco-developed hands-on labs for SNAA. Our advanced hands-on labs, delivered in an enhanced topology designed to simulate a typical production network, guide the student through exercises such as managing digital certificates for IPSec and SSL VPNs, deep packet inspection, and using the 5505 in the SOHO environment. Our labs utilize ASA 5520 security appliances, though this course and lab content are applicable across the ASA and PIX families of security appliances since the command syntax is generally the same. This course covers the features and syntax of Cisco Security Appliance Software v8.0.

Who Should Attend: Cisco customers who implement and maintain ASA and PIX security appliances; Cisco channel partners who sell, implement, and maintain ASA and PIX security appliances; and Cisco systems engineers who support the sale of ASA and PIX security appliances

Course Code: SNAA

Contact Hours: 32.5

Course Length: 5 days

Prerequisite: None

Cisco-Authorized Courses

CCNA—Core Network Fundamentals

Building Scalable Cisco Internetworks v3.0

This course covers CCNP routing protocol training for professional-level skills in building enterprise-level router networks and applications and integrates advanced technologies. Students will learn how to create an efficient and expandable Enterprise network by installing, configuring, monitoring, and troubleshooting network infrastructure equipment (especially routers such as Cisco ISRs) according to the Campus Infrastructure module in the Enterprise Composite Network model. The routed network includes the most commonly used and emerging IP routing protocols.

Who Should Attend: The following would be appropriate for this course: candidates for Cisco CCNP®, CCDP®, and CCIP® certifications; candidates for Cisco CCIE® Routing and Switching and CCIE Communications and Services certifications; network administrators and technicians responsible for implementing and troubleshooting complex routed network environments; customers or channel resellers who are experienced with Cisco products or have a broad knowledge of the internetworking industry; network technicians who are experienced with Cisco products and services; network administrators responsible for implementing and managing medium-to-large business networks; senior network support staff performing a help-desk role in a medium or enterprise-sized company that has internal network support escalation staff; and network support staff who design, implement, and troubleshoot Layer 3 connectivity issues.

Course Code: BSCI

Contact Hours: 32.5

Course Length: 5 days

Prerequisite: None

Cisco Wide-Area Application Services v3.0

This is an instructor-led course that will teach learners how to design and deploy a solution using Cisco WAAS, which improves application performance over the WAN while enabling...
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infrastructure consolidation. The learner will also understand Cisco WAAS optimization technology, design considerations, network integration, and system troubleshooting aspects.

Who Should Attend: The primary audience for this course is network designers, network administrators, network engineers, server and system administrators, and systems engineers. The secondary audience for this course is network managers.

- Course Code: CWAAS
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: The knowledge and skills that a learner must have before attending this course are as follows: fundamental knowledge of TCP/IP and associated TCP/IP applications equivalent to those learned in Interconnecting Cisco Networking Devices Part 1 (ICND1); operational knowledge of Cisco routers equivalent to those learned in Interconnecting Cisco Networking Devices Part 1 (ICND1); and fundamental knowledge of Microsoft Windows networking technologies.

Data Center Network Infrastructure Designs

This five-day course offers data center-oriented content primarily focused on the Cisco Catalyst 6500 Series switches, Cisco Catalyst 4900 Series top-of-rack switches, and, to a lesser degree, the Blade switches. This is one of six courses and exams that support the Advanced Data Center Networking Infrastructure partner specialization.

Who Should Attend: Channel partners, resellers, customers, or Cisco employees

- Course Code: DCNID
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Recommended knowledge prior to taking this course is CCNP, CCIE Routing and Switching, CCIE Service Provider or equivalent knowledge. Students should also have taken the following courses: Building Scalable Cisco Internetworks (BSCI), Building Cisco Multilayer Switched Networks (BCMSN), Optimizing Converged Cisco Networks (ONT), and Implementing Secure Converged Wide Area Networks (ISCW).

Designing for Cisco Internetwork v2.1

This course focuses on the foundational skills and knowledge necessary for professionals entering the specialization of network design or working as an apprentice to a more experienced network design engineer. Topics include design of routed and switched network infrastructures and services involving LAN, WAN, and broadband access for businesses and organizations, including service virtualization. The Enterprise Composite Model used in the course facilitates the design, planning, implementation, operation and optimization (PDIOO) through modular design and focus on the relations between modules.

Who Should Attend: Channel partners/resellers, customers, and employees

- Course Code: DESGN
- Contact Hours: 32.5
- Course Length: 5 day
- Prerequisite: It is strongly recommended that learners have the following skills before attending this course: Cisco CCNA®-level knowledge; practical experience deploying and operating networks built with Cisco network devices and Cisco IOS software, and CCNP®-level knowledge of Cisco switching, as found in the Cisco SWITCH (or BCMSN) courses.

Implementing Cisco Advanced Storage Networking Solutions v4.2

Implementing Advanced Cisco Storage Networking Solutions v4.2 is a five-day lecture and lab course using NX-OS v5.0.4 that provides students with advanced skills in implementing and troubleshooting Cisco storage networks. This course focuses on advanced storage networking topics for the Cisco Multilayer Director Switch (MDS) family, including building virtual SAN fabrics, building heterogeneous SAN fabrics, configuring management and security services, configuring Internet Small Computer Systems Interface (iSCSI), and advanced troubleshooting skills. A significant portion of the course is devoted to troubleshooting.

Who Should Attend: The primary audience for this course is field engineers. The secondary audience for this course is systems engineers.

- Course Code: IASNS
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: The knowledge and skills that a student must have before attending this course are as follows: basic understanding of data storage hardware components and protocols, including Small Computer Systems Interface (SCSI) and Fibre Channel, Fibre Channel over Ethernet (FCoE), and iSCSI; recommended Storage Networking Industry Association (SNIA) certification training; attendance of the Implementing Cisco Storage Networking Solutions (ICSNS) class or equivalent knowledge; and basic understanding of TCP/IP networking concepts (recommended: Cisco CCNA certification).
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Implementing Cisco IP Switched Networks v1.0

This five-day instructor-led training course is designed to help students prepare to plan, configure, and verify the implementation of complex Enterprise switching solutions for campus environments using the Cisco Enterprise Campus Architecture. These skills are validated in the Cisco CCNP Routing and Switching certification, a professional-level certification specializing in the routing and switching field. This course is a component of the Cisco CCNP Routing and Switching curriculum and is designed to give students a firm understanding of how to manage switches in an Enterprise campus environment. This training class reinforces the instruction by providing students with hands-on labs.

Who Should Attend: The course is appropriate for Enterprise network engineers with at least one year of job experience who are ready to advance their skills and work independently on complex network solutions.

- Course Code: SWITCH
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: None

Implementing Cisco Storage Networking Solutions v4.2

This is a five-day lecture and lab course using NX-OS v5.0.4 that provides learners with fundamental skills in implementing and troubleshooting Cisco storage networks. Course topics include installing and bringing up the switch, configuring virtual SANs (VSANs), domains, interfaces, and zones, implementing port channels, configuring management security, and basic troubleshooting. Students will also learn how to configure highly available Fibre Channel over IP (FCIP) tunnels and tune the performance of FCIP links.

Who Should Attend: The primary audience for this course is field engineers. The secondary audience for this course is systems engineers.

- Course Code: ICSNS
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: A basic understanding of networking products and solutions

Cisco-Authorized Courses

CSE

Cisco Sales Essentials v5.0

The goal of this course is to provide both Cisco and partner account managers and system engineers with the introductory information they need to sell Cisco core products and solutions. There will be a focus on architectures and sales opportunities relevant to partners. The course is also designed for account managers and engineers wishing to earn the Cisco Sales Expert designation by passing the Cisco Sales Expert exam #646-205. This is an instructor-led course that provides an overview of Cisco architectures and solutions and offers a high-level view of the Cisco product portfolio. The course focuses on helping account managers and sales engineers understand the scope of Cisco solutions, the types of needs that these solutions address, and the key technologies that make these solutions possible.

Who Should Attend: Cisco channel partners who sell Cisco solutions; account managers who are responsible for understanding customer needs and positioning Cisco solutions to address those needs; engineers who support sales of Cisco products Channel partners; and Cisco employees who are interested in learning about the Cisco solution portfolio and architectures.

- Course Code: CSE
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: A basic understanding of networking products and solutions

Cisco-Authorized Courses

Data Center

Cisco Data Center Unified Computing Operations

This course enables students to create data center network designs that optimize availability, scalability, performance, and security using the Nexus Products, Catalyst 6500, Catalyst 4948, Firewall Services Module, Intrusion Detection Services Module, and Network Analysis Module.

Who Should Attend: The primary audience for this course is channel partners, resellers, customers, and employees.

- Course Code: DCUCO
- Contact Hours: 32.5
- Course Length: 5 days
MasterLink Training

- **Prerequisite:** Recommended knowledge and courses: CCNP and or CCIE Routing and Switching or equivalent knowledge; and Designing for Cisco Internetwork Solutions (DESGN).

**Data Center Unified Computing Server Integration v4.6**

This course is designed to serve the needs of engineers and technicians who implement Cisco Unified Computing System (UCS) B-Series Blade Servers and Cisco UCS C-Series Rack-Mount Servers. DCUCSI v4.6 updates and replaces Data Center Unified Computing Implementation (DCUCI) v4.0 and guides learners through rack installation and the provisioning of server hardware, operating systems or hypervisors, and applications. Significant content is devoted to management, maintenance, and troubleshooting. This course articulates Cisco data-center virtualization solutions and explains how to execute a virtualization solution that is based on a detailed implementation plan. Because of the rapid development pace of new product features, approximately 30 percent of the original DCUCI 4.0 course content has been modified or replaced in this offering.

**Who Should Attend:** The primary audience for this course is data-center technicians, data-center administrators, and system engineers. The secondary audience for this course is data-center designers and managers. The tertiary audience for this course is program and project managers.

- **Course Code:** DCUCSI
- **Contact Hours:** 32.5
- **Course Length:** 5 days
- **Prerequisite:** None

**Designing Data Center Application Services**

This is an instructor-led, lecture/lab course. Students will learn how to deploy and configure intelligent network services using the Cisco ACE product, Catalyst 6500 Application Control Engine (ACE) 4710. This course covers all of the key features of the ACE products, including resource virtualization and management, server load balancing (Layer 2-4 and Layer 7), SSL termination and offload, and security features such as application-layer inspection and fixups. The focus is on preparing the student to properly position the ACE products in the network to design Server Load Balancing (SLB) solutions.

**Who Should Attend:** Channel partners, resellers, and customers

- **Course Code:** DCASD
- **Contact Hours:** 32.5
- **Course Length:** 5 days

**Implementing Cisco Data Center Network Infrastructure 1**

This course offers data center-oriented content primarily focused on the Cisco Catalyst 6500 Series switches—Cisco Catalyst 4900 Series top-of-rack switches—and to a lesser degree, the Blade switches. This is one of six courses and exams that support the Advanced Data Center Networking Infrastructure partner specialization.

- **Course Code:** DCNI1
- **Contact Hours:** 32.5
- **Course Length:** 5 days
- **Prerequisite:** Students should possess CCNP, CCIE Routing and Switching, and CCIE Service Provider or equivalent knowledge. Prerequisite courses include Building Scalable Cisco Internetworks (BSCI), Building Cisco Multilayer Switched Networks (BCMSN), Optimizing Converged Cisco Networks (ONT), and Implementing Secure Converged Wide Area Networks (ISCW).

**Implementing Cisco Data Center Network Infrastructure v3.0**

This is a hands-on course that replaces the DCNI-2 course with 3½ days of actual Nexus 7000 and 1½ days of Nexus 2000 and 5000 lecture and hands-on labs. It teaches students how to implement an Enterprise Data Center routing and switching infrastructure with the next-generation Cisco Nexus product family and includes an overview of the FCoE. This course provides a technical overview of the Nexus platform architecture, deployment, and operations, including Virtual Device Contexts, Layer 2, QoS, and security. Students will explore the features of NX-OS and the Nexus platform by performing hands-on labs using a solution-level topology.

**Who Should Attend:** The primary audience is channel partners, resellers (pre- and post-sales professionals), customers, and employees.

- **Course Code:** DCNI2
- **Contact Hours:** 32.5
- **Course Length:** 5 days
- **Prerequisite:** ICND 1, ICND 2, and BCMSN (or equivalent knowledge).
MasterLink Training

Implementing Cisco Data Center Unified Fabric v4.0

This is an instructor-led training program for those who install and implement the Cisco Nexus 7000 and 5000 switch and the Cisco Nexus 2000 Fabric Extender. The course covers the key components and procedures needed to install, configure, manage, and troubleshoot the Cisco Nexus 7000 and 5000 in the network and SAN environment. The goal of DCUFI v4.0 is to develop the skills necessary to implement a Data Center Unified Fabric that consolidates LAN and SAN traffic based on Cisco Nexus technology. It is an update to, and will replace, DCNI-2 v.30.

Who Should Attend: The primary audience for this course is network engineers, systems engineers, consulting systems engineers, technical solutions architects, and Cisco integrators and partners who sell, implement, and maintain Cisco Nexus products in the data center. The secondary audience for this course is network designers, network administrators, and network managers responsible for identifying and managing Cisco Nexus products in the data center.

- Course Code: DCUFI
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: CCNA knowledge

Implementing Data Center Application Services

This is an instructor-led, lecture/lab course that teaches participants how to design, deploy, and optimize intelligent network services using the Cisco Application Control Engine (ACE) Service Module for the Catalyst 6500 switch, the 4710 ACE Appliance, and GSS. This course covers all of the key features of the ACE 2.0 software, including resource virtualization and management, server load balancing (Layer 2-4 and Layer 7), SSL termination and offload, and security features like application-layer inspection and fixups.

Who Should Attend: Channel partners, resellers, customers, employees, and/or data center consultants

- Course Code: DCASI
- Contact Hours: 32.5
- Course Length: 5 day
- Prerequisite: Recommended knowledge prior to attending this course is TCP/IP protocol, HTTP and SSL protocols, N-tier application architecture, and server load-balancing.

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Cisco-Authorized Courses

Interconnecting Devices

Interconnecting Cisco Networking Devices Accelerated v.1.1

This is a 60-hour instructor-led course that provides students with the knowledge and skills necessary to install, operate, and troubleshoot a small- to medium-sized network, including connecting to a WAN and implementing network security. This course is the equivalent of Interconnecting Cisco Network Devices Part 1 v1.0 and Interconnecting Cisco Network Devices Part 2 v1.0 together. This boot camp will serve to review and expand on what the participant already knows, adding to it the detailed configuration and implementation of Cisco IOS devices. Prospective CCNAX v1.0 students should prepare themselves for course days consisting of at least 10 hours and as long as 12 hours. Homework will be assigned and reviewed daily.
Who Should Attend: The ideal candidate would be someone who has worked in a data network environment (PC support/helpdesk or network operations/monitoring) and has had hands-on experience, though no formal training, with Cisco IOS devices. The primary audience for this course is network administrators, network engineers, network managers, and systems engineers. The secondary audience for this course is network designers and project managers.

- Course Code: CCNAX
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: A basic understanding of basic computer literacy, basic Microsoft Windows navigation skills, and basic Internet usage skills

Interconnecting Cisco Networking Devices v1.1 Part 1

This course focuses on providing the skills and knowledge necessary to implement and support a small switched and routed network. For the purpose of this course, a small network is defined as 1 to 20 hosts connected to a single switch, with the switch running a single VLAN (VLAN1). The switch is also connected to a router providing a routed link (Routing Information Protocol [RIP] and default) to a simulated Internet and corporate office. ICND1 works from the bottom up, providing knowledge and skills as they are needed. The course starts with an introduction to networks. It then introduces host-to-host communications using TCP/IP. Next, Layer 2 devices (switches) are introduced into the network. Then, Layer 3 devices (routers) are introduced into the network. The introduction of Layer 3 devices leads to the use of WANs and routing to connect the site to the Internet and corporate sites.

Who Should Attend: Employees, customers, channel partners, and resellers

- Course Code: ICND1
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Basic computer literacy, basic Microsoft Windows navigation skills, basic Internet usage skills, and basic e-mail usage skills

Interconnecting Cisco Networking Devices v 1.1 Part 2

This is an instructor-led course that is presented by Cisco learning partners to their end-user customers. This five-day course focuses on using Cisco Catalyst switches and Cisco routers that are connected in LANs and WANs typically found at medium-sized network sites. Upon completing this training course, students should be able to configure, verify, and troubleshoot the various Cisco networking devices in a small network environment.

Who Should Attend: Employees, customers, channel partners, and resellers

- Course Code: ICND2
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Basic computer literacy, basic Microsoft Windows navigation skills, basic Internet usage skills, basic e-mail usage skills, the ability to install, configure, and troubleshoot a small network, and skills and knowledge equivalent to those learned in Interconnecting Cisco Networking Devices Part 1 (ICND1)

Cisco-Authorized Courses

Intrusion Prevention System

Implementing Cisco Intrusion Protection Systems v7.0

This course is part of the curriculum path leading to the Cisco Certified Network Professional Security (CCNP Security) certification. It is a five-day instructor-led course aimed at providing network security engineers with the knowledge and skills needed to deploy Cisco IPS-based security solutions. Successful graduates will be able to reduce risk to the IT infrastructure and applications using Cisco IPS features and provide detailed operations support for the Cisco IPS.

Who Should Attend: Employees, customers, channel partners, and resellers

- Course Code: IPS
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: The knowledge and skills that a learner must have before attending this course are Cisco Certified Network Associate (CCNA) certification (Interconnecting Cisco Network Devices 1—ICND1; Interconnecting Cisco Network Devices 2—ICND2); Cisco Certified Network Associate Security (CCNA Security) certification (Implementing Cisco IOS Network Security—IINS); and working knowledge of the Microsoft Windows operating system.
MasterLink Training

Cisco-Authorized Courses

IOS

Cisco IOS Primer

Technology primers, taught by Instructing Technologies’ technical staff, provide basic and advanced training on a wide range of technologies. They are an inexpensive, time-saving way to gain knowledge in a hands-on learning environment with low instructor-to-student ratios. Discover how to use the features already built into IOS to solve technical problems for your organization. Cisco’s IOS is a powerful tool for solving many network requirements without having to purchase additional hardware or software solutions. Chances are you already own it in your routers. Now learn how to use it to its fullest potential.

Who Should Attend: This course is designed for networking professionals who are tasked with ensuring the effective use of Cisco IOS technologies within their networks. Our Cisco IOS primer is recommended for those seeking the CCNA or CCNP certifications.

- Course Code: PIOS
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Due to the unique scope, it is recommended that students have at least basic knowledge of and experience with Cisco IOS before attending this course.

Cisco IOS XR Software

Version 3.4.0 IPv4 Routing (XIPV4R)

This hands-on four-day course provides an advanced look at popular IPv4 routing protocols supported in Cisco IOS XR Software. The XIPV4R course investigates the intricacies of Interior Gateway Protocol (IGP) operation through Open Shortest Path First (OSPF) and Intermediate System-to-Intermediate System (IS-IS) protocol labs that engage the student in a detailed examination of the link-state database and the effects of virtually all protocol options. The complexities of large-scale routing using the Border Gateway Protocol (BGP) are then explored, with the focus placed on scaling networks using route reflection and confederations. In addition, numerous BGP options, such as multihop, multipath, and authentication, are discussed and configured in a lab setting.

Who Should Attend: This course is for technical professionals who design, implement, and operate IPv4 routing protocols in a service provider network consisting of routers running Cisco IOS XR Software. The primary audience for this course is network operations center (NOC) engineers, network and senior engineers, and support engineers.

- Course Code: CIOS
- Contact Hours: 26.0
- Course Length: 4 days
- Prerequisite: Students should have knowledge of the Cisco IOS XR software configuration syntax to the extent covered in the Cisco CRS-1 Essentials or Cisco XR12000 Series Essentials course. Students attending this class should be able to establish, without assistance, a basic configuration for OSPF, IS-IS, and BGP, as accomplished in the Cisco CRS-1 Essentials or Cisco XR12000 Series Essentials course labs.

Implementing Cisco IOS Network Security v1.0

Implementing Cisco IOS Network Security v1.0 is an instructor-led course presented by Cisco training partners to their end-user customers. This five-day course focuses on the necessity of a comprehensive security policy and how it affects the posture of the network. Learners will be able to perform basic tasks to secure a small branch type office network using Cisco IOS security features available through Web-based GUIs (Cisco Router and Security Device Manager [SDM]) and the command-line interface (CLI) on the Cisco routers and switches.

Who Should Attend: Employees, customers, channel partners, and resellers.

- Course Code: IINS
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Students should have skills and knowledge equivalent to those learned in Interconnecting Cisco Networking Devices Part 1 (ICND1) as well as a working knowledge of the Windows operating system.

Implementing Cisco IOS Unified Communications

This five-day course provides the student with Unified Communications concepts, component definition, and high-level designs. This is also the core technology course in the certification path to achieve the CCNA Voice designation. Students will be able implement and configure small- to medium-sized IP Telephony solutions. UC products covered during labs include the Cisco Unified Communications Manager Express/Cisco Unity Express and the UC500 Smart Business Communications System.

Who Should Attend: Employees, customers, channel partners, and resellers

- Course Code: IIUC
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: ICND1
Implementing Cisco MPLS v2.3

This instructor-led course replaces version 2.1 with the following enhancements: improved labs; clearer explanations; more information on VPNs; an introduction to traffic engineering; correction of errors in the previous version; and elimination from course of ATM-related references.

Who Should Attend: Employees, customers, channel partners, and resellers

- Course Code: MPLS
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Cisco Certified Network Associate (CCNA) certification or equivalent level of working knowledge and experience and completion of CCNA Basics and ICND coursework is recommended training for CCNA. Equivalent knowledge and skill can be acquired by attending Cisco’s training courses, Building Scalable Cisco Internetworks (BSCI), and Configuring BGP on Cisco Routers (BGP). Practical experience with deploying and operating networks based on Cisco network devices and Cisco IOS is strongly recommended. The QoS course is highly recommended because QoS knowledge is assumed in several sections of the course.

Implementing Cisco Quality of Service v2.3

This five-day course provides students with in-depth knowledge of IP QoS requirements, conceptual models using Differentiated Services (Diffserv), Integrated Services (IntServ) and Best Effort (over provisioning), and the implementation of IP QoS on Cisco IOS switch and router platforms. The curriculum covers the theory of IP QoS, design issues, and configuration of various QoS mechanisms to facilitate the creation of effective administrative policies providing QoS. Case studies and lab exercises included in the course help students to apply the concepts mastered in individual modules to real-life scenarios. The course also gives students design and usage rules for various advanced IP QoS features and the integration of IP QoS with underlying Layer 2 QoS mechanisms, allowing them to design and implement efficient, optimized, and trouble-free multi-service networks.

Who Should Attend: Employees, customers, channel partners, and resellers

- Course Code: QOS
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Completion of Interconnecting Cisco Networking Devices (ICND) or Cisco Certified Networking Associate (CCNA). The Configuring BGP on Cisco Routers course (BGP) or equivalent is recommended because some BGP background is assumed for the QoS course.

IPv6 Fundamentals, Design, and Deployment v3.0

This is an instructor-led course presented by Cisco learning partners to end-user customers. This five-day course provides network engineers and technicians who are working in the Enterprise sector with the knowledge and skills that are needed to study and configure the IP version 6 (IPv6) features of Cisco IOS Software. The course also provides an overview of IPv6 technologies, covers IPv6 design and implementation, describes IPv6 operations, addressing, routing, services, and transition, and describes deployment of IPv6 in Enterprise networks as well as in service provider networks. The course also includes case studies that are useful for deployment scenarios and remote labs.

Who Should Attend: Employees, customers, channel partners, and resellers.

- Course Code: IP6FD
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Cisco Certified Network Associate (CCNA) certification, an understanding of networking and routing (on CCNP level, but no certification required), and working knowledge of the Microsoft Windows operating system.

Cisco-Authorized Courses

Routing and Switching

Advanced Routing and Switching

Technology primers provide basic and advanced training on a wide range of technologies. They are an inexpensive, time-saving way to gain knowledge in a hands-on learning environment with low instructor-to-student ratios. Topics covered include route redistribution, route weighting, understanding VTP, understanding VLANs, protocol advantages, EIGR, OSP, BGP, and ISIS. Most of this class is lab-based. The class diagrams the objective and discusses how the protocols interact and the routers/switches behave. Then the plan is implemented and tested.

- Course Code: ARS
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: Due to the complexity of this course, CCNA or equivalent knowledge is strongly recommended.
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Configuring BGP on Cisco Routers v3.2

This course provides students with in-depth knowledge of BGP, the routing protocol that is one of the underlying foundations of the Internet and new-world technologies such as Multiprotocol Label Switching (MPLS). This curriculum covers the theory of BGP, configuration of BGP on Cisco IOS routers, detailed troubleshooting information, and hands-on exercises that provide students with the skills needed to configure and troubleshoot BGP networks in customer environments. Different service solutions in the curriculum cover BGP network design issues and usage rules for various BGP features preparing students to design and implement efficient, optimal, and trouble-free BGP networks.

Who Should Attend: Employees, customers, channel partners, and resellers.

Course Code: BGP
Contact Hours: 32.5
Course Length: 5 days
Prerequisite: Completion of the following courses: Interconnecting Cisco Networking Devices (ICND) or Cisco Certified Networking Associate (CCNA) and Building Scalable Cisco Internetworks (BSCI) or equivalent HSRP.

Implementing Cisco IP Routing V1.0

This is an instructor-led training course presented by Cisco training partners to their end customers. This five-day course and 7.5 hours of self-paced e-learning is designed to help students prepare for Cisco CCNP certification. This course is a component of the CCNP curriculum. Students will learn to plan, configure, and verify the implementation of secure Enterprise LAN and WAN routing solutions using a range of routing protocols. The course also covers configuration of solutions to support branch offices and mobile workers.

Who Should Attend: This course is designed for network engineers with at least one year of professional work experience who are ready to advance their skills and work independently on complex network solutions. This course is also for channel partners, resellers, customers, and employees.

Course Code:ROUTE
Contact Hours: 32.5
Course Length: 5 days
Prerequisite: None

Routing and Switching

This course covers the basics of data communication, and multiple technologies are discussed. The course consists of labs galore! Topics and labs include building a simple network, Ethernet LANs, LAN connections, wide-area networks, and network environment management.

Who Should Attend: Anyone new to networking.

Course Code: RS
Contact Hours: 13.0
Course Length: 2 days
Prerequisite: None

Securing Networks With Cisco Routers and Switches v1.0

This course aims to provide network security engineers with the knowledge and skills needed to secure Cisco IOS software router- and switch-based networks and provides security services based on Cisco IOS software. Successful graduates will be able to secure the network environment using existing Cisco IOS software features and install and configure components of Cisco IOS software. Components include the Zone-Based Policy Firewall, Cisco IOS Intrusion Prevention System (IPS), user-based firewall, and secure tunnels using IP Security (IPsec) virtual private network (VPN) technology, including public key infrastructure (PKI). Components also include virtual tunnel interface/dynamic virtual tunnel interface (VTI/DVTI), Group Encrypted Transport VPN (GET VPN), Dynamic Multipoint Virtual Private Network (DMVPN), Secure Sockets Layer (SSL) VPN, and advanced switch security features. The course focuses on the implementation and troubleshooting aspects of the lifecycle services approach, adding some elements of the design phase as well.

Who Should Attend: Network security engineers (NSEs) and anyone with their CCNA Security Certification or who is working towards CCNP Security Certification.

Course Code: SECURE
Contact Hours: 32.5
Course Length: 5 days
Prerequisite: None

Cisco-Authorized Courses

Security

Check Point Security Administrator (CCSA) R71

This is a foundation course for Check Point’s Security Management and Gateway Systems. This 4-day course provides hands-on training to attain the skills necessary to configure R71 Check Point Software Blades including Firewall, IPS, IPSEC VPN, IPS, network policy management, logging and status, and monitoring, URL filtering, antivirus/anti-malware,
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anti-spam and email security. During this course, students will configure a security policy, secure communications across the Internet, and defend against network threats.

- **Course Code:** CPNGXR71
- **Contact Hours:** 26.0
- **Course Length:** 4 days
- **Prerequisite:** None

**Check Point Security Expert (CCSE) R71**

This is a four-day instructor-led hands-on course that delivers the advanced concepts and skills to optimize the R71 Check Point Software Blade architecture. This course is designed to help maximize the performance of your Check Point security deployment with real-world scenarios including advanced routing, load balancing, and high availability. During the course, students will set up multiple security gateway clusters, analyze network intrusion alerts, and generate advanced network traffic reports.

- **Course Code:** CPNGXR712
- **Contact Hours:** 26.0
- **Course Length:** 4 days
- **Prerequisite:** None

**Implementing Cisco NAC Appliance v2.1**

The NAC Appliance (Cisco Clean Access) is a “shrink-wrapped” network admission control solution that recognizes users and their devices and roles, evaluates the security posture of the endpoint and scans for vulnerabilities, and enforces policy in the network. In particular, prior to allowing users onto the network, the NAC Appliance (Cisco Clean Access) solution allows administrators to authenticate, authorize, interrogate, and remediate users and their machines enforcing policy-based access control on the network.

- **Course Code:** CANAC
- **Contact Hours:** 19.5
- **Course Length:** 3 days
- **Prerequisite:** Certification as a CCSP or equivalent knowledge; basic knowledge of the Microsoft Windows operating system; familiarity with networking and security terminology and concepts; fundamental knowledge of implementing network security or CCSP or Cisco; Security CSQ; BCMSN or working knowledge of VLANs; SNRS or working knowledge of digital certificates; and BCSI or working knowledge of HSRP

**Implementing Cisco Security Monitoring, Analysis, and Response System v2.0**

This is a four-day instructor-led course and is part of the Cisco Security Management Suite, which provides security monitoring for network security devices and host applications made by Cisco or non-Cisco providers. In addition to event correlation and data reduction features found in SIM products, CS-MARS also provides topology awareness and automatic migration features. In knowing the topology of a network, MARS can determine where the attack is originating and apply the appropriate remediation. CS-MARS is a key component in the Cisco Self-Defending Network Strategy. MARS exchanges information with CS-Manager to provide a unified security management solution. For example, an administrator can view IPS signatures or the Firewall block/permit syslog messages received from sensors or firewalls. MARS will communicate with CS-Manager and display the IPS signature table or firewall rule table. From there, the IPS signature or firewall rule can be modified as necessary. Together MARS and CS-Manager provide a unified management solution for monitoring and provisioning.

- **Who Should Attend:** Cisco customers and Cisco channel partners will benefit from this course.
- **Course Code:** MARS
- **Contact Hours:** 32.5
- **Course Length:** 5 days
- **Prerequisite:** None

**Cisco-Authorized Courses**

**Telephony**

**Call Manager Administration IPT v8.0**

This course prepares students for implementing a Cisco Unified Communications Manager solution at a single-site environment. This course focuses primarily on Cisco Unified Communications Manager version 8.0, which is the call routing and signaling component for the Cisco Unified Communications solution. Students will perform post-installation tasks, configure Cisco Unified Communications Manager, implement Media Gateway Control Protocol (MGCP) and H.323 gateways, and build dial plans to place on-net and off-net phone calls. They will also implement media resources, IP Phone Services, Cisco Unified Communications Manager native presence, and Cisco Unified Mobility.

- **Who Should Attend:** This course is for channel partners, resellers, customers, and employees.
- **Course Code:** CMA
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- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: None

Cisco-Authorized Courses

Troubleshooting and Maintenance

Troubleshooting Cisco Unified Communications v8.0

This course is designed to teach professionals who work in complex network environments the skills that they need to maintain their networks and diagnose and resolve network problems quickly and effectively. The course will provide information about troubleshooting and maintaining particular technologies, as well as procedural and organizational aspects of the troubleshooting and maintenance process.

Who Should Attend: This course is for channel partners, resellers, customers, and employees.

- Course Code: CVOICE
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: The knowledge and skills that a learner must have before attending this course are a working knowledge of converged voice and data networks; working knowledge of the MGCP, SIP, and H.323 and their implementation on Cisco IOS gateways; and working knowledge of Cisco Unified Communications Manager, Cisco Unified Communications features and applications, and Cisco IOS voice gateways in a single-site and multisite environment.

VoIP Versus IP Telephony

Technology primers provide basic and advanced training on a wide range of technologies. They are an inexpensive, time-saving way to gain knowledge in a hands-on learning environment with low instructor-to-student ratios.

Who Should Attend: Students who wish to understand the differences between traditional PBX, IP PBX Hybrid, and full IP Telephony PBX and the network considerations to evaluate when preparing for a VoIP/IP Telephony implementation.

- Course Code: VVIP
- Contact Hours: 6.5

Prerequisite: None
Troubleshooting Unified Communications v1.0

This is a five-day course that equips network professionals with the knowledge and skills required to troubleshoot Unified Communications Systems/Solutions in Enterprise, Mid-Market, and Commercial deployments. This class focuses on troubleshooting a complex Unified Communications infrastructure. Students will learn methods for troubleshooting that allows them to capitalize on the knowledge they gained in other classes and experience with Unified Communications.

The time in class is primarily spent working on troubleshooting tickets. The instructor will review concepts that students are not familiar with. Other topics discussed in this class include troubleshooting methodology, triage, resources, tools and fixes at the integrated system/solution level, and for components (such as Cisco Unified Call Manager, Cisco Unity, videoconferencing, and infrastructure).

Who Should Attend: This course is intended for Cisco system engineers, network administrators, field engineers, network managers, and anyone striving for CCVP Certification.

- Course Code: TUC
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: None

Cisco-Authorized Courses

Unified Communications Manager

Accelerated Unified Communications Manager (v6) and Unity (v5)

Cisco Unified Communications Manager Accelerated 7.0 (CUCM) is a five-day advanced accelerated class that covers configuring and administering a Cisco Unified Communications Manager 6.x solution in both single and multi-site environments. This course focuses on Cisco Unified Communications Manager Release 6.x/7.x, administering and managing services and users. It also includes H.323 and Media Gateway Control Protocol (MGCP) gateway implementations, the use of a Cisco Unified Border Element (IP to IP Gateway), and configuration of Cisco Unified Communications Manager Express (CUCME) as a Survivable Remote Site Telephony (SRST) site, and mobility features. This course includes lab activities in which students will perform post-installation tasks, configure Cisco Unified Communications Manager, implement Media Gateway Control Protocol (MGCP) gateways, and build dial plans to place on-net and off-net phone calls. Students will also implement media resources, Lightweight Directory Access Protocol (LDAP), and voice-mail integration to an existing Cisco voice-mail system, as well as numerous user telephone features. It also includes lab activities in which students will apply a dial plan for a multi-site environment configure survivability for remote sites during WAN failure and implement solutions to reduce bandwidth requirements in the IP WAN. Participants will also enable call admission control (CAC) and automated alternate routing (AAR), a feature that allows rerouting of calls over the public switched telephone network (PSTN) due to low bandwidth availability. Labs also cover Cisco Unified Communications Manager Accelerated Unified Communications Manager Device Mobility, Extension Mobility, and Unified Mobility.

Who Should Attend: CUCM Accelerated is intended for network designers, administrators, engineers, managers, and support staff responsible for maintaining and configuring a voice and data network which includes the Cisco Unified Communications Manager solution and/or requires a fundamental understanding of the issues and solutions related to implementation of the Cisco Unified Communications Manager. This course is also for engineers who have one or more years of direct full-time hands-on experience with this or any previous version of Cisco CallManager or Unified Communications Manager and voice gateways. CUCM Accelerated has also been designed for employees of a Cisco channel reseller partner to build upon skills on Cisco Unified Communications Manager 6.x/7.x.

- Course Code: CUCM6
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: None

Administering Cisco Unified Communications Manager v7.0

The first three days of this course will focus on administering Cisco Unified Communications Manager v7.0. This portion of the class provides system administrators and networking professionals with an understanding of the Cisco Unified Communication Manager System from a Level One support perspective. The course teaches the concepts of IP telephony using the Cisco Unified Communication Manager server, including its function, features, and configuration. This is an entry-level course that begins with the basic concepts of IP telephony and very quickly moves the learner forward into an understanding of the Cisco Unified Communication Manager concepts: clustering, route plans, digit manipulation, call admission control, survivability, media resource, and Cisco Unified Communication Manager features, which are all important to supporting IP telephony in the Enterprise network. The course focus is on Cisco Unified Communications Manager versions 7.x. This course includes various lab exercises to apply what was learned in each preceding lesson. We begin the lab with a newly installed publisher and subscriber. The only
elements that are preconfigured are two Media Gateway Control Protocol (MGCP) gateways for the headquarters (HQ) and branch (BR), and an intercluster trunk pointing to the neighbor’s pod. Therefore, the student will become familiar with all the various concepts through configuration of the elements in the lab environment. The last two days will focus on administering Unified Messaging (AUM) v5.0. This course will allow students to gain the knowledge and skills required to configure, add subscriber accounts, and implement auto attendants for Cisco Unified Messaging on a network. Students will learn the essential methods for successfully configuring, maintaining, and conducting moves, adds, and changes for a Unity system on a network. With the techniques taught in this course, students will have the tools to maintain Unity as well as run critical reports against the system.

Who Should Attend: This course is intended for individuals who will be using Cisco Unified Communication Manager Administration to perform basic administration-level tasks and provide level one support. AUM is intended for end-user system administrators—those responsible for the day-to-day management of corporate messaging systems; IP telephony specialized Channel Partners (Field Engineer 2 role); people responsible for the planning, design, and implementation of Cisco Unity systems in an IP telephony environment; and professional services partners (Cisco personnel responsible for the planning, design, and implementation of Cisco Unity systems in an IP telephony environment).

- Course Code: ACUCM-AUM
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: ACUCM—basic networking and telephony knowledge. AUM—a working knowledge of Microsoft Windows 2000; a working knowledge of the features, benefits, and programming of at least one manufacturer’s PBX (Cisco Unified Call Manager or Cisco Unified Communications Manager preferred); and a working knowledge of the Microsoft Exchange 2000 or the IBM Lotus Domino messaging environment.

Administering Cisco Unified Communications Manager v8.0

This course provides system administrators and networking professionals with an understanding of the Cisco Unified Communications Manager System. It teaches the concepts of IP telephony based in system administration, including its function, features, and configuration. This is an entry-level course that begins with the basic concepts of IP telephony and very quickly moves the learner forward into an understanding of system concepts: clustering, creation of phones and users, route plans, digit manipulation, media resources, and phone features, which are all important to supporting IP telephony in the Enterprise network. The course focuses on Cisco Unified Communications Manager version 8.x. The course is geared to individuals that will be using and managing the system and performing administration for Level 1 and Level 2 support. Level 1 support is geared toward supporting phone users and making moves, adds, and changes to the desktop phone environment. Level 2 support is oriented to supporting changes in the organization, such as opening new office locations or relocating departments. The course does not cover issues of initial deployment, new cluster deployment or international deployments, and issues with the underlying network that involve routers, switches, or Cisco IOS software configuration.

Who Should Attend: The primary audiences for this course are phone network administrators, data system administrators, entry-level network engineers, administrators, IT support personnel, and helpdesk support staff. The secondary audience includes learners looking to gain a technical overview of Cisco Unified Communications Manager and learners who need a preparatory course before taking Implementing Cisco Unified Communications IP Telephony Part 1 (CIPT1) and Implementing Cisco Unified Communications IP Telephony Part 2 (CIPT2) courses or Introduction to Cisco Unity Connection for Network Engineering Staff Personnel.

- Course Code: ACUCM
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: Basic knowledge of IP and networking or voice networks is suggested, but not required. Students should have the following skills/knowledge: basic knowledge of the Windows desktop environment; basic understanding of fundamental terms and concepts of computer networking, including LANs, WANs, and IP switching and routing; basic knowledge of traditional PSTN operations and technologies, including PBX and voice-mail administration tasks; and basic understanding of Cisco Unified Communications Manager.

Advanced UC for Cisco Account Managers

This two-day course was created to prepare Cisco channel partners for the account manager role requirements for the Unified Communications specializations. Content will be covered in an accelerated format with emphasis on exam preparation along with real-world sales training examples.

Who Should Attend: Cisco Channel partner and account managers who are preparing for an advanced Unified Communications certification.

- Course Code: AUCAM
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: CSE—Cisco Sales Expert (4.0)
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Basics of Unified Communications v1.0

This five-day course is intended to be a technical introduction to Unified Communications and converged Internet Protocol Networks. The course presents an incremental approach to designing, deploying, and supporting an IT infrastructure for Unified Communications. The range of topics includes network technologies, virtual LANs, Ethernet, Frame-Relay, MAC addresses, IP addresses and TCP/IP. The discussion encompasses not only these topics but also how they specifically relate to the successful operation of a complex converged network as typically used in most corporate Enterprise environments today. The class will introduce the technologies used to create a robust and reliable IT infrastructure and incrementally build on UC concepts throughout the week to finally incorporate full interoperability to legacy telecom devices and the VoIP components. Students will get hands-on experience and practice with TCP/IP design and sub supernetting. Additionally, students will be given hands-on exercises with Cisco router configuration and Cisco Unified Communications Manager 6.x (formerly Cisco CallManager) and the support of legacy analog telecom and Cisco IP telephones.

Who Should Attend: The target audience for this course includes anyone who needs to gain a basic understanding of VOIP, including individuals with strictly a PBX or telecom service provider background, individuals with a fundamental data networking background who are moving into the area of converged networks, and individuals who are new to supporting data networking projects, such as someone with a project management or business administration background.

- Course Code: BUC
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Students should have the following skills/knowledge: basic computer literacy, basic windows navigation skills, basic Internet usage skills, and basic e-mail usage skills.

Implementing Cisco Unified Communications Manager Part 1 v8.0

This course prepares participants for installing, configuring, and maintaining a Cisco IP telephony solution. This course focuses primarily on Cisco CallManager, the call routing and signaling component for the Cisco IP telephony solution. This course includes lab practice where students will install and configure Cisco CallManager, configure gateways, gatekeepers, and switches, and build route plans to place intra- and intercluster Cisco IP phone calls.

Who Should Attend: Customers, employees, channel partners, and resellers

- Course Code: CIPT1
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Students should have Interconnecting Cisco Network Devices (ICND) or equivalent knowledge and Cisco Voice-Over IP (CVOICE) or equivalent knowledge.

Implementing Cisco Unified Communications Manager Part 2 v8.0

The Cisco IP Telephony Part II course focuses on Cisco CallManager advanced features and options. These features include point-to-point video calls for appropriate video enabled endpoints as well as video conferencing, Cisco CallManager Attendant Console, IP Softphone and extension Mobility, security features for hardening of applications and hardware for VoIP, and command-line tools and monitoring devices that Cisco provides for troubleshooting voice and data networks.

Who Should Attend: Customers, employees, channel partners, and resellers

- Course Code: CIPT2
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Cisco IP Telephony Part 1 (CIPT1) or equivalent knowledge, Interconnecting Cisco Network Devices (ICND) or equivalent knowledge, and Cisco Voice-Over IP (CVOICE) or equivalent knowledge.

Integrating Cisco Unified Communications Applications v8.0

This is a five-day course that teaches learners the integration options of Cisco Unified Presence, Cisco Unity Express, and Cisco Unity Connection. It describes voice messaging deployment scenarios, Cisco Unified Presence features, and troubleshooting mechanisms as well as Cisco Unified Presence and Cisco Unified Personal Communicator integration options with Cisco Unified Communications Manager.

Who Should Attend: Network administrators, network engineers, systems engineers, and CCNP Voice candidates

- Course Code: CAPPS
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Students should have working knowledge of converged voice and data networks, basic knowledge of
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Cisco IOS gateways, working knowledge of Cisco Unified Communications Manager and Cisco Unity Connection, and Cisco course prerequisite training ICND 1 and ICND 2 or CCNA Bootcamp, ICOMM, CVOICE, and CIPT 1.

Introducing Cisco Voice and Unified Communications Administration v8.0

This course teaches learners how to maintain and operate a Cisco Unified Communications solution that is based on Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Presence. This course provides learners with the knowledge and skills to achieve associate-level competency in Cisco Unified Communications. This course introduces the architecture, components, functionalities, and features of Cisco Unified Communications solutions and describes how daily job tasks, such as system monitoring, moves, adds, and changes, are performed on Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Presence.

Who Should Attend: Customers, employees, channel partners, and resellers

- Course Code: ICOMM
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Students must have the following knowledge/skills: working knowledge of converged voice and data networks, basic knowledge of Cisco IOS gateways, and basic knowledge of Cisco Unified Communications Manager and Cisco Unity Connection.

Cisco-Authorized Courses

Unified Contact Center

Cisco Contact Center Express and Unified IP IVR Deployment v4.0

This course provides the student with hands-on experience and knowledge of tasks typically performed during contact center deployment. This includes the deployment of Cisco Unified Contact Center Express (CCX) and Cisco Unified IP Interactive Voice Response (IVR) as contact center solutions. Tasks include planning, installation and configuration, scripting, and troubleshooting.

Who Should Attend: Cisco Unified Communications system channel partners and resellers, system engineers, and customers deploying and maintaining Cisco Unified Contact Center Express products.

- Course Code: UCCXD
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Students should have the following skills/knowledge: Internet working fundamentals; basic IP telephony concepts; Cisco Unified Communications Manager; Cisco IP phones; Cisco IP Communicator Contact Center operations; and Microsoft Windows 2000, 2003, XP, and MS SQL Server.

Communications Manager Administration (CMA v8.5)

This course provides system administrators and networking professionals with an understanding of the Cisco Unified Communications Manager System. It teaches the concepts of IP telephony based in system administration, including its function, features, and configuration. This is an entry-level course that begins with the basic concepts of IP telephony and very quickly moves the learner forward into an understanding of system concepts: clustering, creation of phones and users, route plans, digit manipulation, media resources, phone features and services, which are all important to supporting IP telephony in the Enterprise network. The course focuses on Cisco Unified Communications Manager version 8.5. The course is geared to individuals that will be using and managing the system and performing administration for level 1 and beginning level 2 support. Level 1 support is geared toward supporting phone users and making moves, adds, and changes to the desktop phone environment. Level 2 support is oriented to supporting changes in the organization such as opening new office locations or relocating departments. The course does not cover issues of initial deployment, new cluster deployment, or international deployments or issues with the underlying network that involve routers, switches, or Cisco IOS software configuration. This course includes various lab exercises to apply what was learned in each preceding lesson. Labs begin with a newly installed publisher. The only element that is preconfigured is two MGCP gateways for the headquarters (HQ) and branch (BR) and an intercluster trunk pointing to the neighbor’s pod. Therefore, the student will become familiar with all the various concepts through configuration of the elements in the lab environment.

Who Should Attend: The primary audience for this course is phone network administrators, data system administrators, and entry-level network engineers. The secondary audience for this course is learners looking to gain a technical overview of Cisco Unified Communications Manager or learners who need a preparatory course before taking Implementing Cisco Unified Communications IP Telephony Part 1 (CIPT1) and Implementing Cisco Unified Communications IP Telephony Part 2 (CIPT2).
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- Course Code: CMA85
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: Students must have the following knowledge/skills: basic knowledge of IP and networking or voice networks is suggested, but not required; and basic knowledge of the Windows desktop environment.

**UCCE/ICM w/CVP—Unified Contact Center Enterprise/Intelligent Contact Manager Administration w/CVP**

This is an instructor-led course presented by training partners to system engineers and customers who will be involved with day-to-day interaction with the Cisco Unified Contact Center Enterprise v8.x (CCE) product deployed in a CVP environment. This course will give students an understanding of the Unified CCE v8.x from a “Day 2-Add/Move/Change” perspective. This will be accomplished by performing basic and advanced UCCE administration and troubleshooting tasks that users will encounter in real-world deployments. This course is also a prerequisite for the CVPI or DUCCE-CVP courses, which both assume that the student is already familiar with the basic operation of Unified CCE (ICM). This course will serve as a stepping stone for further UCCE educational endeavors.

**Who Should Attend:** The primary audience for this course is Day 2 support personnel (partners and customers) who are responsible for the daily operation of the CCE environment deployed with CVP. The secondary audience are Cisco-Unified Communications system channel partners and resellers.

- Course Code: ACCE-CVP
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: None

**Unified Contact Center Enterprise/Intelligent Contact Manager Administration w/IP IVR**

This five-day course effectively combines concepts discussed in the Unified Contact Center Enterprise (UCCE 8.x), Intelligent Contact Manager (ICM 8.x) and CVP courses. The goal of this course is to combine the best elements of related Unified Contact Center courses into an accelerated one-week course, maximizing the exposure to the product(s) while minimizing time spent away from the job at training.

**Who Should Attend:** This course is designed for contact center personnel responsible for the following: designing and implementing a UCCE configuration using Unified Communications Manager and IP IVR as routing clients; designing, implementing and monitoring ICM and IP IVR scripts; generating ICM/UCCE reports; implementing, configuring, supporting, and troubleshooting the UCCE environment; using ICM in a legacy environment with a mixture of unified communications, including IP IVR; and migrating from a legacy environment to unified communications with IP IVR as the VRU routing client.

- Course Code: IPIVR
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Students should have the following skills/knowledge: working knowledge of MS Windows in an Active Directory environment; working knowledge of TCP/IP networking; working knowledge of Cisco Contact Manager/Communications Manager and associated Voice Gateway functionality; and familiarity with basic contact center operations (PBX, ACD, network and IVR implementation).
Unified Contact Center Express Advanced v8.0

Building on the knowledge base and scripting experience learned in the CRSD/UCCXD classes, students will explore more advanced techniques in scripting and overall functionality of Unified IP IVR and Unified Contact Center Express. During this class, students implement features that extend the functionality of UCCX using many of the tools that are already available in the premium version of the product. Expect to spend time exploring the Agent Desktop Interface and the Desktop Administrator to invoke behaviors that involve third-party applications and Web-based applications like Web-Callback-Option and Leave-a-Message-in-Queue. There will be a major focus on scripting and subsystem management.

Who Should Attend: The primary audience is Cisco AVVID channel partners and resellers, systems engineers, and customers deploying and maintaining CRS 4.0 products.

- Course Code: UCCXA
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Students should have knowledge gained from attending Unified Contact Center Express Deployment (UCCXD).

Cisco-Authorized Courses

Unified Intelligence Center

 Deploying Cisco Unified Intelligence Center v8.0

This is a comprehensive end-to-end reporting solution designed to make the task of creating reports and managing disparate data sources easier on the customer and, at the same time, present a consistent user interface and a common tool to access the varied data across multiple Cisco product families.

- Course Code: DUIC
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: Working knowledge of Unified Contact Center Enterprise is desired. A working knowledge of Contact Center operations is desirable.

Cisco-Authorized Courses

Unity Connection

 Implementing Cisco Unity Connection v8.0

This course describes Cisco Unity Connection installation, networking, and advanced features, options, and configuration settings. The course presents Cisco Unity Connection with the focused goal of providing engineers and installers with the necessary skills to perform installation and setup of the Cisco Unity Connection 8.x system.

Who Should Attend: The primary audience for this course consists of IT support personnel who are responsible for the implementation and integration of Cisco Unity Connection 8.0 servers, Level 2 helpdesk support staff, Cisco partners, and engineering staff who will be installing and supporting Cisco Unity Connection 8.0 systems. The secondary audience for this course consists of networking staff who would like to upgrade their skill sets to include Cisco Unity Connection voice-mail installation and integration.

- Course Code: IUC
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: None

Implementing Cisco Unified Messaging v5.0

Implementing Cisco Unified Messaging v5.0, formerly Unified Communications System Engineer (UCSE), provides students with best-practice information on how to administer, install, configure, operate, and maintain a Cisco Unity system in a stand-alone voice mail or unified messaging environment, as well as lessons on Cisco Unity Connection. IUM is a five-day instructor-led course with hands-on lab activities.

Who Should Attend: This is one of two courses recommended for individuals seeking qualification for the Cisco Unity Support Specialization.

- Course Code: IUM
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: None

Unity Connection Administration v8.5

This course describes Cisco Unity Connection administration features, options, and configuration settings as they apply to the administrator. The course presents Cisco Unity Connection with the focused goal of providing the administrators with the necessary skills to perform their day-to-day job functions using the Cisco Unity Connection version 8.5 system. Students that require skills beyond administration where engineering, integration, and networking skills are required should consider the Implementing Cisco Unity Connection (IUC) course. This course provides an understanding of latest Cisco Unity Connection version 8.5 features such as Unified Messaging concepts and implementation, including Single Inbox, Text to Speech, and calendars.
MasterLink Training

Who Should Attend: The primary audience for this course is administrators, IT support personnel, and help-desk support staff. The secondary audience for this course is introduction to Cisco Unity Connection for network engineering staff personnel.

- Course Code: UCA
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: The knowledge and skills that a learner must have before attending this course are a basic understanding of fundamental terms and concepts of computer networking, including LANs, WANs, and IP switching and routing; basic knowledge of traditional PSTN operations and technologies, including PBX and voice-mail administration tasks; and a basic understanding of Cisco Unified Communications Manager.

Cisco-Authorized Courses

VPN

Deploying Cisco ASA VPN Solutions v1.0

This is an instructor-led course presented by Cisco training partners to their end-user customers. This five-day course aims at choosing, configuring, and troubleshooting the majority of Cisco ASA adaptive security appliance remote access and site-to-site VPN features to reduce risk to IT infrastructure and its applications.

Who Should Attend: Customers, employees, channel partners, and resellers

- Course Code: CVPN
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should have the following knowledge/skills: Cisco Certified Network Associate (CCNA) certification; Interconnecting Cisco Network Devices 1 (ICND1); Interconnecting Cisco Network Devices 2 (ICND2); Cisco Certified Network Associate Security (CCNA Security) certification; Implementing Cisco IOS Network Security (IINS); and working knowledge of the Microsoft Windows operating system.

Cisco-Authorized Courses

Wireless

Cisco Unified Wireless Networking v7.1

This is a five-day, instructor-led, technical course providing in-depth coverage of how to install and configure the functional components of the Cisco Unified Wireless Network Solutions product in several deployment models in an Enterprise customer network. Learners become familiar with the inter-communication of key system components, interactions between components, software configuration, troubleshooting, monitoring, and debugging. Knowledge is reinforced by hands-on lab exercises.

Who Should Attend: The primary audience for this course is channel field engineers, Cisco network consulting engineers, new UC partners, and customer network engineers. The secondary audience for this course is customer network managers.

- Course Code: CUWN
- Contact Hours: 26.0
- Course Length: 4 days
- Prerequisite: CCNA or equivalent work experience; familiarity with Windows and Windows networking; and prior attendance of the CWLF or IUWNE courses is recommended.

Cisco Wireless LAN Advanced Topics v2.0

This is a four-day technical training for designing, managing, and troubleshooting Enterprise wireless networks using the Cisco Unified Wireless Network. CWLAT v2.0 includes instructor-led training and in-depth instructor assisted, hands-on labs. The course focuses on advanced WLAN design, integrating Cisco wireless components into a wired infrastructure. Deployment topics include managing the WLAN by using the Cisco Wireless Control System (WCS) to manage advanced features. Security topics focus on integrating WLAN security using the WLAN controllers and controller-based access points in conjunction with the Cisco Secure ACS, and Network Access Controller (NAC).

Who Should Attend: The Cisco Wireless LAN Advanced Topics course is targeted to system engineers, field engineers, technical engineers, network integrators, and technical sales personnel who need to know how to sell, design, install, integrate, and support wireless networks or are tasked with performing or overseeing site surveys for wireless LAN solution implementations.

- Course Code: CWLAT
- Contact Hours: 26.0
- Course Length: 4 days
- Prerequisite: None

Implementing Cisco Unified Wireless Networking Essentials v2.0

The goal of this course is to provide students with information and practice activities to prepare them to help design, install, configure, monitor, and conduct basic troubleshooting tasks of a Cisco WLAN in SMB and Enterprise installations.
MasterLink Training

Who Should Attend: Customers, employees, channel partners, and resellers

- Course Code: IUWNE
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: ICND1 and ICND2

Citrix-Authorized Courses

Presentation Server

CTX-1264C—Citrix Presentation Server 4.5 and XenApp 5.0 for Windows Server 2003: Support

This course provides learners with the skills necessary to monitor, maintain, and troubleshoot network environments running Citrix XenApp 5 for Windows Server 2003 software. Learners are introduced to the tools used to monitor a XenApp farm, record farm activity and generate reports. This course provides learners with the skills necessary to maintain data and server integrity, as well as to scale, optimize and troubleshoot a XenApp environment.

Who Should Attend: This course is intended for IT professionals such as server, network, system and help desk administrators familiar with Microsoft Windows Server 2003 environments. System engineers, analysts, consultants, architects and Citrix partner network members are also appropriate candidates for this course.

- Course Code: CTRK1264
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: The following are preparatory recommendations for this course: working knowledge of Microsoft Windows Server 2003 with Terminal Services; working knowledge of the architecture and administrative tasks associated with Citrix Presentation Server 4.5 or attendance at one of the following courses: CTX-1259BI Citrix Presentation Server 4.5 and XenApp 5.0 for Windows Server 2003—Administration; CTX-4100BI Citrix Presentation Server 4.5 and XenApp 5.0 for Windows Server 2003—Skills Update; Completion of CTX-1455CW Common Management Platform 4.5—Administration eLearning course or equivalent knowledge.

CTX-1259C—Citrix Presentation Server 4.5 and XenApp 5.0 for Windows Server 2003: Administration

This course provides the foundation necessary to effectively deploy and administer Citrix XenApp 5 for Windows Server 2003 and its components, including Web Interface, Application Streaming, Load Manager, Installation Manager and Secure Gateway. Learners will receive hands-on training for installing Citrix XenApp and the associated plug-ins and for using the various administrative consoles to configure published resources, policies, individual server, and server farm settings, load evaluators, printers, streaming applications, and much more.

Who Should Attend: This course is intended for IT professionals such as server, network, and systems administrators familiar with Microsoft Windows environments. Systems engineers, analysts, consultants, and architects are also appropriate candidates for this course.

- Course Code: CTRX1259
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Experience administering Microsoft Windows Server 2003 environments

Citrix-Authorized Courses

XenApp

CXA-201-2: Implementing Citrix XenApp 5.0 for Windows Server 2008

This course provides the foundation necessary to effectively deploy and administer Citrix XenApp and its components, including Web Interface, Application Streaming, Load Manager, Installation Manager, and Secure Gateway. Learners will receive hands-on training for installing Citrix XenApp and the associated plug-ins and for using the various administrative consoles to configure published resources, policies, individual server, and server farm settings, load evaluators, printers, streaming applications, and much more.

Who Should Attend: This course is intended for IT professionals such as server, network, and systems administrators familiar with Microsoft Windows environments. Systems engineers, analysts, consultants, and architects are also appropriate candidates for this course.

- Course Code: CTRX201/CXA-201-2
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Experience administering Microsoft Windows Server 2003 or Windows Server 2008 environments
CXA-206-1: Citrix XenApp 6.5 Administration

This administration training course provides the foundation necessary for administrators to effectively centralize and manage applications in the datacenter and instantly deliver them as a service to users anywhere. Learners will receive training for installing and configuring Citrix XenApp 6.5 for Windows Server 2008 R2, Citrix Receiver and plug-ins, as well as for using administrative consoles and tools to configure resources, policies, server and farm settings, printers, virtualized applications, and more.

Who Should Attend: This course is intended for IT professionals such as server, network, and systems administrators familiar with Microsoft Windows environments. Systems engineers, sales engineers, analysts, consultants, and architects also are appropriate candidates for this course.

- Course Code: CTRX206
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Familiarity with Microsoft Windows Server 2008 R2; experience with Microsoft SQL Server or Enterprise database servers; experience with Active Directory and Group Policy; a basic understanding of Remote Desktop Services (previously called Terminal Services); familiarity with application virtualization technologies such as Citrix application streaming or Microsoft App-V (previously called SoftGrid); a basic understanding of Windows Server networking concepts such as DNS, IIS®, load balancing, and file and printing services; exposure to basic system administration concepts, including logging, software upgrade procedures and high availability operations; familiarity with server monitoring tools; and a basic understanding of VPN concepts, including SSL encryption and certificates.

CXA-300-1: Advanced Administration for Citrix XenApp 5.0 for Windows Server 2008

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.

- Course Code: CXA-300-1
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: None listed

Citrix-Authorized Courses

XenDesktop

XenDesktop 5 Administration

This course provides the foundation necessary for administrators to effectively centralize and manage desktops in the datacenter and deliver them as a service to users anywhere. Students will learn how to select a desktop delivery model for each user group based on their needs, build proof-of-concept and production XenDesktop environments, assign virtual desktops to users, and customize the user experience through policies. This course also provides instruction on how to build a provisioning services farm to enable single-image desktop management and how to host virtual machines on the client device using Citrix XenClient.

Who Should Attend: This course is designed for IT professionals such as server, network, and system administrators, systems engineers, analysts, consultants, architects and Citrix partner network members.

- Course Code: CTXA
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: A basic knowledge of the purpose and goals of virtualization technology; an understanding of computing architecture, including network and storage devices, device drivers, and operating systems; basic experience installing and administrating Windows Server 2008 R2; and a basic understanding of server, desktop and application virtualization concepts.

CompTIA Courses

A+

CompTIA A+

Course content includes both hardware and operating system topics and is delivered through lecture, instructor demonstration, and student labs. This five-day course also prepares computer technicians for the A+ certification test, as sponsored by the Computing Technology Industry Association (CompTIA). A comprehensive up-to-date textbook/reference is provided as supporting documentation in addition to the course outline.

Who Should Attend: The A+ curriculum is designed for entry-level computer technicians who seek a solid foundation in computer service concepts. This course is also for all entry-level professionals who use computers and individuals preparing for the CompTIA A+ Hardware and OS exams.
MasterLink Training

- Course Code: A+
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Six months of experience as a computer service technician or the equivalent knowledge. Familiarity with at least one Microsoft operating system.

CompTIA Healthcare IT Technician

Healthcare and information IT technology are both growing fields. The recent explosion of the use of various IT systems in the healthcare arena presents a tremendous opportunity for IT professionals. Additionally, the deployment and utilization of electronic record keeping systems for use in healthcare presents both an opportunity and a challenge to everyone involved. The CompTIA Healthcare IT Technician certificate (exam HIT-100) was developed as a supplement to both real-world experience and other IT certifications as a way for IT personnel to demonstrate basic understanding of, and competency in, essential healthcare IT concepts and terminology and the integration of the two realms of practice.

IT professionals are in a unique position to contribute to and benefit from the increasing integration of IT and healthcare systems. This course will provide students with foundational knowledge that is critical to their ability to take advantage of the tremendous opportunity presented by the advancements in healthcare-IT integration. It can also form an important part of the preparation for the CompTIA® Healthcare IT Technician certificate examination (exam HIT-100).

- Course Code: HITT
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: While there are no strict prerequisites, CompTIA intends the healthcare IT technician to serve as an add-on to the CompTIA® A+® certification. Students should have experience and comfort with the following concepts and tasks: Computer and networking terminology; the functional components of a computer and a network (both wired and wireless); installing and troubleshooting Windows XP and Windows 7; installing and troubleshooting software, hardware, and networking components; working with computer peripherals; setting up, maintaining, and troubleshooting mobile devices; computer and network security best practices; an introductory course in a Windows operating system, or equivalent skills and knowledge, is required. Students can take any one of the following courses: Introduction to Personal Computers—Using Windows XP; Introduction to Personal Computers—Using Windows 7; Windows XP—Introduction; or Microsoft® Windows 7 Level 1. Recommended courses (or the equivalent certifications): CompTIA® A+® Certification: A Comprehensive Approach for All 2009 Exam Objectives (Windows 7) is strongly recommended; and CompTIA® Security+® and CompTIA® Network+® will also be helpful.

CompTIA Courses

CTT+

CompTIA Certified Technical Trainer (CTT+) Exam Prep Course

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- Course Code: CTT+
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: None
CompTIA Courses

Linux+

CompTIA Linux+ Certification

Linux+ consists of two exams, LX0-101 and LX0-102. The exams cover system architecture; Linux installation and package management; GNU and Unix commands; devices, Linux filesystems, and the Filesystem Hierarchy Standard. Professionals who pass the CompTIA Linux+ exam can work at the Linux command line, perform maintenance tasks, assist users, and install and configure workstations. Earning CompTIA Linux+ is a stepping stone to vendor-specific training, such as Oracle Certified Associate and Novell SUSE Linux programs. A new benefit for CompTIA Linux+ candidates is that they may choose, at the time they take the exams, to have their exam record forwarded to the Linux Professional Institute. Certification in CompTIA Linux+, Powered by LPI, enables candidates to become certified in LPIC-1 as well, enabling further participation in the LPI program if the candidate chooses. Please note that CompTIA maintains candidate-confidential records for all exam takers for their own access and use for employment or educational purposes. Any choice to forward a CompTIA Linux+ exam record to LPI is made only by the candidate.

- Course Code: LINUX+
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: None stated

CompTIA Courses

Network+

CompTIA Network+

The CompTIA Network+® (2009 Objectives) course builds on participant’s existing user-level knowledge and experience with personal computer operating systems and networks to present fundamental skills and concepts that can be used on the job in any type of networking career. For those students pursuing a CompTIA technical certification path, the CompTIA A+ certification is an excellent first step to take before preparing for the CompTIA Network+ certification. Students 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 to prepare for the CompTIA Network+ certification examination, 2009 objectives (exam number N10-004).

- Course Code: NET+
- Contact Hours: 32.5
- Course Length: 5 days

CompTIA Courses

Project+

CompTIA Project+

CompTIA Project+ validates that project managers have the necessary skills to complete projects on time and within budget. The exam covers the entire project life cycle from initiation and planning through execution, acceptance, support and closure.

- Course Code: PROJ+
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: One year of managing, directing, or participating in small- to medium-scale projects

CompTIA Courses

Security+

CompTIA Security +

This instructor-led course provides students with the knowledge and skills to manage network security within an organization. Students who complete this course will be able to identify security threats and vulnerabilities and respond and recover from security incidents.

Who Should Attend: This course is intended for IT professionals who want to pursue a security specialist role and the CompTIA Security+ certification.

- Course Code: SEC+
- Contact Hours: 32.5
- Course Length: 5 days
Prerequisite: Students should have general knowledge of networking concepts and one or more years of experience in supporting a TCP/IP-based network. Students should have six months experience or equivalent knowledge in supporting Windows 2000 Professional/Windows XP and/or Windows 2000 Server.

EC Council Courses

Ethical Hacking

Certified Ethical Hacker

This class will immerse the students into an interactive environment where they will be shown how to scan, test, hack, and secure their own systems. The lab intensive environment gives each student in-depth knowledge and practical experience with the current essential security systems. Students will begin by understanding how perimeter defenses work and then be led into scanning and attacking their own networks—no real network is harmed. Students then learn how intruders escalate privileges and what steps can be taken to secure a system. Students will also learn about intrusion detection, policy creation, social engineering, DDoS attacks, buffer overflows and virus creation. When a student leaves this intensive five-day class, they will have hands-on understanding and experience in ethical hacking. This course prepares students for EC-Council Certified Ethical Hacker Exam 312-50.

Who Should Attend: This course will significantly benefit security officers, auditors, security professionals, site administrators, and anyone who is concerned about the integrity of the network infrastructure.

Course Code: CEH
Contact Hours: 32.5
Course Length: 5 days
Prerequisite: None

BIG-IP LTM Level 2

This course gives networking professionals an in-depth understanding of the BIG-IP LTM system. The Advanced Topics course builds on the foundation of the BIG-IP LTM Essentials course and also covers less commonly used but more powerful ways of using the many features of the BIG-IP LTM system. In addition, significant time is spent using the command line tools to configure the BIG-IP LTM system. This hands-on course includes lectures, labs and discussions. Students will learn about command line functions, advanced configurations, and advanced troubleshooting.

Course Code: F52
Contact Hours: 13.0
Course Length: 2 days
Prerequisite: TCP/IP addressing and routing, including the address resolution protocol, direct and indirect routing, and TCP handshakes; and command line configuration, including commands and parameters, command line access (DOS or UNIX), common elements of and differences between WAN and LAN components, and fundamental programming concepts such as variable assignments and logical operations

F5 Courses

BIG-IP

BIG-IP LTM Level 1

This course gives networking professionals a functional understanding of the BIG-IP LTM system as it is commonly used. The course covers installation, configuration, and management of both BIG-IP LTM systems and redundant pairs. This hands-on course includes lectures, labs, and discussions.

Course Code: F51
Contact Hours: 13.0

ITIL Courses

V3 Operational Support and Analysis

ITIL Operations Support and Analysis

This course immerses students in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the operational support and analysis of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This course uses an engaging case study-based approach to learning the core disciplines of ITIL best practices, and it positions participants to successfully complete the associated exam.

Who Should Attend: IT operations, technical, or IT management personnel requiring more information about ITIL best practices or anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT

Course Code: ITILOSA
MasterLink Training

- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: ITIL v3 Foundation Certification (required); 2–4 years of relevant work experience; to prepare for the end-of-class exam, it is recommended that students review the ITIL v3 publication Service Operation (ISBN 10: 0113310463) and complete at least 12 hours of personal study; The ITIL v3 Foundation certification is required to take the exam at the end of class; proof of certification must be provided.

ITIL Courses

V3 Foundation Bridge Program

ITIL Foundations Training

This hands-on, instructor-led, ITSM Version 3 Foundation certification training program introduces the student to the fundamentals of IT Service Management as described in version 3 of the IT Infrastructure Library. Accredited by ISEB, the course helps students prepare for the certification exam along with acquiring valuable insights from instructors who have actually managed IT operations and ITSM programs.

Who Should Attend: Senior IT and business executives, IT management and staff, consultants, project managers, and others interested in learning about IT Service Management

- Course Code: ITILv3/ITILFT
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: None

ITIL v3 Foundation Bridge Program

ITIL is a set of best practices guidance that has become a worldwide-adopted framework for information technology services management (ITSM) by many public and private organizations. Since early 1990, ITIL has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under version 3. ITIL version 3 suggests many improvements over previous versions, including a focus on business and IT integration and a holistic service lifecycle approach. This course focuses on the new ITIL V3 concepts and contents and the main differences between ITIL V2 and V3.

Who Should Attend: This course is intended for existing holders of the ITIL V2 Foundation Certificate in Service Management who wish to get an equivalent of their ITIL V2 Foundation certificate to V3 Foundation.

- Course Code: ITILBP

ITIL v3 Foundations Training

Released on May 30, 2007, the ITIL® Foundation Version 3 certification course is a long-awaited update to the best practice guidance of the IT Infrastructure Library™. Known as ITIL® v3, the books are framed around the Service Lifecycle, taking a holistic approach to managing services and delivering business value. All of the core processes and concepts from ITIL® v2 remain in ITIL® v3 with updates to address emerging trends. New processes are in response to requests from the practitioner community. All processes have been grouped into the appropriate volume, reflecting their business value in the Service Lifecycle: Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement.

Who Should Attend: IT management, IT support staff, IT consultants, business managers, business process owners, IT developers, service providers, and system integrators

- Course Code: ITILv3 (ITILFT)
- Contact Hours: 19.5
- Course Length: 3 days
- Prerequisite: None

Juniper Courses

Advanced Juniper Networks Routing

This lab-intensive course provides an advanced look at popular routing and traffic engineering protocols supported on Juniper Networks M-series and T-series platforms. This course investigates the intricacies of interior gateway protocol (IGP) operation through OSPF and IS-IS labs that engage the student in a detailed examination of the link-state database and the effects of virtually all protocol options and covers advanced JUNOS software features relating to MPLS and traffic engineering. The complexities of large-scale routing using the Border Gateway Protocol (BGP) are then explored, with the focus on scaling networks using route reflection and confederations. Numerous BGP options, such as multi-hop, multipath, and authentication, are discussed and configured.

- Course Code: AJNR
- Contact Hours: 32.5
- Course Length: 5 days
MasterLink Training

Prerequisite: Students attending this class should be able to establish, without assistance, a basic configuration for OSPF, IS-IS, BGP, MPLS, and PIM. Students should also have knowledge of the JUNOS Internet software configuration syntax to the extent covered in the Configuring Juniper Networks Routers (CJNR) course.

Linux System Administration Courses

Red-Hat

JBoss SOA: ESB Service Implementation

The JBoss SOA ESB Service Implementation (JB431) course provides an overview of the JBoss SOA Platform and focuses on skills required to leverage the ESB. Designed for experienced Java EE developers, this course teaches the process for developing and deploying ESB services and providers. Students will enhance their ESB development skills while deploying and managing ESB services, like HTTP providers, JMS providers, transformation actions, and available built-in service actions. Through in-class investigation and hands-on labs, students will leave the class able to design, develop, deploy, and test ESB services in accordance with SOA design principles using JBoss Developer Studio and JBoss SOA Platform.

Important Note: This course emphasizes ESB development only and does not include tertiary development tasks that an SOA-P developer may need.

Who Should Attend: Senior Java EE developers, including Enterprise SOA architects

Course Code: JB431
Contact Hours: 13.0
Course Length: 2 days
Prerequisite: Java Enterprise knowledge; 5+ years Java EE programming experience; and basic XML scripting experience

Red Hat Enterprise

Deployment and Systems Management

This is a four-day lab-based course that explores the concepts and methods necessary for successful large-scale deployment and management of Red Hat Enterprise Linux systems. Experienced system administrators learn how to implement and manage Red Hat Enterprise Linux deployments efficiently and effectively, in ways that make their systems manageable by a team of administrators. Central to the course is hands-on training in the use of the Red Hat Network Satellite Server for deployment and provisioning of Red Hat Enterprise Linux systems. By the end of this course, students will have built their own RPM packages and will have used Subversion to make changes to scripts.

Who Should Attend: Experienced Linux system administrators responsible for managing shared storage across one or more Linux systems and experienced Linux system administrators responsible for maintaining a high availability service using cluster technology

Course Code: RH436
Contact Hours: 26.0
Course Length: 4 days
Prerequisite: RHCE certification or equivalent experience

Red Hat Enterprise

Clustering and Storage Management

This course provides intensive, hands-on experience with storage management, Red Hat Cluster Suite, and the shared storage technology delivered by Red Hat Global File System™ (GFS). Created for senior Linux system administrators, this four-day course has a strong emphasis on lab-based activities. At the end of the course, students will have learned to deploy and manage shared storage and server clusters that provide highly available network services to a mission-critical Enterprise environment.

Who Should Attend: Experienced Linux system administrators responsible for managing shared storage across one or more Linux systems and experienced Linux system administrators responsible for maintaining a high availability service using cluster technology

Course Code: RH436
Contact Hours: 26.0
Course Length: 4 days
Prerequisite: RHCE certification or equivalent experience

Red Hat Enterprise System

Monitoring and Performance Tuning

This course is designed to teach senior Linux system administrators the methodology of performance tuning and capacity planning for Red Hat Enterprise Linux. It discusses system architecture with an emphasis on understanding the implications of system architecture on system performance, methods for testing the effects of performance adjustments, open source benchmarking utilities, methods for analyzing system and networking performance, and tuning configurations for specific application loads.
MasterLink Training

Who Should Attend: Experienced Linux system administrators responsible for maximizing resource utilization through performance tuning
- Course Code: RH442
- Contact Hours: 26.0
- Course Length: 4 days
- Prerequisite: RHCE certification or equivalent experience

Red Hat Linux Troubleshooting

Troubleshooting is both an art and a science and an instinct and technique. In Red Hat Linux Troubleshooting (RH242), system administrators will learn techniques for troubleshooting a Linux system and how to use the troubleshooting tools available on Red Hat Enterprise Linux. This course is a four-day, heavily lab-oriented class designed to help the student learn or improve troubleshooting skills. Students will gain troubleshooting experience by debugging live, virtualized systems.
- Course Code: RH242
- Contact Hours: 26.0
- Course Length: 4 days
- Prerequisite: Red Hat System Administration I and II or RHCSA Rapid Track CourseRHCSA certification holder or equivalent experience; system administration knowledge under Red Hat Enterprise Linux, including installationService management (using service and chkconfig, for example); basic system monitoring (using ps and top, and perhaps meminfo and the /proc file system); file system management (using fdisk and mkfs); and basic troubleshooting (including managing log files and perhaps the use of hardware probing tools such as ethtool and lspci).

Red Hat System Administration II

This course is a follow up to System Administration I and continues to utilize today’s best-of-breed, contemporary teaching methodology. Students will be actively engaged in task-focused activities, lab-based knowledge checks, and facilitative discussions to ensure maximum skills transfer and retention. Building on the foundation of command line skills covered in System Administration I, students will dive deeper into Red Hat Enterprise Linux to broaden their “tool kits” of administration skills. By the end of this five-day course, students will be able to administer and troubleshoot file systems and partitioning, logical volume management, access control, package management. Students who attend Red Hat System Administration I & II will be fully prepared to take the Red Hat Certified System Administration (RHCSA) exam.
- Who Should Attend: IT professionals who have attended Red Hat System Administration I and want the skills to be full-time Enterprise Linux administrators and/or earn RHCSA certifications
- Course Code: RH134
- Contact Hours: 26.0
- Course Length: 4 days
- Prerequisite: Red Hat System Administration I

Red Hat System Administration III With RHCSA

With a heavy emphasis on practical, hands-on labs, focus is placed on enhancing automation skills to securely configure, deploy, and manage network services including DNS, Apache, SMTP, and network file sharing. In addition, this course emphasizes security, including monitoring, packet filtering, access controls, and SELinux. At the completion of this course, students already familiar with the Red Hat Certified Technician (RHCT)/Red Hat Certified System Administrator (RHCSA) administration skills will have exposure to all competencies tested by the RHCSA and Red Hat Certified Engineer (RHCE®) exams. This class includes the RHCSA and the RHCE exams.
- Who Should Attend: IT professionals who have attended Red Hat System Administration I and want the skills to be full-time Enterprise Linux administrators and/or earn RHCSA certifications
- Course Code: RH135 (4 days)/RHCSA (5 days)
- Contact Hours: 32.5
- Course Length: 4–5 days
- Prerequisite: Red Hat System Administration I
MasterLink Training

Who Should Attend: Experienced Linux® administrators who require networking and security administration skills

- Course Code: RHCE/RH255
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: RHCSA Rapid Track Course with Exam (RH200) or the combination of Red Hat System Administration I (RH124) and Red Hat System Administration II with exam (RH135) courses; equivalent experience to the RHCSA Rapid Track Course (RH200); and skills required to earn an RHCT/RHCSA certification

RHCE Rapid Track Course

This course is designed for senior Linux system administrators who want to validate their competencies by earning the RHCSA and RHCE credentials. This is a fast-paced preparation course that combines the RHCSA Fast Track Course (RH199) and System Administration III (RH254) courses, normally eight days of training, into a single four-day course. Building on the students’ extensive knowledge of command line-based Linux administration, the course moves very quickly through the intermediate and advanced tasks covered by lab-based knowledge checks and facilitative discussions. By the end of this course, the senior Linux administrator students will have been exposed to all the intermediate and advanced competencies tested by the RHCSA and RHCE exams.

Who Should Attend: Experienced Linux system administrators with a minimum of three years of Linux experience who want a fast-track solution to earn an RHCE certification; and experienced Solaris system administrators who have completed the Red Hat Enterprise Linux for Solaris Administrators (RH290) course. This course is not recommended for students who have successfully completed the RHCSA Rapid Track Course (RH200). For those students, the Red Hat System Administration III (RH254) course is recommended.

- Course Code: RH299
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: Students must meet the requirements for attending Red Hat System Administration I, II, and III courses; and students must have the same skill set as an RHCT/RHCSA.

Microsoft Office Courses

Access

Access 2003 Level 1

Most organizations maintain and manage large amounts of information. One of the most efficient and powerful information management computer applications is the relational database. Information can be stored, linked, and managed using a single relational database application and its associated tools. In this course, the student will be introduced to the concept of the relational database by using the Microsoft Office Access 2003 relational database application and its information management tools.

Who Should Attend: This course is designed for students who wish to learn the basic operations of the Access 2003 database program to perform their day-to-day responsibilities and to understand the advantages that using a relational database program can bring to their business processes. The Level 1 course is for the individual whose job responsibilities include working with tables to create and maintain records, locate records, and produce reports based on the information in the database. It also provides the fundamental knowledge and techniques needed to advance to more technical Access responsibilities such as creating and maintaining new databases and using programming techniques that enhance Access applications.

- Course Code: A31
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: Completion of one of the following courses or equivalent knowledge from another source: Windows 2000—Introduction; Windows XP—Introduction; Windows XP Professional—Level 1; or Windows XP Professional—Level 2.

Access 2003 Level 2

The student should have the basic skills needed to work with Microsoft Office Access 2003 databases. This includes working with Access tables, relationships, queries, forms, and reports. In this course the student will consider how to design and create a new Access database, how to customize database components, and how to share Access data with other applications.

Who Should Attend: This course is designed for the student who wishes to learn intermediate-level operations of the Microsoft Access program. The Level 2 course is for the individual whose job responsibilities include creating new databases, tables, and relationships as well as working with and revising intermediate-level queries, forms, and reports. It also introduces the student...
to integrating Access data with other applications such as Microsoft Word or Excel. This course is also designed for students pursuing the Microsoft Office Specialist Certification for Access 2003.

- **Course Code:** A32
- **Contact Hours:** 6.5
- **Course Length:** 1 day
- **Prerequisite:** Basic familiarity with Access tables, relationships, queries, forms, and reports or completion of Microsoft Access 2003 Level 1 and a basic understanding of Microsoft Excel and Microsoft Word (recommended but not required)

### Access 2003 Level 3

This course extends the student’s knowledge into some of the more specialized and advanced capabilities of Access 2003.

**Who Should Attend:** This course is designed for the student who wishes to learn intermediate and advanced operations of the Microsoft Office Access 2003 database program. The Level 3 course is for the individual whose job responsibilities include working with heavily related tables; creating advanced queries, forms, and reports; writing macros to automate common tasks; and performing general database maintenance. It is also designed as one in a series of courses for students pursuing the Microsoft Office Specialist Certification for Microsoft Office Access 2003.

- **Course Code:** A33
- **Contact Hours:** 6.5
- **Course Length:** 1 day
- **Prerequisite:** Completion of Microsoft Office Access 2003 Level 1 and Microsoft Office Access 2003 Level 2 or equivalent knowledge (familiarity with basic and intermediate features of Access tables, relationships, queries, forms, and reports)

### Access 2007 Level 1

Most organizations maintain and manage large amounts of information. One of the most efficient and powerful ways of managing data is by using relational databases. Information can be stored, linked, and managed using a single relational database application and its associated tools. In this course, students will examine the basic database concepts and create and modify databases and their various objects using the Microsoft® Office Access™ 2007 relational database application.

**Who Should Attend:** This course is designed for students who wish to learn the basic operations of the Microsoft Access database application to perform their day-to-day responsibilities and to understand the advantages that using a relational database application can bring to their business processes. The Level 1 course is for the individual whose job responsibilities include designing and creating new databases, tables, and relationships; creating and maintaining records; locating records; and producing reports based on the information in the database. Individuals who want to pursue Microsoft Certified Application Specialist certification in Microsoft Office Access 2007 can also take this course.

- **Course Code:** A71
- **Contact Hours:** 6.5
- **Course Length:** 1 day
- **Prerequisite:** Students should have completed the following courses or possess equivalent knowledge: Windows 2000—Introduction; Windows XP—Introduction; Windows XP—Level 1; and/or Windows XP—Level 2.

### Access 2007 Level 2

In this course, students will consider how to maintain data consistency, how to customize database components, and how to share Access data with other applications.

**Who Should Attend:** This course is designed for students who would like to learn intermediate-level operations of the Microsoft Office Access program. The Level 2 course is for individuals whose job responsibilities include maintaining data integrity; handling complex queries, forms, and reports; and sharing data between Access and other applications. Individuals who want to pursue the Microsoft Certified Application Specialist certification in Microsoft Office Access 2007 can also take this course.

- **Course Code:** A72
- **Contact Hours:** 6.5
- **Course Length:** 1 day
- **Prerequisite:** Completion of Microsoft Office Access 2007 Level 1 or equivalent knowledge is recommended.

### Access 2007 Level 3

In this course, students will extend their knowledge into some of the more specialized and advanced capabilities of Access by structuring existing data, writing advanced queries, working with macros, enhancing forms and reports, and maintaining a database.

**Who Should Attend:** This course is for the individual whose job responsibilities include working with related tables; creating advanced queries, forms, and reports; writing macros to automate common tasks; and performing general database maintenance. It is also designed as one in a series of courses for students pursuing the Microsoft Office Specialist Certification for Microsoft Office Access 2007.
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- Course Code: A73
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Knowledge of basic and intermediate features of Access tables, relationships, and queries, forms, and reports is recommended. The following courses or equivalent knowledge are recommended: Microsoft Office Access 2007 Level 1 and Microsoft Office Access 2007 Level 2.

Access 2007 Level 4

In previous levels, students were introduced to the various features of Microsoft Office Access 2007 that dealt with local database management. However, effective database management calls for mastering the advanced administrative and collaborative features of Access. In this course, students will exchange data with other applications, automate business processes by using VBA code, and secure and share databases.

Who Should Attend: This course is designed for students who have a thorough understanding of the basic and advanced user features of the Microsoft Office Access 2007 application and are interested in learning introductory level administrator skill sets. The course is also for the student who may be working in a Web-based environment and may need to adapt Access applications to the environment.

- Course Code: A74
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: The following courses (or equivalent knowledge) are recommended: Microsoft Office Access 2007 Level 1; Microsoft Office Access 2007 Level 2; and Microsoft Office Access 2007 Level 3.

Access 2010 Level 1

This one-day instructor-led course provides students with an overview of the features and functions of Microsoft Access 2010.

Who Should Attend: This course is designed for students who wish to learn the basic operations of the Microsoft Office Access database program to perform their day-to-day responsibilities and who want to use the application to be more productive in their work. It provides the fundamental knowledge and techniques needed to use more complex Access features such as maintaining databases and using programming techniques that enhance Access applications.

- Course Code: A101
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: The student should be familiar with using personal computers and have used the mouse and keyboard. The student should also be comfortable in the Windows environment and be able to use Windows to manage information on the computer, launch and close programs, navigate to information stored on the computer, and manage files and folders. To ensure success, we recommend an introductory Windows course or equivalent skills and knowledge.

Access 2010 Level 2

This one-day instructor-led course provides students with an overview of the features and functions of Microsoft Access 2010.

Who Should Attend: This course is designed for individuals who wish to learn intermediate-level operations of the Microsoft Office Access program. The target student may also include individuals whose job responsibilities include creating databases, tables, and relationships, as well as working with and revising intermediate-level queries, forms, and reports. It also introduces the student to integrating Access data with other applications such as Microsoft Office Word or Excel.

- Course Code: A102
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: An introductory course such as Microsoft Office Access 2010 Level 1 (or equivalent knowledge and skills)

Access 2010 Level 3

Participants will create complex Access databases by structuring existing data, writing advanced queries, working with macros, and performing database maintenance.

Who Should Attend: This course is for the individual whose job responsibilities include working with heavily related tables; creating advanced queries, forms, and reports; writing macros to automate common tasks; and performing general database maintenance.

- Course Code: A103
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Knowledge of basic and intermediate features of Access tables, relationships, queries, forms, and reports is recommended. The following courses or equivalent knowledge is recommended: Microsoft Office Access 2010 Level 1 and Microsoft Office Access 2010 Level 2.
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Microsoft Office Access 2010: Transition From MS Access 2003 (First Look)

Students will identify and use the new and enhanced features to Microsoft Office Access 2010 since the release of Microsoft Access 2003.

Who Should Attend: This course is designed for experienced Access users who have worked with the earlier versions of Microsoft Access, ideally Microsoft Access 2003, and who have or are planning to upgrade to Microsoft Access 2010.

- Course Code: ANF10
- Contact Hours: 3.5
- Course Length: ½ day
- Prerequisite: Students enrolling in this course should have worked on Access 2003 (or earlier) and be familiar with the Internet.

Microsoft Office Courses

Excel

Excel 2003 Intro to VBA

Students will learn how to simplify work in the Excel environment by automating many of the repetitive tasks that are part of spreadsheet development. They will apply the Visual Basic for Applications (VBA) programming language to simplify many of the tasks learned in Excel 2003—Level 1 and Excel 2003—Level 2. Topics include using VBA to create macros for automating repetitive tasks in Excel 2003, developing macros, formatting worksheets, creating an interactive worksheet, working with multiple worksheets, and performing calculations.

Who Should Attend: Students who already have knowledge of the basics of Excel, including how to create, edit, format, and print worksheets that include charts and sorted and filtered data, will be interested in this course.

- Course Code: EVBA
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should have experience with creating, editing, formatting, saving, and printing basic spreadsheets in Microsoft Excel 2003. Web browsing experience is strongly recommended.

Excel 2003 Level 1

In this course, students will use Microsoft Office Excel 2003 to manage, edit, and print data.

Who Should Attend: This course is designed for persons preparing for certification as a Microsoft Office Specialist in Excel, who already have knowledge of the Microsoft Office Windows 98 (or above) operating system, and who desire to gain the skills necessary to create, edit, format, and print basic Microsoft Excel 2003 worksheets.

- Course Code: E31
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: It is recommended that the student first take the following course or have equivalent knowledge: Microsoft Office Windows XP Introduction. If you have taken an introductory course for an earlier version of the Windows operating system, this will also meet the prerequisite.

Excel 2003 Level 2

In this course, students will apply visual elements and advanced formulas to a worksheet to display data in various formats.

Who Should Attend: The target audience for this course is students who desire to gain the skills necessary to create templates, sort and filter data, import and export data, analyze data, and work with Excel on the Web. In addition, this course helps prepare students who desire to prepare for the Microsoft Office Specialist exam in Excel or Module 2 and who already have knowledge of the basics of Excel, including how to create, edit, format, and print basic worksheets.

- Course Code: E32
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should have experience with creating, editing, formatting, saving, and printing basic spreadsheets in Microsoft Excel 2003. Students can obtain this level of skill by taking the Microsoft Excel 2003 Level 1 course. In addition, Web browsing experience is strongly recommended.

Excel 2003 Level 3

In this course, students will perform tasks such as running calculations on data and sorting and filtering numeric data. Students will also learn how to automate some common tasks, apply advanced analysis techniques to more complex data sets, collaborate on worksheets with others, and share Excel data with other applications.

Who Should Attend: This course was designed for students desiring to gain the skills necessary to create macros, collaborate with others, audit and analyze worksheet data, create PivotTables and PivotCharts, incorporate multiple data sources, and import and export data. In addition, the course is also for students desiring to prepare for the Microsoft Office Specialist exam in Excel 2003 or Module 2-Key Applications of the Internet and Computing Core Certification (IC3) exam.
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Course Code: E33
Contact Hours: 6.5
Course Length: 1 day
Prerequisite: Students should have completed the following courses or have equivalent knowledge: Microsoft Office Excel 2003 Level 1; and Microsoft Office Excel 2003 Level 2.

Excel 2007 Level 1

Students should have basic computer skills such as using a mouse, navigating through windows, and surfing the Internet. They also should have used paper-based systems to store data and now would like to migrate that data to an electronic format.

Who Should Attend: This course is designed for people preparing for certification as a Microsoft Certified Application Specialist in Excel and who already have knowledge of Microsoft Office, Windows 2000 (or above) and desire to gain the skills necessary to create, edit, format, and print basic Microsoft Office Excel 2007 worksheets.

Course Code: E71
Contact Hours: 6.5
Course Length: 1 day
Prerequisite: Students should be familiar with using personal computers and have used a mouse and keyboard. They should be comfortable in the Windows environment and be able to use Windows to manage information on the computer. Students should have completed the following courses or possess equivalent knowledge: Windows XP Professional: Level 1; Windows XP Professional Level 2; Windows XP Introduction; and Windows 2000 Introduction.

Excel 2007 Level 2

In this course, students will use Microsoft Office Excel 2007 to streamline and enhance spreadsheets with templates, charts, graphics, and formulas.

Who Should Attend: The target audience for this course is students who desire to gain the skills necessary to create templates, sort and filter data, import and export data, analyze data, and work with Excel on the Web. In addition, this course helps prepare students who desire to take the Microsoft Office Specialist exam in Excel and who already have knowledge of the basics of Excel.

Course Code: E72
Contact Hours: 6.5
Course Length: 1 day
Prerequisite: Students should have completed the following course or possess equivalent knowledge: Microsoft Office Excel 2007 Level 1.

Excel 2007 Level 3

In this course, students will extend their knowledge into some of the more specialized and advanced capabilities of Excel by automating some common tasks, applying advanced analysis techniques to more complex data sets, collaborating on worksheets with others, and sharing Excel data with other applications.

Who Should Attend: This course was designed for students desiring to gain the skills necessary to create macros, collaborate with others, audit and analyze worksheet data, incorporate multiple data sources, and import and export data. In addition, the course is also for students desiring to prepare for the Microsoft Certified Application Specialist exam in Microsoft Office Excel 2007 and who already have knowledge of the basics of Excel.

Course Code: E73
Contact Hours: 6.5
Course Length: 1 day
Prerequisite: Students should have completed the following courses or have equivalent knowledge: Microsoft Office Excel 2007 Level 1; and Microsoft Office Excel 2007 Level 2.

Excel 2007 Level 4

This course is for students who wish to take advantage of the advanced features and techniques used in Microsoft Office Excel 2007. Excel has many tools and functions that help in analyzing varied data to make decisions having large scale implications on profitability, be it in the domain of sales, project management, credit, equities, futures, options, currency, and so on. Students will use the advanced features of Microsoft Office Excel 2007 to attain a high degree of proficiency as an Excel power user.

Who Should Attend: This course is designed for advanced Microsoft Office Excel professionals who may work or be interested in the domain of finance, statistics, project analysis, and market analysis, including the fields of micro- and macro-economics.

Course Code: E74
Contact Hours: 6.5
Course Length: 1 day
Prerequisite: Students should have the following knowledge/skills: Excel 2007 knowledge, including how to create, edit, format, and print worksheets that include charts and sorted and filtered data; knowledge of how to write and edit simple formulas; Microsoft Office Excel 2007 Level 1; Microsoft Office Excel 2007 Level 2; and Microsoft Office Excel 2007 Level 3.
MasterLink Training

Excel 2007 VBA

Students will apply the Visual Basic for Applications (VBA) programming language to simplify many of the tasks that can be performed using various tools and functions in Excel 2007.

Who Should Attend: This course is for advanced Microsoft Excel professionals who want to simplify their work in the Excel environment by automating many of the repetitive tasks that are part of the spreadsheet development.

- Course Code: E7VBA
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should have knowledge of Microsoft Office Excel 2007, including how to create, edit, format, and print worksheets that contain charts, and sorted and filtered data. Students should have completed the following courses or have equivalent knowledge: Microsoft Office Excel 2007 Level 1; Microsoft Office Excel 2007 Level 2; and Microsoft Office Excel 2007 Level 3.

Excel 2010 Level 1

Students will create and edit basic Microsoft Office Excel 2010 worksheets and workbooks, perform calculations, modify the appearance of data within a worksheet, manage Excel workbooks; and print the content of an Excel worksheet.

Who Should Attend: This course is designed for students who desire to gain the necessary skills to create, edit, format, and print basic Microsoft Office Excel 2010 worksheets.

- Course Code: E101
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: The student should be familiar with using personal computers and have used the mouse and keyboard as well as be comfortable in the Windows environment. The following courses or equivalent knowledge is recommended: Windows XP Professional Level 1 or Windows XP Introduction.

Excel 2010 Level 2

The student will use advanced formulas and work with various tools to analyze data in spreadsheets. The student will also organize table data, present data as charts, and enhance the look and appeal of workbooks by adding graphical objects.

Who Should Attend: This course is meant for those desiring to gain advanced skill sets necessary for calculating data using functions and formulas, sorting and filtering data, using PivotTables and PivotCharts for analyzing data, and customizing workbooks.

- Course Code: E102
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Microsoft Office Excel 2010 Level 1 (or equivalent skills)

Excel 2010 Level 3

Students will automate some common Excel tasks, apply advanced analysis techniques to more complex data sets, troubleshoot errors, collaborate on worksheets, and share Excel data with other applications.

Who Should Attend: This course is designed for students desiring to gain the skills necessary to create macros, collaborate with others, audit and analyze worksheet data, incorporate multiple data sources, and import and export data.

- Course Code: E103
- Contact Hours: 6.5
- Course Length: 1 days
- Prerequisite: Students are recommended to take the following courses or have equivalent knowledge: Microsoft Office Excel 2010 Level 1 and Microsoft Office Excel 2010 Level 2.

Excel 2010: Pivot Tables

Participants will create and analyze PivotTable data. Topics include building a PivotTable, analyzing data using PivotTables, and presenting PivotTable data visually.

Who Should Attend: This course is meant for people with a sound working knowledge of Microsoft Excel and general computer proficiency.

- Course Code: EPT
- Contact Hours: 3.5
- Course Length: ½ day
- Prerequisite: Before starting this course, students are recommended to take the following courses or have equivalent knowledge: Microsoft Office Excel 2010—Level 1, and Microsoft Office Excel 2010—Level 2.

Microsoft Office Excel 2010: Transition From MS Excel 2003 (First Look)

Participants will use the new and enhanced features in Microsoft Office Excel 2010. They will identify the elements of the Microsoft Office Excel 2010 environment, organize data in Excel worksheets, analyze Excel data by sorting, filtering, and conditionally formatting it, present Excel data using charts, illustrations, and PivotTables, and use Office Web Apps.
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Who Should Attend: This course is designed for experienced Excel users who have worked with earlier versions of Microsoft Office Excel, ideally Microsoft Office Excel 2003, and who are planning to upgrade to Microsoft Office Excel 2010.

- Course Code: ENF10
- Contact Hours: 3.5
- Course Length: ½ day
- Prerequisite: Students must have prior knowledge of Microsoft Office Excel 2003 or Excel XP on the Windows operating system.

Microsoft Office Courses

Expression Web

Expression Web 2007

The features and functions in Expression Web will enable students to create a website to suit their requirements. Participants will create a website using Microsoft Expression Web, get familiar with the basic principles of Web development and the Expression Web environment, design the layout of a website, add content to a website, format a Web page using CSS, work with links, add interactivity to Web pages, and finalize a website.

Who Should Attend: This course is intended for students who want to create Web pages and websites in a graphical application.

- Course Code: EP7
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: Although experienced users will appreciate the extensive functions of Expression Web, no technical background is required to use the software. However, it may be helpful if a student has completed the following courses or has equivalent knowledge from another source: HTML 4.01—Web Authoring, Level 1 (Second Edition) and Cascading Style Sheets (Third Edition).

Microsoft Office Courses

FrontPage

FrontPage 2003

Participants will use Microsoft® FrontPage® 2003 to design, develop, and deploy websites that can be viewed on any Web-enabled computer around the world. Students will create and publish a website using Microsoft FrontPage 2003, create a website that includes new and existing Web pages, add images to Web pages, add links to Web pages, add and format tables, format a Web page, design layout for Web pages, use navigation view to structure a website, and publish a FrontPage website.

Who Should Attend: The target student for this course is someone who wants to create Web pages and websites in a graphical application.

- Course Code: FP3
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: We recommend prior completion of the following courses (or equivalent knowledge): Microsoft Word 2003—Level 1; Microsoft Word 2003—Level 2; Internet Explorer 6.0—Introduction; and Windows XP—Introduction. In addition, it may be helpful if a student has completed HTML 4.01—Web Authoring, Level 1 (Second Edition) or has equivalent knowledge from another source.

Microsoft Office Courses

InfoPath

InfoPath 2007

Information is a key to the success of any organization. Gathering and sharing information within your organization and with clients and customers alike, can be an important task. Microsoft Office InfoPath 2007: Creating InfoPath Forms is a product that gathers and shares information. In this course, students will use InfoPath to streamline the process of gathering and sharing information.

Who Should Attend: This course is appropriate for those with Web design experience, forms administrators, information coordinators, and Microsoft Office system power users who need to gather, reuse, distribute, and collaborate using XML-based forms.

- Course Code: IP7
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students taking this class should have proficiency in Microsoft Office products (concentrating in forms development) and have experience working in a tagged environment such as HTML or FrameMaker with SGML.

InfoPath 2010

Students will learn how to use InfoPath to gather and share information by creating and implementing XML-based forms.

Who Should Attend: This course is appropriate for those with Web design experience, forms administrators, information
coordinators, and Microsoft Office system power users who need to gather, reuse, distribute, and collaborate using XML-based forms.

- Course Code: IF10
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students taking this class should have proficiency in Microsoft Office products (concentrating in forms development) and have experience working in a tagged environment such as HTML or FrameMaker with SGML.

### MasterLink Training

#### Microsoft Office Courses

### Office

#### Office 2007 New Features

Participants will get to know and work with the features present in the latest release of the application. Microsoft Office 2007: New Features comes with enhanced features for improving the management, organization, and distribution of your data.

**Who Should Attend:** Users with experience in previous versions of Microsoft Office suite who want to know the new features of Office 2007.

- Course Code: NF7
- Contact Hours: 3.5
- Course Length: ½ day
- Prerequisite: Level 1 knowledge of prior versions of the Microsoft Office suite of products (Excel, PowerPoint, Word, Access, and Outlook).

#### Office 2010 New Features

Participants will work with the new and updated features of Microsoft Office 2010 and identify the new and enhanced features that are common to all applications in the Microsoft Office suite.

**Who Should Attend:** This course is for users with prior experience of previous versions of the Microsoft Office suite who are looking to transition to 2010 and want to know what the new features of Office 2010 are.

- Course Code: ONF10
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Participants should be familiar with prior versions of the Microsoft Office suite of products (Word, Excel, PowerPoint, Access, and Outlook). We recommend you first take a Level 1 course or have equivalent skills and knowledge.

### Outlook

#### Outlook 2003 Level 1

This course will provide participants with the skills needed to start sending and responding to email in Microsoft Outlook 2003 as well as maintaining a calendar, scheduling meetings, and working with tasks and notes.

**Who Should Attend:** This course is designed for people with a basic understanding of Microsoft Windows who need to learn how to use Microsoft Outlook 2003 to compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes. This course is intended for persons interested in pursuing the Microsoft Office Specialist certification for Outlook.

- Course Code: O31
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: This course assumes familiarity with using personal computers and using a mouse and keyboard; basic typing skills are recommended. Participants should be comfortable in the Windows environment and be able to use Windows to manage information on a computer. The following courses are recommended (or equivalent knowledge/skills): Windows XP Professional—Level 1 and Windows XP Professional—Level 2 or Windows XP—Introduction and Windows 2000—Introduction.

#### Outlook 2003 Level 2

This course provides students with the necessary skills to customize the Outlook environment, calendar, and email messages so that they meet specific needs. Students will also learn how to track, share, assign, and quickly locate various Outlook items.

**Who Should Attend:** This course is designed for experienced Outlook users.

- Course Code: O32
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students are required to take the following courses or have equivalent knowledge/skills: Windows XP Professional—Level 1, Windows XP Professional—Level 2,
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Outlook 2007 Level 1

This course will provide students with the skills needed to start sending and responding to email in Microsoft Office Outlook 2007 as well as maintaining calendars, scheduling meetings, and working with tasks and notes. In this course, students will compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes. Who Should Attend: This course is designed for anyone with a basic understanding of Microsoft Windows who needs to use Microsoft Office Outlook 2007 to compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes. In addition, this course helps prepare students who desire to take the Microsoft Certified Applications Specialist certification for Outlook.

- Course Code: O71
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should be familiar with using personal computers and have used a mouse and keyboard; basic typing skills are recommended. They should be comfortable in the Windows environment and be able to use Windows to manage information on a computer. Students should have taken the following courses or equivalent knowledge/skills: Windows XP Professional—Level 1, Windows XP Professional—Level 2, Windows XP—Introduction, and Microsoft Office Outlook 2003—Level 1.

Outlook 2007 Level 2

In this course, students will customize the Outlook environment, calendar, mail, and folders and also track, share, assign, and quickly locate various Outlook items.

Who Should Attend: This course is designed for experienced Outlook users.

- Course Code: O72
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students are required to take the following courses or possess equivalent knowledge/skills: Windows XP Professional—Level 1, Windows XP Professional—Level 2, Windows XP—Introduction or Windows 2000—Introduction, and Microsoft Office Outlook 2007—Level 1.

Outlook 2007 Level 3

Students will work with the advanced features of Outlook.

Who Should Attend: This course is intended for those with an intermediate understanding of Outlook who need to use Outlook to personalize and organize their email, manage Outlook data files, share and link contacts, archive items, create forms, and work offline and remotely.

- Course Code: O103

Outlook 2010 Level 1

Participants will use Outlook to compose and send email, schedule appointments and meetings, manage contact information, schedule tasks, and create notes.

Who Should Attend: This course is intended for people who have a basic understanding of Microsoft Windows and want to know how to use Outlook to manage their time and information.

- Course Code: O101
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Participants should be familiar with using personal computers, be comfortable in the Windows environment, and be able to use Windows to manage information. We recommend that participants first take one of the following courses or have equivalent skills and knowledge: Windows XP Professional—Level 1 or Windows XP—Introduction.

Outlook 2010 Level 2

Participants will customize the Outlook environment, calendar, and mail messages and will also track, share, assign, and quickly locate various Outlook items.

Who Should Attend: This course is designed for experienced Outlook users who need to customize their Outlook environment, calendar, and email messages and who wish to track, share, assign, and locate various Outlook items.

- Course Code: O102
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Prospective students should be familiar with using personal computers (basic typing skills are recommended). They should be comfortable with the Windows environment and be able to use Windows to manage information on the computer. Before taking this course, it is recommended that students take the following courses or possess equivalent knowledge: Outlook 2010—Level 1 and Windows XP Professional—Level 1 or Windows XP Professional—Level 2.

Outlook 2010 Level 3

Students will work with the advanced features of Outlook.

Who Should Attend: This course is intended for those with an intermediate understanding of Outlook who need to use Outlook to personalize and organize their email, manage Outlook data files, share and link contacts, archive items, create forms, and work offline and remotely.

- Course Code: O103
MasterLink Training

- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: This course assumes proficiency with Windows and an intermediate knowledge of Outlook. The following courses (or equivalent knowledge) are required: Microsoft Office Outlook 2010—Level 1 Microsoft Office and Outlook 2010—Level 2.

Microsoft Office Courses

PowerPoint

Microsoft Office PowerPoint 2010: Transition From MS PowerPoint 2003 (First Look)

Students will identify the components of the results-oriented interface of the PowerPoint environment and customize the interface to suit requirements. Students will identify and use the new and enhanced features of PowerPoint 2010 to create dynamic and visually appealing presentations. They will finalize a presentation and secure it with a digital signature to authenticate its validity and, finally, save a presentation to the Web so it can be accessed online.

Who Should Attend: This course is designed for experienced PowerPoint users who have worked with the earlier versions of Microsoft Office PowerPoint, ideally Microsoft Office PowerPoint 2003, and who have or are planning to upgrade to Microsoft Office PowerPoint 2010.

- Course Code: PNF10
- Contact Hours: 3.5
- Course Length: ½ day
- Prerequisite: Students should have prior knowledge of PowerPoint 2003 and/or PowerPoint XP on the Windows operating system.

PowerPoint 2003 Level 1

Students will create effective basic Microsoft Office PowerPoint 2003 presentations for delivery in front of an audience. Topics include manipulating an existing PowerPoint presentation, creating a new presentation, formatting text slides, adding tables to a presentation, charting data in a presentation, modifying objects on slides, adding images to a presentation, and preparing to deliver a presentation.

Who Should Attend: This course is designed for students who are interested in learning the fundamentals needed to create and modify basic Microsoft PowerPoint 2003 presentations. This course is also intended for students who wish to pursue their Microsoft Office Specialist certification in PowerPoint 2003.

- Course Code: PP31
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: We recommend students first take one of the following courses or have equivalent skills/knowledge: Windows XP—Introduction, Windows XP Professional—Levels 1 and 2, or Windows 2000—Introduction.

PowerPoint 2003 Level 2

As a Microsoft Office PowerPoint 2003 user familiar with the basics, you're able to convey information clearly without much glitz. That's okay, but you can do better—audiences expect more than the basics. In this course, students will enhance presentations with features that will transform basic presentations into those with a powerful means of communication.

Who Should Attend: This course is designed for students who desire to gain the skills necessary to work with design templates, organizational charts, special effects, Web presentations, collaboration functionality, and advanced presentation delivery. It is also for students who desire to prepare for the Microsoft Office Specialist exam in Microsoft PowerPoint 2003 and who already have knowledge of the basics of Microsoft PowerPoint 2003.

- Course Code: PP32
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: We recommend that students take the following courses or possess equivalent skills/knowledge: Windows XP—Introduction or Windows 2000—Introduction and Microsoft PowerPoint 2003—Introduction; Web browsing experience is also strongly recommended.

PowerPoint 2007 Level 1

In today's work environment, presentations have moved far beyond flip charts and overhead projectors. Audiences not only expect that presentations are in an electronic format, but they also demand that presentations be unique and sophisticated in their use of such formats. In this course, students will work with Microsoft Office PowerPoint 2007 to create electronic presentations.

Who Should Attend: This course is designed for students who are interested in learning the fundamentals needed to create and modify basic presentations using Microsoft Office PowerPoint 2007. This course is also intended for students interested in pursuing Microsoft Office Specialist certification in Microsoft Office PowerPoint 2007.

- Course Code: PP71
PowerPoint 2007 Level 2

As a Microsoft Office PowerPoint 2007 user, you are familiar with the basics of creating a presentation and are able to convey information effectively in a simple way. Static content in presentation, however, will not keep your audience interested. In this course, students will enhance presentations with features that will transform basic presentations into a powerful means of communication.

Who Should Attend: This course is designed for students who want to gain the skills necessary to work with design templates, various types of diagrams, special effects, custom slide shows, collaboration functionality, and advanced presentation delivery. This course also assists in the preparation for the Microsoft Office Specialist exam in Microsoft Office PowerPoint 2007. It is for students who already have knowledge of the basics of PowerPoint 2007, including slide formatting and working with tables, charts, images, objects, and presentation preparation.

Course Code: PP72

Contact Hours: 6.5

Course Length: 1 day

Prerequisite: We recommend students first take the following courses or have equivalent skills/knowledge: Windows XP—Introduction, Windows 2000—Introduction, and Microsoft Office PowerPoint 2007—Level 1.

PowerPoint 2010 Level 1

Students will explore the PowerPoint environment and create a presentation. They will format text on slides to enhance clarity. To enhance the visual appeal, they will add graphical objects to a presentation and modify them. They will also add tables and charts to a presentation to present data in a structured form. Lastly, they will finalize a presentation to deliver it.

Who Should Attend: This course is designed for students who are interested in learning the fundamentals needed to create and modify basic presentations using Microsoft Office PowerPoint 2010.

Course Code: PP101

Contact Hours: 6.5

Course Length: 1 day

Prerequisite: Students should be familiar with using personal computers and have used a mouse and keyboard. They should be comfortable in the Windows environment and be able to use Windows to manage information on a computer. Students should have completed the following courses or possess equivalent skills/knowledge: Windows XP—Introduction, Windows XP Professional—Level 1, Windows XP Professional—Level 2, and Windows 2000—Introduction.

Microsoft Office Courses

Project

Project 2003

This course is designed for individuals who will use Microsoft Office Project Professional 2003 as a tool to assist them in managing projects. The topics in this course cover the critical skills necessary to create and modify a project plan file that contains tasks, resources, and resource assignments.

Who Should Attend: This course is designed for a person who has an understanding of project management concepts, who is responsible for creating and modifying project plans, and who needs a tool to manage those project plans.

Course Code: P31

Contact Hours: 6.5

Course Length: 2 days
MasterLink Training

Project 2007

Microsoft® Office Project Professional 2007 acts as a tool to assist in managing projects. In this course, students will create and modify a project plan. The plans need to be updated and modified regularly to keep the project moving on track. This course will build upon the knowledge gained and give students the opportunity to work with a project plan once it reaches the project implementation phase.

Who Should Attend: This course is designed for a person who has an understanding of project management concepts, who is responsible for creating and modifying project plans, and who needs a tool to manage these project plans.

- Course Code: PR7
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: Students should have the following skills/knowledge: An understanding of project management concepts and knowledge of a Windows operating system, either Windows XP or Windows Vista. The following would be helpful, but is not required: Project Management Fundamentals Part 1 and 2 and a basic knowledge of Microsoft Word and Microsoft Excel.

Project 2010 Level 1

Students will create and manage a project schedule using Microsoft Project 2010. Topics covered include identifying the basic features and components of the Microsoft Project environment, creating a new project plan file and entering project information, managing tasks by organizing tasks and setting task relationships, managing resources for a project, and finalizing a project plan.

Who Should Attend: This course is designed for a person who has an understanding of project management concepts, who is responsible for creating and modifying project plans, and who needs a tool to manage those project plans.

- Course Code: P101
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Project 2010—Level 1

Microsoft Office Courses

Publisher

Publisher 2003

Microsoft Publisher 2003 is an easy to use, flexible program for creating newsletters, brochures, business cards, postcards, flyers, and more for print, email, and the Web. In this course, students will look at how to create a publication from scratch or use one of the hundreds of business and personal designs available in Publisher.

Who Should Attend: This course is for persons with a basic understanding of Microsoft Windows and Microsoft Word who need to learn how to use Microsoft Publisher 2003 to create, layout, and edit publications.

- Course Code: PU3
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: This course assumes familiarity with using personal computers and word processing. Students should
MasterLink Training

be comfortable in the Windows environment and be able to use Windows to manage information on a computer. One of the following courses is recommended, or you should have equivalent knowledge: Windows XP Professional—Level 1, Windows XP Professional—Level 2, Windows XP—Introduction, or Windows 2000—Introduction.

Publisher 2007

Microsoft Office Publisher 2007 is an easy-to-use, flexible program for creating newsletters, brochures, business cards, postcards, flyers, and more for print, email, and the Web. In this course, students will look at how to create a publication from scratch or use one of the hundreds of business and personal designs available in Publisher.

Who Should Attend: This course is for persons with a basic understanding of Microsoft Windows and Microsoft Word who need to learn how to use Microsoft Publisher 2007 to create, layout, and edit publications.

Course Code: PU7
Contact Hours: 6.5
Course Length: 1 day
Prerequisite: This course assumes familiarity with using personal computers and word processing. Students should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. One of the following courses is recommended, or you should have equivalent knowledge: Windows XP Professional—Level 1, Windows XP Professional—Level 2, Windows XP—Introduction, or Windows 2000—Introduction.

Microsoft Office Courses

SharePoint

SharePoint 3.0 End-User Level 1

In almost every office around the world, people communicate and share ideas to create products and services. This information sharing often requires multiple software and Web applications that do not necessarily work together perfectly. In contrast, Windows SharePoint services combine familiar office tools, add the latest technology, and extend the functionality of applications and the Web into a single environment to share information and collaborate with colleagues, no matter where they are or how they access the information. In this course, students will create and edit content in a Windows SharePoint Services team website, and then they will create and manage their own team site.

Who Should Attend: 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.

Course Code: SP1
Contact Hours: 13.0
Course Length: 2 days
Prerequisite: We recommend students first take the following course or have equivalent skills/knowledge: Any or all of the courses in the Microsoft Office 2007 curriculum and power user experience. Students should also have experience accessing information via a Web browser.

SharePoint 3.0 End-User Level 2

Students will have used the features of a WSS team site and have also performed some basic administration of WSS team sites as a site owner. Students might need to perform more advanced administration of the sites they own or even administer multiple sites and the SharePoint Services environment as a whole. In the Microsoft Windows SharePoint Services 3.0 Level 2 (Second Edition) course, students will manage team sites as a site owner and as a SharePoint Services administrator.

Who Should Attend: This course is designed for individual contributors or departmental staff in a variety of job roles, such as administrative assistants or functional or operations managers, who have basic SharePoint site owner skills and have the responsibility for managing SharePoint sites as an enabling technology within their workgroups and are not necessarily IT tech professionals.

Course Code: SP2
Contact Hours: 13.0
Course Length: 2 days
Prerequisite: The following course or equivalent experience is required: Microsoft Windows SharePoint Services 3.0 Level 1. Some familiarity with basic Windows server concepts and Internet Information Server (IIS) is recommended but not required.

Microsoft Office Courses

Visio

Visio 2003

In this course, students will learn fundamental skills while creating several types of diagrams using Microsoft Office Visio Professional. They will create a directional map, a block diagram, a basic and cross-functional flowchart, an organization chart, and an office layout. As these drawings are created, students will learn techniques to drag and manipulate Visio master shapes, create connections between shapes, and
apply styles to shapes, text, and pages. They will generate an organization chart from imported data and edit custom properties to store additional information in diagrams. They will learn shortcuts to enhance productivity and use unique tools designed for each type of drawing. When the course is completed, students will have a firm grasp of all of the skills needed to create any kind of diagram using Visio.

- Course Code: VI3
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: This course is designed for the student who has little or no experience using Visio 2003 Professional and who needs to learn the basic skills necessary in order to begin to use this program effectively. Before taking this course, students should have a basic understanding of the operating system.

### Visio 2007

Diagrams and charts play a pivotal role in knowledge dissemination and making complex data easy to understand. Microsoft Office Visio Professional 2007 has a host of features that are instrumental in creating pictorial representations of information. In this course, students will learn the essentials of Visio.

Who Should Attend: This course is designed for persons who have an understanding of basic workflows and the concept of end-to-end flowcharting.

- Course Code: VI7
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: Students should be familiar with using personal computers and have used a mouse and keyboard (basic typing skills are recommended). They should be comfortable in the Windows environment and be able to use Windows to manage information on their computer.

### Visio 2010

Students will design and manage basic diagrams, workflow, and flowcharts.

Who Should Attend: This course is designed for persons who have an understanding of the basic workflow and the concept of end-to-end flowcharting.

- Course Code: V10
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: Students should be familiar with using personal computers and have used a mouse and keyboard (basic typing skills are recommended). They should be comfortable in the Windows environment and be able to use Windows to manage information on their computers.

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**Microsoft Office Courses**

### Windows 7

#### Installing and Configuring Windows 7 Client

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. This course helps students prepare for Exam 70-680—TS: Windows 7, Configuring.

Who Should Attend: 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, and focusing on the “how to” associated with Windows 7 technologies. Most of these professionals use some version of Windows client at their workplace and are looking at new and better ways to perform some of the current functions.

- Course Code: 6292
- Contact Hours: 19.5.0
- Course Length: 3 days
- Prerequisite: Students must have experience installing PC hardware and devices, a 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, basic understanding of security concepts, and an understanding of the fundamental principles of using printers.

### Windows 7 Level 1

Students will log on to Windows 7, explore its interface, identify the different components in the interface, customize the Windows 7 desktop, manage files and folders, use the common tools and programs available in Windows 7, and browse the Internet.

Who Should Attend: This course is designed for any worker, business professional, or private individual who needs knowledge in operating systems and file management skills.

- Course Code: W71
MasterLink Training

- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: We recommend an introduction to personal computers course or equivalent knowledge/skills.

Microsoft Office Courses

Word

Microsoft Office Word 2010: Transition From MS Word 2003 (First Look)

Participants will identify and use the new and enhanced features in Microsoft Office Word 2010.

Who Should Attend: This course is designed for experienced Word users who have used earlier versions of Microsoft Office Word, ideally Microsoft Office Word 2003, and who are planning to upgrade to Microsoft Office Word 2010.

- Course Code: WNF10
- Contact Hours: 3.5
- Course Length: ½ day
- Prerequisite: Students should understand how to use some versions of Word, preferably 2003, and have some familiarity with the Internet. Due to the nature of this course and the minimal prerequisites, this course covers the commonly used new features and not the more advanced new features of the application.

Word 2003 Level 1

Word processing is the use of computers to create, revise, and save documents for printing and future retrieval. This course is the first in a series of three Microsoft Office Word 2003 courses. It will provide the student with the basic concepts required to produce basic business documents.

Who Should Attend: This course is for students with a basic understanding of Microsoft Windows who need to learn how to use Microsoft Word 2003 to create, edit, format, lay out, and print standard business documents complete with tables and graphics. This course is intended for people interested in pursuing the Microsoft Office Specialist certification in Microsoft Word 2003.

- Course Code: W31
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should be familiar with using personal computers and have used a mouse and keyboard (basic typing skills are recommended). They should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. One of the following courses or equivalent knowledge is required: Windows XP Professional Level 1, Windows XP Professional Level 2, Windows XP Introduction, or Windows 2000 Introduction.

Word 2003 Level 2

In the first course in this series, Microsoft Word 2003 Level 1, students gained all the basic skills needed to create a wide range of standardized business documents. The next step is to improve proficiency. Students will customize and automate the way Microsoft Word 2003 works, and they will improve the quality of their work by enhancing documents with customized Microsoft Word 2003 elements. In this course, students will increase the complexity of Microsoft Word 2003 documents by adding components such as customized lists, tables, charts, and graphics. They will also create personalized Microsoft Word 2003 efficiency tools.

Who Should Attend: This course was designed for persons who can create and modify standard business documents in Microsoft Word 2003 and who need to learn how to use Microsoft Word 2003 to create or modify complex business documents as well as customized Word efficiency tools. It will be helpful for persons preparing for the Microsoft Office Specialist exams for Microsoft Word 2003.

- Course Code: W32
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should be able to use Microsoft Word 2003 to create, edit, format, save, and print basic business documents that contain text, basic tables, and simple graphics. Students can obtain this level of skill by taking the following course: Microsoft Word 2003 Level 1.

Word 2003 Level 3

In this course, students will learn how to use Word to create, manage, revise, and distribute long documents, forms, and Web pages.

Who Should Attend: This course was designed for persons with a basic understanding of Microsoft Windows who can create and modify standard business documents in Microsoft Office Word 2003 and who need to learn how to use the more advanced features of Word 2003 to create, manage, revise, and distribute long documents, forms, and Web pages. This course is intended for persons interested in pursuing the Microsoft Office Specialist certification in Microsoft Word 2003.

- Course Code: W33
- Contact Hours: 6.5
- Course Length: 1 day
MasterLink Training

Prerequisite: Students should be able to use Microsoft Office Word 2003 to create, edit, format, save, and print business documents that contain text, tables, and graphics. Students should also be able to use a Web browser and an email program. A basic understanding of XML would also be helpful. In order to understand how Word interacts with other applications in the Microsoft Office System, students should have a basic understanding of how worksheets and presentations work. To ensure success, we recommend students first take the following courses or have equivalent knowledge: Microsoft Office Word 2003 Level 1 and Microsoft Office Word 2003 Level 2.

Word 2007 Level 1

Word processing is the use of computers to create, revise, and save documents for printing and future retrieval. This course is the first in a series of three Microsoft Office Word 2007 courses. It will provide students with the basic concepts required to produce basic business documents.

Who Should Attend: This course is intended for individuals who want to gain basic knowledge of working on Word. Individuals who want to pursue the Microsoft Certified Application Specialist certification in Microsoft Office Word 2007 can also take this course.

- Course Code: W71
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should be familiar with using personal computers and have used a mouse and keyboard. They should be comfortable in the Windows environment and be able to use Windows to manage information on a computer. Students should have completed the following courses or possess equivalent knowledge: Windows XP Professional Level 1, Windows XP Professional Level 2, Windows XP Introduction, and Windows 2000 Introduction.

Word 2007 Level 2

In the first course in this series, Microsoft Office Word 2007 Level 1, students gained all the basic skills needed to create a wide range of standardized business documents. The next step is to improve proficiency. Students will customize and automate the way Microsoft Word 2007 works. They will also improve the quality of their work by enhancing documents with customized Microsoft Word 2007 elements. They will create complex documents by adding components such as customized lists, tables, charts, and graphics. They will also create personalized Microsoft Word 2007 efficiency tools.

Who Should Attend: This course was designed for persons who can create and modify standard business documents in Microsoft Word 2007 and who need to learn how to use Microsoft Word 2007 to create or modify complex business documents as well as customized Word efficiency tools. It will be helpful for persons preparing for the Microsoft Certified Application Specialist exams for Microsoft Word 2007.

- Course Code: W72
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should be able to use Microsoft Word 2007 to create, edit, format, save, and print basic business documents that contain text, basic tables, and simple graphics. Students can obtain this level of skill by taking the following course: Microsoft Office Word 2007 Level 2.

Word 2007 Level 3

In this course, students will use Word to create, manage, revise, and distribute long documents and forms.

Who Should Attend: This course is designed for persons who want to gain skills necessary to manage long documents, collaborate with others, and secure documents. In addition, it will be helpful for persons preparing for the Microsoft Certified Application Specialist exams for Microsoft Office Word 2007.

- Course Code: W73
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should be able to use Microsoft Office Word 2007 to create, edit, format, save, and print basic business documents that contain text, tables, and simple graphics. Students should also be able to use a Web browser and an email program. A basic understanding of XML would also be helpful. In order to understand how Word interacts with other applications in the Microsoft Office System, students should have a basic understanding of how worksheets and presentations work. To ensure success, students should first take the following courses or have equivalent knowledge: Microsoft Office Word 2007 Level 1 and Microsoft Office Word 2007 Level 2.

Word 2007 New Features

Students will explore the components of the results-oriented interface of the Word environment, finalize and secure a document, and use the tools available in Word 2007 to create professional-looking documents.

- Course Code: WNF7
- Contact Hours: 6.5
- Course Length: 1 day
MasterLink Training

- Prerequisite: Students should have a basic understanding of how to use Word (preferably Word 2003 or Word XP).

**Word 2010 Level 1**

Students will create, edit, and enhance standard business documents using Microsoft Office Word 2010. It provides the fundamental knowledge and techniques needed to advance to using more complex Word features such as protecting your documents and usage of ligatures.

*Who Should Attend:* This course is designed for students who wish to learn the basic operations of the Microsoft Word to perform their day-to-day responsibilities and who want to use the application to be more productive in their work.

- Course Code: W101
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should be familiar with using personal computers and have used the mouse and keyboard. They should be comfortable in the Windows environment and be able to use Windows to manage information on the computer. It is recommended for students to take the following introductory Windows courses or have equivalent skills and knowledge: Windows XP Professional Level 1 or Windows XP Introduction.

**Word 2010 Level 2**

Students will create complex documents and build personalized efficiency tools using Microsoft Office Word 2010.

*Who Should Attend:* This course is designed for persons who are able to create and modify standard business documents in Microsoft Word 2010 but need to know how to create or modify complex business documents and customized Word efficiency tools. It also aims to assist persons preparing for the Microsoft Office Specialist exams for Microsoft Word 2010.

- Course Code: W102
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should be able to use Microsoft Word 2010 to create, edit, format, save, and print business documents that contain text, tables, and graphics. Students can obtain this level of skill by taking the Microsoft Office Word 2010 Level 1 course.

**Word 2010 Level 3**

Students will create, manage, revise, and distribute documents. Topics covered include using Word with other programs, collaborating on documents, managing document versions, adding reference marks and notes, simplifying the use of long documents, securing a document, and creating forms.

*Who Should Attend:* This course is designed for persons who want to gain skills necessary to manage lengthy documents, collaborate with others, and secure documents.

- Course Code: W103
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should be able to use Microsoft Office Word 2010 to create, edit, format, save, and print business documents that contain text, tables, and graphics. Students should also be able to use a Web browser and an email program. In order to understand how Word interacts with other applications in the Microsoft Office System, students should have a basic understanding of how worksheets and presentations work. Students should first take the following courses or have equivalent knowledge: Microsoft Office Word 2010 Level 1 and Microsoft Office Word 2010 Level 2.

**Miscellaneous Technical Courses**

**Crystal Reports**

**Crystal Reports XI Level 1**

Participants will learn to create a report by using data from an existing database; use a report to present specific data in the desired order; create groups to summarize report data; build formulas to calculate and display data; format reports; add and modify elements in a report, create single data series charts, and distribute report data.

- Course Code: CR1
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: Access Level 1

**Crystal Reports XI Level 2**

Participants will learn to create running totals in a report; build cross-tabs in a report; add subreports to a report; design a report that uses a drill-down; improve processing speed in your reports; chart single and multiple data series; report from Excel data; implement report prompts; and enhance report functionality.

- Course Code: CR2
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: Crystal Reports XI Essentials
MasterLink Training

Miscellaneous Technical Courses

Developer

Google Apps for Businesses

Students will communicate and collaborate with others using the various applications in Google Apps. Students will learn to describe the basic features of Google Apps; communicate using Gmail; communicate using Gmail Chat and Google Talk; use Google Calendar to keep track of schedules; create and share documents and presentations using Google Docs; work with Google spreadsheets and forms; communicate and collaborate with others using Google Groups; create and customize a site using Google Sites; and upload and share videos in Google Video.

- Course Code: GA
- Contact Hours: 13.0
- Course Length: 2 day
- Prerequisite: None

Relational Database Design

In this course, students will plan, design, and create a functional and efficient relational database. They will create effective database designs by applying relational database design techniques. Topics include designing and creating a relational database; analyzing client requirements; creating a preliminary design; implementing the database design; generating reports; and customizing a database.

- Who Should Attend: Individuals who are able to write simple queries or run queries that someone else has designed
- Course Code: RDD
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Microsoft Access 2007 Level 1 (Second Edition) course (recommended)

Working With Agile/Scrum

Scrum is the most widely adopted of the Agile Software Development Methods. Like the other Agile methods, Scrum is not a license to work in an undisciplined way. Rather, through disciplined use of Scrum, an organization can realize the promise of software projects that please the customer, are tolerant of change, and deliver what they promise within their cost and time constraints. This course will prepare students to manage, lead, or participate on Scrum projects. Students will learn how to apply the practices of Scrum to achieve software success.

- Who Should Attend: This course is intended for development team members, team leads, technical leads, project managers, analysts, developers, programmers, testers, IT managers/directors, software engineers, software architects, and customers who will be using Scrum/Agile.
- Course Code: WWAS
- Contact Hours: 13.0
- Course Length: 2 days
- Prerequisite: None

SQL: Fundamentals of Querying

Students will compose SQL queries to retrieve desired information from a database. Topics include connecting to the SQL server database and executing a simple query; including a search condition in a simple query; using various functions to perform calculations on data; organizing data obtained from a query before it is displayed on-screen; retrieving data from tables; and formatting an output, saving a result, and generating a report.

- Who Should Attend: Individuals with basic computer skills who are familiar with concepts related to database structure and terminology and want to use SQL to query databases
- Course Code: SQL
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Windows XP Professional Level 1, Windows XP Professional Level 2, Microsoft Windows Vista Level 1, Microsoft Windows Vista Level 2, Relational Databases Design (Second Edition), and Access 2003—Designing a Database

QuickBooks

QuickBooks 2010

Students will learn to set up a company; work with lists; set up inventory; sell a product; invoice for services; process payments; work with bank accounts; enter and pay bills; memorize transactions; use the EasyStep Interview; use online banking; and share files with an accountant.

- Course Code: QB10
- Contact Hours: 13.0
MasterLink Training

- Course Length: 2 days
- Prerequisite: None

Miscellaneous Technical Courses

Wireless Technology

Wireless Networking Concepts

Technology Primers provide basic and advanced training on a wide range of technologies. They are an inexpensive, time-saving way to gain knowledge in a hands-on learning environment with low instructor-to-student ratios. Dive into our basic and advanced wireless course, and discover the network and security concepts of wireless. In-depth discussion is abundant in this full-day course.

Who Should Attend: Students with practical wireless experience who need to become proficient with the fundamentals of wireless

- Course Code: WNC
- Contact Hours: 6.5
- Course Length: 1 days
- Prerequisite: None

VMware-Certified Courses

vSphere

VMware vSphere: Fast Track (V5.0)

This intensive, extended-hours training course focuses on installing, configuring, and managing VMware vSphere® 5. This course combines the content of the VMware vSphere: install, configure, and manage course with advanced tasks and skills for configuring a highly available and scalable virtual infrastructure. The course is based on VMware ESXi™ 5.0 and VMware vCenter Server™ 5.0. Completion of this course satisfies the prerequisite for taking the VMware® Certified Professional 5 exam. Students who complete this course may enroll in any of several more-advanced vSphere courses. For advanced course options, see www.vmware.com/education.

Who Should Attend: System administrators, systems engineers, and operators responsible for ESXi and vCenter Server

- Course Code: VM2
- Contact Hours: 32.5
- Course Length: 5 days
- Prerequisite: System administration experience on Microsoft Windows or Linux operating systems

Website Language Courses

Usability

Introduction to Web Usability

In this introduction to Web usability, students will learn what Web usability is and why it matters for the success of an organization. Students will not only learn the standards and principles of Web usability but will put them into practice. They will have a plan for building Web usability into their next website. They will discover how to make incremental improvements in Web usability that don’t require throwing out a website and starting over. Students will take away business reasons to incorporate Web usability in their organization.

- Course Code: WU
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: None

Website Language Courses

XHTML, HTML, and CSS

Web Design With XHTML, HTML, and CSS Level 1

In this course, students will examine the basics of foundational Web technology and create their own functional Web pages using markup languages such as Hypertext Markup Language (HTML), Extensible Hypertext Markup Language (XHTML), and
MasterLink Training

Cascading Style Sheets (CSS). Participants will create and design Web pages with text, graphics, and data tables. They will then link these pages to enable navigation between these Web pages.

Who Should Attend: Students who are interested in creating Web pages and websites using popular Web publishing technologies as well as anyone who wants to learn Web design for their personal use or for business-related purposes

- Course Code: HTML1
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Familiarity with using personal computers with a mouse and keyboard and basic typing skills; experience in the Windows environment and ability to use Windows to manage information on a computer; and familiarity with Internet Explorer 7 and Firefox would be an advantage.

Web Design With XHTML, HTML, and CSS Level 2

Students will learn skills that will be instrumental in creating advanced Web pages. They will create advanced Web pages and test their validity, create Web page layouts, manage CSS, test a website, create advanced navigation, and incorporate meta-content and multimedia.

Who Should Attend: This course is designed for persons who understand the fundamentals of XHTML, HTML, and CSS and have used the three technologies to create basic Web pages. It is aimed at individuals interested in using these technologies to create advanced Web pages and test their validity.

- Course Code: HTML2
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Students should be familiar with using personal computers with a mouse and keyboard; basic typing skills are mandatory; comfort in the Windows environment and the ability to use Windows to manage information on your computer; familiarity with Internet Explorer 7, Firefox, and Opera is an advantage; and Web Design with XHTML, HTML, and CSS Level 1.

Web Design With XHTML, HTML, and CSS Level 3

Students will apply the best practices of Web design and create a website that enhances the usability and interactivity of the Web page/site. Students will create forms and apply advanced CSS styles. They will perform search engine optimization, make it accessible to all users, and then publish the website. Topics covered include creating forms, creating advanced styles and page layouts, optimizing a website for accessibility, optimizing a website for search engines, and publishing a website.

Who Should Attend: This course is intended for persons who have the necessary skills to create most Web pages and websites but now want to enhance the usability, interactivity, and professionalism of their Web pages/sites. It is aimed at individuals interested in optimizing websites to achieve better search engine results, making sites accessible to all individuals, and creating websites that can be viewed using any compatible electronic device.

- Course Code: HTML3
- Contact Hours: 6.5
- Course Length: 1 day
- Prerequisite: Familiarity with using personal computers with a mouse and keyboard; basic typing skills are mandatory; comfort in the Windows environment and the ability to use Windows to manage information on a computer; familiarity with Internet Explorer 7, Firefox, and Opera is an advantage; Web Design with XHTML, HTML, and CSS Level 1 and Web Design with XHTML, HTML, and CSS Level 2 (or comparable skills/knowledge).
Medical Technology Management Institute

Seminars and Cross-Training

3D/2D Linac Beam Scanning Hands-On Workshop

Defining the two- and three-dimensional attenuation profiles of radiation beams from a medical linear accelerator (Linac) is extremely important to the accurate delivery of radiation dose distributions for the treatment of cancer. These data are usually collected upon commissioning of a Linac and after replacement of certain major parts. Data must be collected for all beam energies and beam types for which the machine will be used, including multiple photon and electron energies, multi-leaf collimators, small fields, and any beam-shaping accessories that may be used. Proper procedures for collecting these data have been defined in task group report 106 from the American Association of Physicists in Medicine. This workshop will provide a training opportunity for medical physicists following recommendations of the TG106 report. Beam-scanning systems from multiple vendors will be used in the training. Hands-on demonstrations of 3D and 2D beam data collection will be done on linacs from several different vendors. Analysis and preparation of beam data for transfer to five different treatment planning systems will be demonstrated in a laboratory format.

Who Should Attend: This hands-on workshop is for medical physicists interested in training on the collection of linac beam data following TG106-recommended procedures and preparation of beam data for treatment planning.

- Course Code: MTMI 0040
- Contact Hours: 20.0
- Course Length: 3 days
- Prerequisite: None

Annual Mammography Update for Physicists

Mammography continues to be the most effective line of defense against breast cancer. Survival is significantly enhanced by the early detection and treatment of malignant breast lesions. The Mammography Quality Standards Act (MQSA) was enacted to ensure high-quality mammography by all facilities offering this service. Medical physicists play an important role in assisting facilities in complying with these regulations. We are pleased to have Penny Butler, Senior Director of Breast Imaging Accreditation at the ACR, serve on our faculty this year. She will have the latest updates on ACR accreditation and give us the status of efforts to develop coordinated testing procedures for all FFDM equipment. Also, this years’ program places more emphasis on digital mammography—we will review current testing procedures and requirements and update participants with the latest state-of-the-art technology in the field.

Attendance at this seminar will meet the MQSA continuing education requirements for medical physicists in digital and film-screen mammography. Three hours on stereotactic breast biopsy is also included.

Who Should Attend: This seminar is for medical physicists wanting to review and learn more about the technical aspects of mammography as well as obtain the continuing education credits required by the MQSA regulations and ACR mammography facility accreditation. It is also appropriate for state and federal mammography facility inspectors, medical physics assistants, medical physics students, residents and fellows, biomedical engineers, vendor personnel, experienced technologists, and others interested in the physics of mammography.

- Course Code: MTMI 0001
- Contact Hours: 15.0
- Course Length: 2 days
- Prerequisite: None

Annual State-of-the-Art Vascular Ultrasound Seminar

Ultrasound is a valuable tool for diagnosing vascular abnormalities. The technology continues to be refined to expand its applications. A very experienced and knowledgeable faculty will address areas of appropriate utilization for this imaging technique. Practical applications, scanning techniques, and diagnostic interpretation will be stressed, with faculty-audience discussion encouraged throughout the seminar. This stimulating and convenient two-day program always receives high marks and will update your skills in this important diagnostic area.

Who Should Attend: This program is designed for radiologists, vascular surgeons, physicians, residents, fellows, sonographers, and other healthcare professionals wanting to enhance their skills in vascular ultrasound.

- Course Code: MTMI 0002
- Contact Hours: 12.0
- Course Length: 1.5 days
- Prerequisite: None

Bone Densitometry Training Course for Technologists (2.5 Day)

This 2½-day course is a comprehensive review of the role of bone densitometry in the diagnosis and treatment of osteoporosis. The course will cover the technology, clinical applications, interpretation of results, clinical procedures, handling of problem cases, safety, quality assurance, and the establishment and operation of a bone densitometry service. A
hands-on workshop demonstration of clinical bone densitometry units is included in the curriculum.

Who Should Attend: This course is appropriate for anyone wanting to learn about bone densitometry including technologists, physicians, managers and allied health personnel. It would also be useful for individuals from companies offering products related to bone densitometry. The course will be useful to those setting-up, managing, or operating a bone densitometry service as well as those preparing to take a certification exam, such as offered by the ISCD or ARRT.

Course Code: MTMI 0003
Contact Hours: 18.0
Course Length: 2.5 days
Prerequisite: None

Bone Densitometry Training Course for Technologists (2 Day)

This 2-day course is a comprehensive review of the role of bone densitometry in the diagnosis and treatment of osteoporosis. The course will cover the technology, clinical applications, interpretation of results, clinical procedures, handling of problem cases, safety, quality assurance, and the establishment and operation of a bone densitometry service.

Who Should Attend: This course is appropriate for anyone wanting to learn about bone densitometry including technologists, physicians, managers and allied health personnel. It would also be useful for individuals from companies offering products related to bone densitometry. The course will be useful to those setting-up, managing, or operating a bone densitometry service as well as those preparing to take a certification exam, such as offered by the ISCD or ARRT.

Course Code: MTMI 0004
Contact Hours: 16.0
Course Length: 2 days
Prerequisite: None

Breast Imaging: Conventional, Digital and Future

This seminar is a comprehensive review of issues important to executing a quality mammographic exam. It will provide valuable information on digital mammography and other emerging breast imaging technologies. This seminar will help participants learn about advanced imaging techniques, handling the difficult patient QA of digital units, and MQSA certification issues. It will also help to prepare participants for the ARRT advanced-level certification.

Who Should Attend: This seminar is helpful for mammographers, managers, radiologic technologists, educators and healthcare professionals involved in providing breast-imaging services. It will also be helpful to staff members of companies offering mammographic equipment and supplies.

Course Code: MTMI 0023
Contact Hours: 8.0
Course Length: 1 day
Prerequisite: None

Breast Ultrasound Training Course for Technologists (3 Day)

This course will provide increased knowledge of the technical and clinical aspects of breast ultrasound as well as practical hands-on training of ultrasound imaging of the breast. An overview of the basic principles and techniques utilized in breast ultrasound will be presented. This course combines lecture sessions and hands-on positioning workshops taught by a team of experienced sonographers, technologists and a physician. Instruction in patient scanning is stressed with hands-on demonstrations using clinical ultrasound scanners, tissue equivalent breast phantoms, and live models.

Who Should Attend: This course is helpful for mammographers and sonographers who are directly involved in breast imaging. Participants should have an understanding of the basic concepts of mammography. If you are a mammographer looking for training in breast ultrasound or a sonographer wanting to review basic breast imaging skills, this course is for you.

Course Code: MTMI 0006
Contact Hours: 16.0
Course Length: 3 days
Prerequisite: None

Breast Ultrasound Training Course for Technologists (2 Day)

This course will provide increased knowledge of the technical and clinical aspects of breast ultrasound as well as practical hands-on training of ultrasound imaging of the breast. An overview of the basic principles and techniques utilized in breast ultrasound will be presented. This course will utilize a combination of lecture sessions and hands-on positioning workshops taught by an experienced sonographer and technologist. Instruction in patient scanning is stressed with hands-on demonstrations using clinical ultrasound scanners, tissue equivalent breast phantoms, and live models.

Who Should Attend: This course will be helpful for mammographers and sonographers who are directly involved in breast imaging.
Participants should have an understanding of the basic concepts of mammography.

- Course Code: MTMI 0007
- Contact Hours: 14.75
- Course Length: 2 days
- Prerequisite: None

**The Cardiac Patient in the Primary or Urgent Care Setting**

This seminar will cover the signs, symptoms, and anatomy of the most common cardiovascular problems faced by healthcare professionals in primary or urgent care. This will be proceeded by a grounding in the important anatomy and physiology of the muscle, vessels, valves, and nerves involved. Diagnostic EKG principles will also be covered.

Who Should Attend: This seminar is for physicians, nurse practitioners, physician assistants, nurses, emergency medical technicians, cardiac catheterization technologists, and clinical healthcare personnel.

- Course Code: MTMI 0036
- Contact Hours: 7.0
- Course Length: 1 day
- Prerequisite: None

**Comprehensive Mammography Training Course**

The MTMI Mammography Course for Technologists continues its reputation as the premier training course for mammography technologists and includes eight hours introduction to digital mammography as required by MQSA for operations of digital mammography devices. This comprehensive course uses lecture sessions, radiographs, and hands-on training sessions with live models to enhance your skills and understanding of the mammography process. Quality control, technologist responsibilities for quality assurance, positioning with breast implants as required by MQSA, and film critique are also covered. These sessions are designed to meet FDA regulatory requirements as well as for registry exam preparation. The Mammography Quality Standard Act (MQSA) mandates that technologists complete 40 hours of documented training specific to mammography. In addition, 25 mammography exams (not included in this course) must be performed under the direct supervision of a qualified mammographer and can be counted toward the 40-hour training requirement.

- Course Code: MTMI 0016
- Contact Hours: 40.0
- Course Length: 5 days
- Prerequisite: ARRT registration or state licensure

**Cross-Sectional Anatomy for CT and MRI**

Radiology has been developing dramatically during the past few years. With enhancements in magnetic resonance imaging (MRI) and computed tomography (CT), the role of the radiologic technologist has also been changing. Skills in cross-sectional anatomy are important and help the technologist in MRI and CT to identify the anatomy being imaged and to communicate effectively with the radiologist and physicians. This seminar is offered in your area to provide you with the opportunity to expand your knowledge of body cross-sectional anatomy and its appearance in CT and MRI images.

Who Should Attend: You should attend if you are a radiologic technologist currently working in CT and MRI or are interested in learning about these fields. Student technologists will also find this an effective way to learn about or expand their knowledge of body cross-sectional anatomy. It would also be appropriate for other healthcare professionals interested in improving their knowledge in this basic skill area.

- Course Code: MTMI 0029
- Contact Hours: 16.0
- Course Length: 2 days
- Prerequisite: None

**CT Physics Update**

With the recent incidents involving patient overexposure, a great deal of publicity and attention has been put on the technology of computed tomography. Medical physicists have a critical role to play in helping facilities control radiation dose and improve imaging techniques to provide valuable clinical information while minimizing risk. The requirement for facilities to accredit their CT units is growing with the approaching 2012 deadline of the MIPS regulations. This is posing a challenge to medical physicists to increase their knowledge of this technology and the accreditation procedures for CT units. This seminar will provide an interactive forum with time for discussion of important aspects of CT scanner operation, testing and QC. Participants are invited to bring their questions and concerns about supporting these units for an exchange with other attendees and the faculty.

Who Should Attend: This activity is designed for medical physicists, technically knowledgeable technologists, vendor personnel working in CT, and others interested in the technology of CT scanning.

- Course Code: MTMI 0037
- Contact Hours: 15.0
- Course Length: 2 days
- Prerequisite: None
CT Training Course for Technologists

The technology of medical imaging has undergone a tremendous change since the Nobel prize-winning development of computed tomography. Becoming knowledgeable about high technology imaging is essential for the radiologic technologist to grow with the field. This course will provide technologists with the opportunity to learn this technology and become part of the evolution toward electronic computerized imaging. This is an opportunity to improve your technical knowledge and prepare for the ARRT CT Registry Examination. If you are looking to enhance your job opportunities or provide yourself with a more satisfying work experience, then this course is for you.

Who Should Attend: This course is appropriate for technologists wishing to enter the field of CT scanning with no previous experience as well as technologists who have worked in CT without extensive formal training. A working background in cross-sectional anatomy is desirable but is not required.

- Course Code: MTMI 0034
- Contact Hours: 38.0
- Course Length: 5 days
- Prerequisite: ARRT registration or state licensure

Digital Breast Tomosynthesis Hands-On Training Workshop

In conventional and digital projection mammography, the super-position of structures and imaging of dense breast tissue present significant challenges to producing sensitive and accurate diagnoses of breast cancer. These problems result in unnecessary biopsies and repeat examinations that cause patient anxiety and additional expense. Digital breast tomosynthesis (DBT) provides planar images of the breast without overlying and underlying tissue, thus reducing false positives and suspicious structures and improving diagnostic accuracy. One DBT unit has been approved by the FDA for sale in the U.S. market. Under MQSA rules, DBT is considered a new modality and, therefore, requires twelve hours of training before participation in the surveying and QC of these units in the field. This two-part workshop is designed to provide hands-on training of DBT to satisfy this requirement. The lecture portion of the workshop (Part 1) will be delivered by a live interactive webinar series (two sessions) over the internet, and the hands-on onsite training (Part 2) will be offered at the Ellenbogen Center for Health Science Education at Hologic in Bedford Massachusetts.

Who Should Attend: This combined webinar and hands-on onsite training is designed primarily for medical physicists to satisfy the eight-hour training required for new modalities before performing unit surveys and QC specified by the MQSA rules. Others interested in obtaining this training would include medical physics graduate students and residents, physics assistants, state and federal mammography facility inspectors, and some technically oriented mammography technologists interested in learning QC procedures for tomosynthesis units.

- Course Code: MTMI 0028
- Contact Hours: 8.0
- Course Length: ½ Day + Two 2-Hour Webinar Sessions
- Prerequisite: None

Digital Breast Tomosynthesis Imaging

Digital breast tomosynthesis (DBT) is a new application of digital mammography recently approved by the FDA. DBT provides thin cross-sectional images through the volume of the breast. This prevents overlying structures from obscuring breast masses and prevents intersecting normal structures from being falsely identified as cancer. DBT is expected to increase the reliability of detecting abnormal structures while reducing patient call-backs. This seminar will review the technology of DBT, its practical application in the clinical setting, and changes in required quality-control procedures. DBT is considered a new modality under MQSA and requires all personnel to receive eight hours of training before participating in clinical services. This seminar provides eight hours of training in digital breast tomosynthesis as a new modality as required by MQSA.

Who Should Attend: This seminar is appropriate for mammography technologists, supervisors, MQSA inspectors, and vendor personnel.

- Course Code: MTMI 0020
- Contact Hours: 8.0
- Course Length: 1 day
- Prerequisite: None

Digital Breast Tomosynthesis: Imaging and Implementation

Digital breast tomosynthesis (DBT) is a new application of digital mammography recently approved by the FDA. DBT provides thin cross-sectional images through the breast. This prevents overlying structures from obscuring breast masses and prevents intersecting normal structures from being falsely identified as cancer. DBT increases the reliability of detecting abnormal structures while reducing patient call backs. This seminar will review the techniques and implementation of DBT, its practical application in the clinical setting, and changes in required quality-control procedures. DBT is considered a new modality under MQSA which requires all personnel to receive eight hours of training before participating in clinical services.
Who Should Attend: This seminar is appropriate for mammography technologists, supervisors, MQSA inspectors, and vendor personnel.

- Course Code: MTMI 0022
- Contact Hours: 8.0
- Course Length: 1 day
- Prerequisite: None

**Digital Mammography: The New Modality in Breast Imaging**

Full-field digital mammography (FFDM) holds promise to improve a host of new imaging applications for the breast-imaging practice. FFDM will improve image quality, increase patient flow, decrease patient dose, and reduce retakes. The advantages of this new technology account for the proliferation of commercial FFDM units in the clinical setting. This seminar provides an opportunity to learn from experienced faculty about this new technology and its appropriate utilization in a breast-imaging practice. Practical considerations for making the transition to digital imaging will be emphasized, and new applications that are facilitated by the digital image format will be reviewed.

The Mammography Quality Standards Act (MQSA) requires eight hours of training on FFDM before operating these units. Attending this seminar fulfills this requirement.

Who Should Attend: The target audience is physicians working in emergency departments, intensive care units, urgent care facilities, and other areas where these skills would be of benefit. Residents, fellows, and sonographers practicing in these fields will also benefit.

- Course Code: MTMI 0046
- Contact Hours: 12.5
- Prerequisite: None

**Healthcare Leadership Training Course**

Traditionally, healthcare services have promoted personnel with experience in these services into lead, supervisory, and management roles. In many cases these individuals have not had formal management training and learn many of the skills needed to be effective managers on-the-job. This Healthcare Leadership Training Course is designed to provide the necessary training in management skills, shorten the learning curve, and improve performance as a supervisor and manager. The course is also an excellent review of management topics and responsibilities which will serve to update the skills of those currently working in the field as well as those interested in moving into higher levels of management. The application of management skills will focus on the areas of medical imaging and other allied health disciplines.

Who Should Attend: This course is appropriate for management candidates, new department managers, section managers, lead technologists, clinic administrators, or others wishing to learn management skills applied to healthcare.

- Course Code: MTMI 0021
- Contact Hours: 30.0
- Course Length: 4 days
- Prerequisite: None

**Emergency Ultrasound Hands-On Workshop**

With its flexibility, low cost, speed, and mobility, ultrasound has established itself as a primary screening tool in the emergency department (ED), ICU, and urgent-care settings. The imaging capability of ultrasound allows for quick diagnosis during triage and helps make critical life-saving decisions, such as the need for surgery or further imaging techniques. By mixing obstetrical, abdomen, vascular, renal, gallbladder, and scanning of other anatomical sites, ultrasound can be a key player when every second counts. The faculty members for this workshop are board-certified in emergency medicine and in ultrasound scanning. They have extensive experience teaching this technology both in residency/fellowship programs and to practicing clinicians in the field. The workshop is organized to provide instruction in each area of application followed by plenty of hands-on scanning in small groups with live models under guidance of the faculty. A presentation on reimbursement for emergency ultrasound will also be provided during the reception.

Who Should Attend: The target audience is physicians working in emergency departments, intensive care units, urgent care facilities, and other areas where these skills would be of benefit. Residents, fellows, and sonographers practicing in these fields will also benefit.

- Course Code: MTMI 0022
- Contact Hours: 8.0
- Course Length: 1 day
- Prerequisite: None

**IMAT/VMAT**

Modulated arc therapy (IMAT/VMAT) is a rapidly emerging progression of conventional IMRT technology. During treatment, beam parameters are in a dynamic state while the machine is in arc motion. This seminar offers participants an all-inclusive perspective on IMAT/VMAT. The faculty will bring a large
amount of clinical knowledge on relevant topics and share a host of professional experience from well-established patient databases and technical experience. IMAT/VMAT is quickly evolving as a practical solution which rivals slice-based and fixed field IMRT.

Who Should Attend: It is a must-attend for any facility implementing or considering to implement this technology.

Introduction to Musculoskeletal Ultrasound

Ultrasound imaging of the musculoskeletal system is a rapidly growing specialty. Technologic advances and portability of systems are making ultrasound a valuable and cost-effective tool for the diagnosis and treatment of joint abnormalities. Presentations of proper scanning techniques, with a group demonstration of scanning and a review of the pathology encountered, followed by personal hands-on instruction in scanning, will make this an effective learning experience. During the hands-on workshop, attendees will be provided with an opportunity to learn proper imaging techniques for the shoulder, wrist, knee, and ankle. Learning will be facilitated through an interactive and practical format with the direct supervision of our knowledgeable and experienced faculty. A presentation on reimbursement for MSK US will also be provided during the reception.

Who Should Attend: This workshop is for radiologists, sports medicine physicians, rheumatologists, and orthopedic physicians as well as sonographers, athletic trainers, fellows, residents, and others interested in improving their skills in musculoskeletal ultrasound imaging.

Mammography Course for Technologists

High-quality mammographic images have a direct impact on the quality of care for patients being evaluated for breast cancer. The MTMI Mammography Course for Technologists continues its reputation as the premier initial training course for mammography technologists and includes eight hours introduction to digital mammography, as required by MQSA for operations of digital mammography devices. This comprehensive course uses lecture sessions, radiographs, and hands-on training sessions with live models to enhance skills and understanding of the mammography process. Quality control, technologist responsibilities for quality assurance, positioning with breast implants as required by MQSA, and film critique are also covered. Extended clinical training is available on a limited basis for technologists wishing to complete their 25 supervised exams.

This intensive course will utilize a combination of lecture sessions and hands-on positioning workshops taught by a team of experienced mammography instructors. Participants will be individually evaluated on their competency by demonstrating basic mammography positioning on a live model. Clinical case studies will be reviewed during the course, and film critique skills will be addressed.

Mammography Review

This seminar is designed as a review of the topics included on the Mammography Certification Examination conducted by the ARRT. All of the major topic areas listed in the exam specifications will be covered, making this program a very good preparation for the examination. The seminar can also serve as a comprehensive overview of mammography for those wanting to use it to update skills as well as those new to the field.

Who Should Attend: Radiologic technologists working in mammography and planning to take the mammography registry examination given by the ARRT will find this seminar helpful in their preparation. Those technologists interested in learning the field of mammography will find this seminar to be a good introduction to the principles and practices of mammography. More experienced mammographers looking for a review and updating of skills will also find the seminar to be of value while earning eight category A credits toward ARRT requirements.

The Many Facets of Forensic Imaging

Forensic radiography is a very demanding area of the medical imaging sciences. Successful examinations depend on the technologist’s ability to master complex and challenging
working conditions. This seminar will provide participants with the knowledge and skills needed to skillfully complete most forensic examinations.

**Who Should Attend:** Both registered technologists and radiology students will benefit from this seminar.

- **Course Code:** MTMI 0025
- **Contact Hours:** 8.0
- **Course Length:** 1 day
- **Prerequisite:** None

### Mastering the Art of Digital Radiography

Most digital radiography seminars discuss how the equipment works and the physics behind it. This seminar is designed to give technologists practical knowledge to help them use their CR and DR equipment. With over 250 images, the presentation will feel like a “hands-on” workshop. This seminar will confront the universal problems and concerns with digital radiography. Participants will learn why they should be using 15–20 kVp higher and one third the mAs required for film/screen. Little training exists to provide an understanding of the use of magnification modes and the Dose Exposure Index (DEI) number. These will be discussed throughout the seminar. Using film/screen, radiographers once worried about a film being too dark or light—now they need to be concerned about acceptable quantum mottle and over-radiating patients. This will lead to a better understanding of how to utilize this new technology to improve the art of radiography and science.

**Who Should Attend:** This seminar is appropriate for radiologic technologists, medical imaging specialists, educators, and vendor personnel.

- **Course Code:** MTMI 0005
- **Contact Hours:** 8.0
- **Course Length:** 1 day
- **Prerequisite:** None

### Medical Dosimetry: An Initial Training Course, Part I

This course provides a basic overview of medical dosimetry, starting from basic principles through some practical clinical applications. Three days are primarily didactic lectures with a hands-on lab on day 4. Modeled after the AAMD’s Medical Dosimetry Education Program guidelines, this course offers attendees a basic review of mathematics and physics as well as an understanding of dosimetry principles. The didactic lectures, offered by physicists and certified dosimetrists, will provide attendees with the basic tools used in clinics. The content is thorough and specific. The course will fulfill the need of didactic lectures and provide clinical insight to implement knowledge gained in a practical setting. Attendees may utilize the knowledge gained towards professional development, entry into the field, or DMD certification. MTMI has coordinated their dosimetry curriculum so individuals can take full advantage of each component at their own pace or at the desired level of development needed. Once professional objectives have been achieved, attendees are ready to advance to the next component of the dosimetry curriculum. Pre-course webinars are included in registration.

**Who Should Attend:** The course will be beneficial for those new to medical dosimetry and established dosimetry practitioners alike.

- **Course Code:** MTMI 0012
- **Contact Hours:** 28.0
- **Course Length:** 4 days
- **Prerequisite:** None

### Medical Dosimetry: An Initial Training Course, Part II

Increasingly, dosimetrists must be concerned with their professional role relative to others. Moreover, as complexity within radiation therapy escalates, there are increased demands on dosimetrists and physicists to deal with numerous technologies, including computers, electron beams, IMRT, IGRT, stereotactic radiotherapy, brachytherapy, and other new dedicated technologies. Accurately defining treatment volumes, avoidance of critical structures, selection of planning techniques, and plan optimization and plan evaluation for effective delivery are common to all these treatment methods. Specialty treatments for pediatric patients and the retreatment of previously treated patients offer unique challenges. This course reviews the key issues in each of these topics, heightening understanding and performance for either novice or experienced dosimetrists, as well as therapists. The didactic lectures, offered by physicists and certified dosimetrists over three days, cover the basic concepts of each topic and their use in day-to-day practice. Content is thorough and specific. The course will fulfill the need for didactic lectures and provide clinical insight to implement knowledge gained in practical setting. Day 4 is planned as a practicum using treatment planning systems.

**Who Should Attend:** Attendees seeking professional development opportunities and/or in preparation for the MDCB certification exam are encouraged to attend.

- **Course Code:** MTMI 0013
- **Contact Hours:** 28.0
- **Course Length:** 4 days
- **Prerequisite:** None
MRI Hands-On Workshop for Physicists

The American College of Radiology has established a voluntary certification program for MRI facilities. Clinical medical physicists have an important role to play in assessing the performance of MRI units under this program as well as assisting facilities to implement more advanced applications which will expand their MRI services. This course combines a comprehensive series of lectures on the technology of MRI with three hands-on laboratories to provide practical demonstrations of key concepts and procedures. The University of Texas Health Science Center at San Antonio has graciously offered the use of MRI units for the laboratories. This is a unique opportunity to learn both theory and practical assessment and testing of MRI units, including 3T systems, from an experienced and knowledgeable faculty.

Who Should Attend: Participation will provide the continuing education credit required for supporting certified MRI facilities. It is also useful for preparing to take the subspecialty examination in MRI offered by the ABMP.

- Course Code: MTMI 0045
- Contact Hours: 20.0
- Course Length: 2.5 days
- Prerequisite: None

MRI Training Course for Technologists

MRI promises to continue providing new avenues of diagnostic imaging that will have a significant impact on medicine. Knowledge of MRI technology will provide a basis for growth and future opportunities for those trained in this modality.

Who Should Attend: You should attend this course if you are a radiologic technologist or if you have experience in the imaging sciences with basic or no previous MR experience and are interested in learning the principles necessary to operate an MR imager. This course will also prepare participants for the ARRT MRI Registry exam. It may be appropriate to attend just the 2nd week of the course if you have recent demonstrable experience and are seeking an intermediate-level course. A working knowledge of cross-sectional anatomy is desirable for this course but is not required. Those who are not ARRT-registered individuals and are interested in this course must meet certain prerequisites.

- Course Code: MTMI 0019
- Contact Hours: 72.0
- Course Length: 2 weeks
- Prerequisite: None

MRI: Practical Tips for the Technologists

The technical capabilities of magnetic resonance imaging continue to present significant challenges to optimize clinical examinations and produce high image quality. This seminar will address the critical information needed to be a successful MRI technologist. The seminar will feature practical clinical scenarios the technologist faces and how to deal with them. Participants will come away with useful applied information to help take maximum advantage of the capabilities of a scanner, work safely in this environment, and provide the best images to answer the clinical question for each patient.

Who Should Attend: This seminar is for practicing MR technologists. It would also be helpful to students, vendor personnel, and radiology residents wishing to understand how to apply the technology of MR imaging.

- Course Code: MTMI 0018
- Contact Hours: 8.0
- Course Length: 1 day
- Prerequisite: None

MRI Update for Physicists

The technology of magnetic resonance imaging continues to develop with higher field systems, faster gradients, higher efficiency coils, faster scanning techniques, more sophisticated scanning protocols, and improved image quality algorithms. These enhancements are driving a wide variety of clinical applications that continue to expand the diagnostic capabilities of this modality. Keeping up with this technology is a challenge for those utilizing MRI to image and interpret disease and provides an opportunity for those with this knowledge. This seminar will provide an opportunity to review and update your skills on the technology of MRI, including scanner operation, testing, and QC. Participants are encouraged to bring their questions and concerns about supporting MRI units for an exchange with the faculty and other attendees. You will get an update on MRI unit accreditation and frequent reasons for failure. You will hear from a radiologist the important contributions that medical physicists can make to the clinical delivery of this service. This seminar will provide 15 hours of continuing education to fulfill the ACR requirement for personnel supporting accredited facilities.

Who Should Attend: This seminar is for medical physicists, technically knowledgeable technologists, other personnel working in MRI, and those interested in fulfilling the ACR continuing education requirement for supporting accredited MRI units.
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**Course Code:** MTMI 0044  
**Contact Hours:** 15.0  
**Course Length:** 2 day  
**Prerequisite:** None

**Multi-Slice CT Hands-On Workshop for Physicists**

The technology of computed tomography has made significant strides in the past few years, first with the development of spiral/helical scanning and more recently with multi-slice (multi-detector row) CT scanning capability. Clinical medical physicists have an important role to play in supporting facilities seeking accreditation for this new technology. This workshop will emphasize the ACR CT facility accreditation process, testing procedures, and the QA measurements required. The University of Texas M.D. Anderson Cancer Center has graciously allowed the use of several multi-slice CT units for this training. These will include GE 64-slice, Siemens 64-slice, and Philips 64-slice CT units.

**Who Should Attend:** This workshop is for medical physicists and others wanting an opportunity for hands-on instruction and experience on the operation and testing of multi-slice CT units.

**Course Code:** MTMI 0038  
**Contact Hours:** 15.0  
**Course Length:** 3 days  
**Prerequisite:** Participants should have previous knowledge of CT basic principles and applications.

**Multi-Slice CT Protocol Parameters and Dose**

The recent radiation overexposures to patients from CT imaging procedures at several medical facilities have increased awareness of the importance of CT scanning protocols and the control of radiation dose. As a result, many imaging facilities are reviewing their CT scanning procedures to ensure that the appropriate tradeoffs are being made between the image quality needed to diagnose the patient and the dose delivered. This seminar will review the considerations that should be used for selecting appropriate scanning parameters to achieve the best results with minimum risk to the patient. Improving knowledge of the parameters and capabilities of multi-slice/multi-detector CT scanners will help participants become a better CT technologist and provide better results for patients.

**Who Should Attend:** CT technologists, CT imaging specialists, CT department managers/lead techs, and any technologist/manager interested in learning multi-slice/multi-detector CT protocol management and dose control.

**Course Code:** MTMI 0010  
**Contact Hours:** 8.0  
**Course Length:** 1 day  
**Prerequisite:** None

**Musculoskeletal Imaging in the Digital World**

Today’s radiology personnel must continue to educate themselves to best utilize the advancing technology of digital radiography while maintaining proper positioning and technique to provide the best possible diagnostic image with the lowest patient dose. This seminar is designed to update the participant’s musculoskeletal radiography skills and improve their understanding of digital radiography. Anatomy, function and pathology of each major musculoskeletal system will be discussed. Proper patient positioning and dose optimization will also be discussed as well as common artifacts that will be found while utilizing digital radiography.

**Who Should Attend:** Radiologic technologists, students, and educators will find this an enjoyable and useful presentation.

**Course Code:** MTMI 0008  
**Contact Hours:** 8.0  
**Course Length:** 1 day  
**Prerequisite:** None

**Musculoskeletal Imaging and Pathology**

CT and MRI are fast becoming the gold standard for imaging of bone tumors, cysts, and bone, joint, and soft tissue injuries. The challenges for technologists working in these modalities are increasing steadily. This seminar will present a greater understanding of various musculoskeletal disease states, the appearance of pathology, as well as traumatic injury to the bones and joints, and the role of MRI, CT, and other imaging techniques in diagnosis. An ability to recognize these pathological processes in diagnostic images will greatly enhance the effectiveness of MSK exams and provide useful insight for improving them. This seminar will provide an understanding of diseases, pathology, and trauma visualized with images for each clinical situation.

**Who Should Attend:** If you are a MRI or CT technologist interested in improving your understanding of musculoskeletal abnormalities in your images or a technologist interested in learning more about the work-up of the MSK patient, this seminar is for you.

**Course Code:** MTMI 0032  
**Contact Hours:** 8.0  
**Course Length:** 1 day  
**Prerequisite:** None
**Medical Technology Management Institute**

**Nuclear Medicine Physics Hands-On Workshop**

The trend to tie reimbursement for imaging procedures to accreditation of these procedures is driving an increased demand for medical physics support services. To assist medical physicists and others prepare themselves to deliver support toward nuclear medicine accreditation, MTMI has developed two continuing education programs. A three-day seminar entitled, “The Physics of Nuclear Medicine” provides a review organized around the four modules defined in the American College of Radiology (ACR) accreditation standards for nuclear medicine facilities. A second program, “Hands-on Nuclear Medicine Physics,” provides an opportunity to receive practical training on the testing and quality-control procedures required for ACR and ICANL accreditation and for ongoing technical support of nuclear medicine facilities. The hands-on training program is organized with small group laboratory sessions using NM equipment and phantoms to demonstrate testing and QC procedures and is conducted by an experienced faculty.

- **Course Code:** MTMI 0042
- **Contact Hours:** 12.0
- **Course Length:** 2 days
- **Prerequisite:** An understanding of the principles and concepts presented in “The Physics of Nuclear Medicine” program or a background in nuclear medicine physics is needed to take maximum advantage of the hands on program.

**Optimizing CT Protocols and Dose**

In the past several years, significant advances in the technology of computed tomography (CT) have occurred. These developments have driven an expansion in the clinical applications of CT and an increase in the number of CT scanners. Opportunities for CT technologists have grown as a result. Never has the importance of CT dose control been as prevalent in the public as it is today. The competent CT technologist must have the most current information in order to provide quality patient care.

**Who Should Attend:** CT technologists, radiologic technologists, students and educators, and anyone interested in updating and renewing CT skills or starting “on-the-job” training in CT as well as those interested in radiation safety and reducing patient dose.

- **Course Code:** MTMI 0014
- **Contact Hours:** 8.0
- **Course Length:** 1 day
- **Prerequisite:** None

**PACS Administrator Course: Training in Imaging Informatics**

MTMI’s PACS (Picture Archiving and Communication Systems) Administrator Course aims at providing all of the essential skills and knowledge necessary for the successful, planning, implementation, and maintenance of a PACS or other radiology system. This program also helps prepare students for the Certified Imaging Informatics Professional (CIIP) certification exam. Major topics include: a comprehensive guide to DICOM and HL7, Teleradiology, PACS architecture, integrating the healthcare enterprise, and electronic medical records.

**Who Should Attend:** This course is designed for all imaging professionals who want to enter the challenging world of imaging informatics. Radiology administrators, RTs and personnel who are actively involved in PACS selection, planning, and implementation will benefit from this course. Also, current PACS administrators and field engineers who wish to update their knowledge will benefit from the blend of medical imaging and PACS business content in this course.

- **Course Code:** MTMI 0027
- **Contact Hours:** 35.5
- **Course Length:** 5 days
- **Prerequisite:** None

**Pathology and Diagnostic Imaging**

Recognition of the pathological processes present in images is key to ensuring a successful imaging exam. This seminar will review the pathology of major anatomical systems commonly presented in various diagnostic imaging examinations and help the participant recognize the difference between normal and abnormal structures. This knowledge will help the participant understand the disease processes presented by patients and improve effectiveness in contributing to the resulting diagnosis.

**Who Should Attend:** Radiologic technologists, radiology department managers, educators and students, and vendor support staff.

- **Course Code:** MTMI 0031
- **Contact Hours:** 8.0
- **Course Length:** 1 day
- **Prerequisite:** None

**The Physics of Nuclear Medicine**

The growth in technology of nuclear medicine imaging and the emerging field of molecular imaging are driving an increased utilization of nuclear medicine clinical procedures and the expansion of facilities. This creates a challenge for
Clinical medical physicists to stay up-to-date on this technology, participate in equipment performance surveys and acceptance tests, and establish quality-control programs for these systems. Beginning in 2012, nuclear medicine services (including PET), falling under the MIPPA regulations, are required to be accredited to receive reimbursement under Part B for Medicare patients. The American College of Radiology (ACR) has an accreditation program for Nuclear Medicine facilities consisting of four modules: General Nuclear Medicine, SPECT, Nuclear Cardiology and PET Imaging. The ACR has also established continuing education requirements for medical physicists and others working with these facilities.

This 3-day seminar will provide a comprehensive series of presentations covering the four modules of ACR accreditation. Recommended surveying and QC procedures will be emphasized along with a review of the technology, instrumentation, and radiation safety for this field. Accreditation requirements by ICANL and JCAHO will also be covered.

Each session/presentation in the seminar will be given in lecture format using audio-visual materials. A syllabus with supporting material for each presentation will be provided to all attendees. The exchange of practical experience between faculty members and attendees will be encouraged.

Who Should Attend: This activity is designed to provide continuing education for the practicing clinical medical physicist and for the Nuclear Medicine Technologist.

- Course Code: MTMI 0033
- Contact Hours: 20.5
- Course Length: 3 days
- Prerequisite: xxx

Practical Applications for Today’s CT Technologist

Computed tomography has made a huge impact on diagnostic imaging since it was introduced to the medical field some 40 years ago. So much about CT imaging technologies and our clinical environments changes rapidly, challenging today’s CT technologist to keep up and keep it fresh. This interactive seminar is designed to help CT techs (at any level) improve their skills of caring for patients and performing high-quality scans. This seminar will cover communication, preparation, contrast enhancement, managing patient dose, and scanning parameters for the most common exams. Finally, participants will spend time learning about different pathologies in clinical situations scanned on a daily basis. This seminar is a great way to learn more about practical applications for today’s CT scanning.

Who Should Attend: This seminar will be useful for CT technologists interested in learning more about the practical applications of CT and understanding more about radiation dose and protocols in everyday scanning situations. The seminar will also be helpful for those learning about CT and interested in entering the field. It would be useful for anyone interested in improving their scanning skills and reducing patient dose.

- Course Code: MTMI 0026
- Contact Hours: 8.0
- Course Length: 1 day
- Prerequisite: None

A Review of Bone Densitometry

Osteoporosis is a major health problem that affects more than 50 million people (of which 80% are women) in the U.S. The “Gold Standard” of diagnosis for osteoporosis and bone health status continues to be Dual-Energy X-ray Absorptiometry (DXA), which is the most accurate and precise method for determining bone strength (bone mineral density) in a clinical setting. This seminar will provide attendees with up-to-date information on the use of DXA and how to maximize its clinical utility for baseline and serial determinations in all types of patients. Attendees will obtain a solid foundation in all details of the use and analysis of bone densitometry as well as understanding osteoporosis. This seminar will provide a focused guide for those preparing for the ARRT or ISCD Bone Densitometry Certification Examinations. It will also highlight topics within the certification exams and mock registry exams that will be given and reviewed throughout the day. In addition, all aspects of bone health management will be discussed throughout the seminar. Participants are encouraged to bring their DXA questions, problematic DXA scans, and other related issues for open discussion.

Who Should Attend: This seminar is for technologists preparing for the certification exam, technologists who are certified in DXA and in need of an update of DXA use, all healthcare professionals involved with patients and their bone health, such as physicians in family practice, internal medicine, OB/GYN, rheumatology and orthopedics, and individuals interested in an introduction to bone densitometry.

- Course Code: MTMI 0011
- Contact Hours: 8.0
- Course Length: 1 day
- Prerequisite: None

Stereotactic Breast Biopsy Hands-On Course

Stereotactic breast biopsy is used to obtain pathologic information from mammographic areas of suspicion. When a
mass, microcalcifications, or area of abnormal tissue change exist; stereotactic breast biopsy offers a minimally invasive alternative to open surgical biopsy, often before a mass develops. This course offers the attendee the opportunity to learn the basics, as well as the tricks of the trade, from experienced instructors with multi-vendor competence. MTMI and our instructors are excited and willing to share this knowledge to help bridge the gaps in training so that intelligent performance becomes the daily mode of operation. Supervised simulation and hands-on training with phantoms, live-models, and biopsy devices make this course refreshingly unique. Critical thinking becomes possible once attendees develop an understanding of why and how these procedures are done rather than “this is how we have always done it.” In addition to covering quality assurance and patient documentation, this two-day course reviews the ACR accreditation requirements and fulfills the credits required for accreditation.

Who Should Attend: This course is useful for professionals involved in women's imaging services, including radiologic technologists, mammographers, sonographers, breast biopsy coordinators, breast health clinicians, nurses, and medical imaging managers.

- Course Code: MTMI 0009
- Contact Hours: 8.0
- Course Length: 1 day
- Prerequisite: None

Surveying Digital Mammography Units Hands-On Workshop

Full-field digital mammography (FFDM) holds promise to improve image quality and reduce radiation dose in the detection of breast cancer. Commercial systems have been approved by the FDA and make up a large majority of the systems in the clinical setting. The Mammography Quality Standards Act (MQSA) requires eight hours of training on all new modalities, such as FFDM, before performing surveys on these units. The FDA also strongly recommends that the required training include hands-on instruction on surveying these units. This workshop provides an opportunity to receive hands-on training for both FFDM surveying and quality control procedures on units from several manufacturers. The workshop will consist of lecture as well as laboratory training.

Who Should Attend: This workshop is for medical physicists wanting to learn surveying and quality-control procedures on FFDM units as well as to obtain the eight hours of training required by the FDA before surveying these units. It is also appropriate for experienced mammography QC technologists, medical physics students, residents and fellows, biomedical engineers, state and federal mammography facility inspectors, and others interested in surveying and QC testing of FFDM units.

- Course Code: MTMI 0039
- Contact Hours: 15.0
- Course Length: 2 day
- Prerequisite: None

Ultrasound Physics Hands-On Workshop

The involvement of medical physicists in ultrasound imaging services is increasing at many facilities as they seek the accreditation to qualify for reimbursement by some insurance companies. The American College of Radiology (ACR) requires a medical physicist to oversee a quality assurance program in facilities seeking their accreditation. Medical physicists supporting these facilities need to update their skills as well as meet the continuing education requirements of various accrediting bodies. This workshop is designed to meet those needs and provide 15 hours of continuing education credits. An in-depth review of ultrasound technology will be given along with an opportunity for hands-on application of quality assurance testing procedures. The workshop will be conducted by a well-qualified faculty including two medical physicists.
in private practice. Wayne Hedrick is coauthor of a book entitled, “Ultrasound Physics and Instrumentation,” and Terry Zipper is a physics member of the ACR Advisory Committee on Ultrasound Accreditation. The faculty also includes Mary Henne, a practicing sonographer experienced in teaching ultrasound physics.

- **Course Code:** MTMI 0043
- **Contact Hours:** 15.0
- **Course Length:** 2 days
- **Prerequisite:** None

**Continuing Education Webinars**

**Bone Densitometry: The Diagnostic Gold Standard**

Osteoporosis is a major health problem that affects more than 28 million people in the U.S. Ongoing research advances have created optimism and treatment options for those who have been diagnosed with the disease. An early assessment of bone health with accurate and precise measurements is critical to the prevention and diagnosis of osteoporosis. This webinar will help you obtain a foundation in clinical bone densitometry as well as provide an in-depth understanding of the appropriate use and interpretation of Dual X-Ray Absorptiometry (DEXA) scans. In addition, it will also be a valuable guide for those preparing for the ARRT or ISCD Bone Densitometry Certification Examinations.

**Who Should Attend:** This seminar is for radiologic technologists, physicians, and other healthcare professionals interested in learning about bone densitometry imaging. Technologists that may be preparing for the ARRT Bone Densitometry Certification Exam or the I.S.C.D. examination to be a Certified DXA Technologist will find this seminar particularly beneficial. If you are a healthcare or imaging professional interested in bone densitometry, or if you are looking for a registry review in bone densitometry imaging, this webinar is for you.

- **Contact Hours:** 4.0
- **Prerequisite:** None

**Cross-Sectional Anatomy of the Body for CT and MRI**

Radiology has been developing dramatically during the past few years. With enhancements in magnetic resonance imaging (MRI) and computed tomography (CT), the role of the radiologic technologist has also been changing. Skills in cross-sectional anatomy are important to help the technologist in MRI and CT to identify the anatomy being imaged and to communicate effectively with the radiologist and physicians. This webinar is offered to provide the participant with the opportunity to expand their knowledge of cross-sectional anatomy and its appearance in CT and MRI images.

**Who Should Attend:** You should attend if you are a radiologic technologist currently working in CT and MRI or are interested in learning about these fields. Student technologists will also find this an effective way to learn about or expand their knowledge of cross-sectional anatomy. It would be appropriate for other healthcare professionals interested in improving their knowledge in this basic skill area.

- **Contact Hours:** 8.0
- **Prerequisite:** None

**Bone Densitometry: A Registry Review**

Osteoporosis is a major health problem that affects 44 million people. Recent medical breakthroughs have created hope and healing to those who are diagnosed early. Facilities are recognizing the importance of early diagnosis due to adequate examinations by DXA equipment and imagers. This webinar will help the student obtain a sound foundation of knowledge in densitometry imaging and give them a better understanding of the appropriate use and interpretation of this technology. It will also prove to be valuable instruction for those preparing for the ARRT or ISCD Bone Densitometry Certification Examinations.

**Who Should Attend:** This webinar is for healthcare professionals interested in learning about bone densitometry imaging. Technologists that may be preparing for the ARRT Bone Densitometry Certification Exam or the I.S.C.D. examination to be a Certified DXA Technologist will find this seminar particularly beneficial. If you are a healthcare or imaging professional interested in bone densitometry, or if you are looking for a registry review in bone densitometry imaging, this webinar is for you.

- **Contact Hours:** 8.0
- **Prerequisite:** None

**CT Registry Review**

In the past several years, significant advances in the technology of computed tomography (CT) have occurred with the development of spiral/helical scanning and multi-slice/multi-detector row scanners. These developments have driven an expansion in the clinical applications of CT and an increase in the number of CT scanners. Opportunities for CT technologists have grown as a result. The growth in these more sophisticated capabilities has resulted in a need for CT technologists with more training and experience. Evidence of competency in
CT can be demonstrated by completing the requirements for certification in computed tomography offered by the American Registry of Radiological Technologists (ARRT). This has become a required credential for employment in many facilities.

This webinar series is designed as a review of the topics included on the certification examination conducted by the ARRT. All of the major topic areas listed in the exam specifications will be covered, making this program a very good preparation for this examination. This webinar series can also serve as a comprehensive overview of CT for those wanting to use it to update skills as well.

Who Should Attend: Radiological technologists working in CT and planning to take the CT registry examination given by the ARRT will find this webinar helpful in their preparation. Those technologists interested in learning the field of CT will find this webinar series to be a good introduction to the principles and practices of CT. More experienced CT technologist looking for a review and updating of skills will also find the webinar series to be of value while earning eight category A credits toward ARRT requirements. Students, nurses, and other allied healthcare personnel wanting an overview of the field will find this educational opportunity of value. Personnel of vendors of CT and related equipment will find these webinars an opportunity to increase their knowledge of the skills needed to conduct successful CT examinations.

- Contact Hours: 8.0
- Prerequisite: None

**Imaging Pathology of the Chest and Abdomen**

At the completion of this webinar, participants will be able to review normal anatomy imaged on a chest/abdomen radiograph, recognize normal and abnormal cardiac anatomy, predict the appearance of major pathology on a radiograph, determine which major organs are likely to develop calcifications, explain causes/differences of free air and fluid levels, and recognize enlarged organs, masses, or free fluid in radiographic images.

- Contact Hours: 6.0 hours
- Prerequisite: None

**MRI Accreditation Procedures for Physicists**

Effective January 1, 2012, under the Medicare Improvements for Patients and Providers Act (MIPPA), all providers that bill for MRI underpart B of the Medicare Physician Fee Schedule must be accredited in order to receive technical component reimbursement from Medicare. Per MIPPA, accrediting bodies may perform unannounced facility surveys to validate compliance with accreditation policies and procedures. This webinar series provides an up-to-date overview of MRI accreditation and what medical physicists and MRI facilities should be doing to comply with these existing requirements and procedures. This webinar series would be appropriate for any medical physicist.

Who Should Attend: This webinar is appropriate for medical physicists personnel involved in the planning or implementation of current or future MRI facility accreditation, as well as accreditation personnel and vendor personnel involved with current or future MRI accreditation.

- Contact Hours: 5.0
- Prerequisite: None

**Neuro Cross-Sectional Anatomy for CT and MRI**

Radiology has been developing dramatically during the past few years. With enhancements in magnetic resonance imaging (MRI) and computed tomography (CT), the role of the radiologic technologist has also been changing. Skills in cross-sectional anatomy are important to help the technologist in MRI and CT to identify the anatomy being imaged and to communicate effectively with the radiologist and physicians. This webinar is offered to provide you with the opportunity to expand your knowledge of neuro cross-sectional anatomy and its appearance in CT and MRI images.

Who Should Attend: You should attend if you are a radiologic technologist currently working in CT and MRI or are interested in learning about these fields. Student technologists will also find this an effective way to learn about or expand their knowledge of neuro cross-sectional anatomy. It would be appropriate for other healthcare professionals interested in improving their knowledge in this basic skill area.

- Contact Hours: 8.0
- Prerequisite: None

**PACS as a Profession**

This webinar is designed for all imaging professionals who want to explore the challenging world of imaging informatics.

Who Should Attend: Radiology administrators, RTs and personnel who are actively involved (or want to be involved) in PACS selection, planning, and implementation will benefit from this Webinar. Current PACS administrators and field engineers who wish to update their knowledge will benefit from the blend of medical imaging and PACS business content in this webinar.

- Contact Hours: 2.0 hours
- Prerequisite: None
Transition From Staff to Management

Have you ever wondered if you would like to become a supervisor or manager within your department? Traditionally, radiology departments have promoted personnel with experience in these services into lead, supervisory, and management roles. This two-hour webinar presentation will give participants an insight into the job functions and requirements of a medical imaging department supervisor. This webinar is also an excellent review of management topics and responsibilities which will serve to update the skills of those currently working in the field and those interested in moving into higher levels of management.

Who Should Attend: This webinar is for anyone considering a transition into management in the healthcare professions.

- Contact Hours: 2.0
- Prerequisite: None

Inservice Programs

Additional programs are available upon request. Contact MTMI for more information or to schedule an inservice program.

Alzheimer’s Disease

This program focuses upon the patient diagnosed with Alzheimer’s Disease. Included in this discussion is a historical timeline of Alzheimer’s Disease, the warning signs, stages of disease and its progression, diagnostic imaging, and current treatment methodologies.

Who Should Attend: This inservice program is for radiologic technologists, radiology administrators, clinical instructors, and vendor personnel.

- Contact Hours: Up to 8.0
- Prerequisite: None

Anatomy of a KUB

This program focuses upon plain imaging of the abdomen. Upon completion of this program, attendees should be able to identify the normal appearance and location of abdominal organs and structures, describe the proper ways to image the abdomen in the supine position, describe the proper ways to image the abdomen in the AP upright position, describe the proper ways to image the abdomen in the lateral and dorsal decubitus positions, list 5 abnormal findings that are viewed on plain films without the aid of iodinated contrast, explain the significance of the visualization and non-visualization of the psoas shadow (stripe/muscle), list three significant radiologic signs that may be present on the flate plate of the abdomen following trauma, and list one advantage and disadvantage of abdominal imaging utilizing computed tomography, MRI and ultrasound.

Who Should Attend: This inservice program is for radiologic technologists, radiology administrators, clinical instructors, and vendor personnel.

- Contact Hours: Up to 8.0
- Prerequisite: None

Bone Tumors

This program presents an overview of bone tumors. Emphasis is placed upon bone tumor classifications, types, radiographic recognition, location, and specific age groups.

Who Should Attend: This inservice program is for radiologic technologists, radiology administrators, clinical instructors, and vendor personnel.

- Contact Hours: Up to 8.0
- Prerequisite: None

Cancer: An Update for Radiologic Technologists

This program focuses upon the three leading cancers affecting adults. Emphasis is placed on cancer of the lung, breast, and prostate gland. Discussion will include diagnostic imaging modalities, treatment options, and determination of prognosis.

Who Should Attend: This inservice program is for radiologic technologists, radiology administrators, clinical instructors, and vendor personnel.

- Contact Hours: Up to 8.0
- Prerequisite: None

Chest Radiography

This program is designed to give the student an introduction on the basic assessment of routine chest radiography. Included are the factors affecting photographic appearance, common pathological findings, and specific radiologic signs indicating disease.

Who Should Attend: This inservice program is for radiologic technologists, radiology administrators, clinical instructors, and vendor personnel.

- Contact Hours: Up to 8.0
- Prerequisite: None
Conventional and Digital Breast Imaging: Past, Current and Future

This seminar is a comprehensive review of issues important to executing a quality mammographic exam and provides valuable information on digital mammography and other emerging breast imaging technologies. This seminar will help participants learn about advanced imaging techniques, handling the difficult patient QA of digital units, and MQSA certification issues. It will also prepare participants for the ARRT advanced-level certification.

Who Should Attend: This inservice program is for radiologic technologists, radiology administrators, clinical instructors, and vendor personnel.

- Contact Hours: Up to 8.0
- Prerequisite: None

Diagnostic Imaging of Aneurysms and Vascular Malformations

This program focuses upon the etiology, development, imaging, and treatment of aneurysms and arteriovascular malformations.

Who Should Attend: This inservice program is for radiologic technologists, radiology administrators, clinical instructors, and vendor personnel.

- Contact Hours: Up to 8.0
- Prerequisite: None

Cranial and Vertebral Trauma

This program focuses upon the various types of injuries sustained by the cranium and vertebral column. Most important are the injuries sustained during blunt and penetrating trauma. Motor vehicle accidents, sports accidents, industrial accidents, and simple falls will be highlighted, presenting a wide variety of contusions, fractures, and dislocations. Comparative diagnostic imaging to illustrate these injuries will be included in this presentation.

Who Should Attend: This inservice program is for radiologic technologists, radiology administrators, clinical instructors, and vendor personnel.

- Contact Hours: Up to 8.0
- Prerequisite: None

Diagnostic Imaging of the Genitourinary System

This program focuses on the most common diseases and conditions of the genitourinary system. Congenital and inflammatory disorders, urinary tract obstruction, cysts and tumors, and renal failure.

Who Should Attend: This inservice program is for radiologic technologists, radiology administrators, clinical instructors, and vendor personnel.

- Contact Hours: Up to 8.0
- Prerequisite: None

Cranio-Cerebral Trauma

This program is intended to describe and differentiate between common forms of cranio-cerebral trauma sustained by patients who are imaged at trauma center hospitals. Included will be brain concussion and contusion, cerebral hemorrhages, and skull fractures. Actual case studies will be presented showing examples of the aforementioned injuries and the diagnostic methods utilized for image interpretation.

Who Should Attend: This inservice program is for radiologic technologists, radiology administrators, clinical instructors, and vendor personnel.

- Contact Hours: Up to 8.0
- Prerequisite: None

Diagnostic Imaging of Trauma

This program focuses on the various types of blunt and penetrating trauma. An overview of common fractures will be presented. In addition, this program will include injury examples of the heard, neck, chest, and abdomen.

Who Should Attend: This inservice program is for radiologic technologists, radiology administrators, clinical instructors, and vendor personnel.

- Contact Hours: Up to 8.0
- Prerequisite: None

Excellence in Bone Densitometry

Osteoporosis is a major health problem that affects more than 28 million people in the U.S. Ongoing research advances have created optimism and treatment options for those who have been diagnosed with the disease. The importance of early diagnosis is critical because of the preventive nature of osteoporosis, therefore, accurate and precise measurements by DXA (dual-energy X-ray absorptiometry) technologists are essential. This seminar will provide attendees with the most recent information on bone densitometry treatment and prevention. Participants will also obtain a solid foundation in clinical bone densitometry as well as the tools necessary to enhance the quality of bone densitometry procedures and
services. In addition, the mock registry examination and review will be a valuable guide for those preparing for the ARRT or ISCD Bone Densitometry Certification Examinations.

**Who Should Attend:** This inservice program is for radiologic technologists, radiology administrators, clinical instructors, and vendor personnel.

- **Contact Hours:** Up to 8.0
- **Prerequisite:** None

### Forensic and Trauma Imaging

This seminar presents an overview of forensic and trauma imaging. The focus is placed upon the role of the radiographer and his/her duties, requirements, and responsibilities as they pertain to the work environment under the direction of a forensic pathologist.

**Who Should Attend:** This inservice program is for radiologic technologists, radiology administrators, clinical instructors, and vendor personnel.

- **Contact Hours:** Up to 8.0
- **Prerequisite:** None

### Mammography Positioning Course

MTMI is now offering a new, one-day mammography positioning course at your facility. This course, taught by our expert instructor, Shelly Lillè, BS, RT(R)(M), is geared towards the needs of your technologists. With a maximum of 5 mammographers participating, it is an ideal learning environment where attendees will learn the essential tips and secrets of the trade to improve positioning skills and image evaluation.

**Who Should Attend:** This inservice program is for radiologic technologists and mammographers.

- **Contact Hours:** Up to 4.5
- **Prerequisite:** None

### Mastering the Art of Digital Radiography

Most digital radiography seminars discuss how the equipment works and the physics behind them. This seminar is designed to give technologists practical knowledge to help use CR and DR equipment. With over 250 images and 9 videos, the presentation will feel like a “hands-on” workshop. This seminar will confront the universal problems and concerns with digital radiography. Participants will learn why they should be using 15-20 kVp higher and one-third the mAs required for film/screen. Little training exists to provide an understanding of the use of a histogram, magnification modes, and the Dose Exposure Index (DEI) number. All will be discussed throughout the seminar.

Using film/screen, radiographers once worried about a film being too dark or light—now they need to be concerned about acceptable quantum mottle and over-radiating patients. This will lead to a better understanding of how to utilize this new technology to improve the art of radiography and science.

**Who Should Attend:** This inservice program is for radiologic technologists, radiology administrators, clinical instructors, and vendor personnel.

- **Contact Hours:** Up to 8.0
- **Prerequisite:** None

### Radiologic Signs of Child Abuse

This program focuses on skeletal imaging of the abused child and the role of the radiographer.

**Who Should Attend:** This inservice program is for radiologic technologists, radiology administrators, clinical instructors, and vendor personnel.

- **Contact Hours:** Up to 8.0
- **Prerequisite:** None
Trauma and Forensic Radiography: Enhancing Your Skills

Trauma and forensic radiography are two very demanding areas of the medical imaging sciences. Successful examinations depend on the technologist's ability to master complex and challenging working conditions. This seminar will provide participants with knowledge and skills needed to skillfully complete most trauma or forensic examinations.

Who Should Attend: This inservice program is for radiologic technologists, radiology administrators, clinical instructors, and vendor personnel.

- Contact Hours: Up to 8.0
- Prerequisite: None
Certification in Sealant Application for Dental Auxiliary

This course is designed to prepare the licensed dental assistant to properly apply pit and fissure sealants in the dental practice.

- Course Code/Version Code: CE 0045/CECSADA
- Contact Hours: 9.0
- Course Length: 1 day
- Prerequisite: Dental assisting license; CPR certification; proof of liability insurance; and required immunizations

DANB General Chairside Refresher

This course will provide the student with the necessary background information to sit for the Dental Assisting National Board (DANB) General Chairside Exam. The student will gain understanding in the following areas: anatomy of the head and neck; how to perform and interpret intraoral exam; and how to utilize dental charting techniques, along with diagnostic aids for interpreting patient cases. The student will review tray setups for a variety of general and emergency procedures and will also gain knowledge in how to perform these procedures and the steps involved. The student will review dental materials commonly utilized in the dental office and how to properly manipulate and apply these materials on patients. A review of providing patient education and oral health management techniques to patients and how to properly handle medical emergency situations that may arise in the dental office will also be covered.

- Course Code/Version Code: CE 0041/CEDGCR
- Contact Hours: 40.0
- Course Length: 5 days
- Prerequisite: None

DANB Infection Control Refresher

This course will provide the student with the necessary background information to sit for the Dental Assisting National Board (DANB) Infection Control Exam. Topics covered include the following: infection control protocols for the dental office developed by the Centers for Disease control and Prevention per the Morbidity and Mortality Weekly Report (MMWR) 2003; understanding of standard precautions; infection diseases and their relationship to patient safety and occupational risk; how to maintain aseptic conditions and perform sterilization procedures; how to work safely with hazardous chemicals; how to maintain quality assurance programs in the dental office; basic pharmacology concepts; and how to properly handle emergency situations that may arise in the dental office.

- Course Code/Version Code: CE 0048/CEDICR
- Contact Hours: 4.0
- Course Length: 1 days
- Prerequisite: None

DANB Radiology Refresher

This course will provide the student with the necessary background information to sit for the Dental Assisting National Board (DANB) Radiation Health and Safety exam. The student will gain knowledge in the following areas: how to properly expose and evaluate dental radiographs; the types of dental radiographs that are utilized in the clinic; the appropriate equipment needed for exposing radiographs; how to properly employ infection control techniques when exposing radiographs; patient management skills; intraoral and extraoral techniques; digital radiography; common errors and corrections associated with exposing dental radiographs; how to properly process dental radiographs using both manual and automated techniques; how to properly mount and label patient radiographs; how to keep both the operator and the patient safe during exposure; and quality assurance techniques utilized to ensure diagnosable films and the ALARA concept. The student will also learn basic anatomic structures and how to interpret these structures on intraoral and extraoral films.

- Course Code/Version Code: CE 0042/CEDRR
- Contact Hours: 40.0
- Course Length: 5 days
- Prerequisite: None

Elementary Spanish I for Medical and Dental Professionals

The Elementary Spanish I for Medical and Dental Professionals course is designed for the very beginning Spanish learner with little to no foreign language background. This course will help develop listening, reading, writing, and speaking (conversational) skills, with emphasis on speaking skills. The course will provide an introduction to the Spanish language, as well as terminology and skills needed to effectively communicate with Spanish-speaking patients in the medical and dental community.

- Course Code/Version Code: CE 0046/CEES1MD
- Contact Hours: 30.0
- Course Length: 15 weeks
- Prerequisite: None
**Minneapolis Campus**

**Expanded Functions Technique Refresher**

This course will provide licensed dental assistants with a thorough review on expanded functions including mechanical polish, alginate impressions, cement removal, vital signs, topical placement, and fluoride treatments in both a lecture setting and in clinic. Each student will bring a qualified patient to perform these functions on after a review has taken place.

- **Course Code/Version Code:** CE 0043/CEEDTR
- **Contact Hours:** 8.0
- **Course Length:** 1 day
- **Prerequisite:** None

**Nitrous Oxide/Oxygen Inhalation Sedation Training**

This course is for beginning or refining the student's skills in nitrous oxide administration. This practical course will give the student the capacity to reduce patient anxiety and fear in the dental office. The student will administer and manage three (3) patients with nitrous oxide. All equipment and materials are provided, including a valuable text for your reference in the dental office.

- **Course Code/Version Code:** CE 0044/CENOIST
- **Contact Hours:** 12.0
- **Course Length:** 2 days
- **Prerequisite:** None

**Radiology Technique Refresher**

This course will provide students with a radiology technique refresher, reviewing both film placement and exposure techniques in the lab setting and in the didactic setting. Students will be provided with a review on film placement criteria, bisecting and paralleling techniques, film evaluation (basic angulation and error notation), and soft-tissue placement techniques for direct and digital radiography. Students will practice placing films on dexters and also on each other, along with positioning the tubehead and cone, to demonstrate knowledge on bisecting and paralleling techniques.

- **Course Code/Version Code:** CE 0047/CERTF
- **Contact Hours:** 8.0
- **Course Length:** 1 day
- **Prerequisite:** None
Notary Preparation

The purpose of the Notary Preparation Course is to prepare the student to sit for the notary exam. The examination will test the knowledge of the applicant in the laws governing his/her office and the exercise of authorized notarial functions in order to determine his ability to carry out the duties of a notary.

- Course Code/Version Code: CEU 0027/CENP
- Contact Hours: 60.0
- Course Length: 11 weeks
- Prerequisite: None
Online Campus

CAPM Exam Prep
This course will help the student become CAPM®-certified (Certified Associate in Project Management) and is designed to push the student in completing the work and taking the exam. The student is given all the tools needed to prepare for the exam, including access to world-class CAPM® coaches for 4 weeks (1 week for the pre-course and 3 weeks for the exam prep for the CAPM® online course). The student will need to determine when to set aside the 10–12 hours of study time per week so they can successfully pass the exam after completing the program.

- Course Code/Version Code: CE 0049/CECAPME
- Contact Hours: 70.0
- Course Length: Self-paced online
- Prerequisite: None

Communicating Through Conflict
The purpose of this course is to learn and practice communication skills that transform conflict from destructive experiences to growth experiences and help a group change their relationships dynamically over time. Students can use what is learned to improve day-to-day interactions at work and at home. The course is targeted to those who want to develop cohesive working relationships with people they find difficult to deal with such as team members, sponsors, stakeholders, functional managers, customers, and vendors.

- Course Code/Version Code: CE 0050/CECTC
- Contact Hours: 20.0
- Course Length: Self-paced online
- Prerequisite: None

Earned Value Analysis
The purpose of this course is to learn about Earned Value Management as described in the Project Management Body of Knowledge (PMBOK® Guide). In addition, the student will use the Earned Value Formulas in a scenario to determine the state of a project and review ways to keep projects moving forward by keeping project passion alive.

- Course Code/Version Code: CE 0051/CEEVA
- Contact Hours: 2.0
- Course Length: Self-paced online
- Prerequisite: None

Effective Project Management Practices
Students will learn and practice a proven project management methodology that works very well with project teams. They will also learn effective project management behaviors that can help them achieve long-term sustainable success in pursuing goals. The course includes a number of hands-on activities that can be used immediately to pursue goals, FAST. The student will leave with working knowledge of how to start and successfully complete projects in both their personal and professional life.

- Course Code/Version Code: CE 0052/CEEPMP
- Contact Hours: 20.0
- Course Length: Self-paced online
- Prerequisite: None

Energy-Efficient Design for Architects
This course is a U.S. Green Building Council-Approved Education Provider Program and provides a firm foundation for LEED™. Standard 90.1 for Architects is a concise online course that helps architects understand, apply, and comply with the standard. It provides the information essential to architects, with a brief overview of engineering that avoids the complex details. ANSI/ASHRAE/IESNA Standard 90.1-2004 is the minimum energy efficiency standard for all non-residential buildings and all residential buildings greater than three stories in height in the USA.

- Course Code/Version Code: CE 0036/CEEEDA
- Contact Hours: 57.0
- Course Length: Self-paced online
- Prerequisite: None

Family Office Set-Up
The purpose of the Family Office Set-Up online course is to run the project of setting up an effective and efficient family office. In this course, students set up their family office, develop the data organizational structure, and set up their hard and soft file systems.

- Course Code/Version Code: CE 0053/CEFOS
- Contact Hours: 20.0
- Course Length: Self-paced online
- Prerequisite: None
**Online Campus**

**LabSim A+ Essentials Certification Training**

This course prepares students for the A+ Essentials Certification Exams (220-701). To pass the two exams comprising CompTIA's A+ certification, the student must demonstrate knowledge of installing, configuring, upgrading, troubleshooting, and repairing desktop systems. Herzing's hands-on labs provide real-world experience performing computer maintenance tasks while expert video instruction, realistic practice exams, and accurate fact sheets teach and guide the student step-by-step in easy-to-understand lessons. Topics include basic operating system and computer hardware functionality, networking components and configuration, security considerations, and basic troubleshooting and safety methodology. In addition, communication with customers in a professional manner is discussed.

- **Course Code/Version Code:** CEU 0032/CELSA+E
- **Contact Hours:** 100.0
- **Course Length:** Self-paced online
- **Prerequisite:** None

**LabSim A+ Practical Applications Certification Training**

This course prepares students for the A+ Practical Application Certification Exam (220-702). To pass the two exams comprising CompTIA's A+ Certification, the student must demonstrate knowledge of installing, configuring, upgrading, troubleshooting, and repairing desktop systems. Herzing's hands-on lab gives the student real-world experience performing computer maintenance tasks while expert video instruction, realistic practice exams, and accurate fact sheets teach and guide the student step-by-step in easy-to-understand lessons. Topics include basic operating system and computer hardware functionality, networking components and configuration, security considerations, and basic troubleshooting and safety methodology. In addition, communication with customers in a professional manner is discussed.

- **Course Code/Version Code:** CEU 0033/CELSA+P
- **Contact Hours:** 100.0
- **Course Length:** Self-paced online
- **Prerequisite:** None

**LabSim CCNA Certification Training**

This course prepares students to pass the Cisco Certified Network Associate (CCNA) Certification (640-802) and become a Cisco Certified Network Associate. The course will help the student master the knowledge and skills needed to install, configure, operate and troubleshoot routed and switched networks.

These powerful computer-based training and simulation tools will provide hands-on experience with protocols such as IP, RIP, Ethernet, and Access Lists. The course focuses on implementing, managing, protecting, and troubleshooting small- to medium-size enterprise branch networks.

- **Course Code/Version Code:** CEU 0034/CELSCCN
- **Contact Hours:** 50.0
- **Course Length:** Self-paced online
- **Prerequisite:** None

**LabSim Network+ Certification Training**

This course prepares students for the CompTIA Network+ Certification Exam (N10-004). Topics include the management, installation, configuration, operation, and repair of basic network infrastructures. Using these simulated labs, the student will learn the foundations of network management and gain the professional skills necessary to launch or enhance a networking career. Network technologies and devices, design principles, wiring standards, and testing tools are also considered.

- **Course Code/Version Code:** CEU 0031/CELSN+
- **Contact Hours:** 50.0
- **Course Length:** Self-paced online
- **Prerequisite:** None

**LabSim Security+ Certification Training**

This course prepares students to pass CompTIA's Security+ Certification Exam (SYO-201). Network security has risen to the top of the list of importance when it comes to a network administrator’s skills. Human error is the number one cause for a security breach, and proving competency with network security is in demand by today’s employers. This course will help give the student on-the-job skills for system security, access control, network infrastructure, assessments and audits, and cryptography and organizational security. Topics include access control methods, authentication models, and physical security methods. Vulnerability and mitigations are explored for devices and traffic. Finally, tools for assessing vulnerabilities and establishing security are considered along with the role and implementation of policies, procedures, redundancy, and disaster recovery planning.

- **Course Code/Version Code:** CEU 0035/CELSS+
- **Contact Hours:** 50.0
- **Course Length:** Self-paced online
- **Prerequisite:** None

Visit our website at www.herzing.edu
LEED AP Building Design + Construction (BD+C)

In this 8-hour online anytime class, you will learn about the LEED AP Building Design and Construction (BD&C) specialty, which replaces the LEED AP for New Construction accreditation. This program is geared toward professionals participating in the design and construction phases of durable and economical high-performance buildings. BD&C-accredited professionals apply their knowledge to commercial, institutional, and high-rise residential construction projects.

- Course Code/Version Code: CE 0038/CELAPBD
- Contact Hours: 8.0
- Course Length: Self-paced online
- Prerequisite: None

LEED AP Interior Design + Construction

This course is for professionals participating in the design and construction of environmentally responsible, high-performance commercial spaces and tenant improvements that provide healthy, productive places to work and are less costly to operate and maintain. The LEED AP Interior Design + Construction exam is designed to measure knowledge and skill in understanding the LEED Rating System and ability to facilitate the project certification process. Exam simulation prep is included.

- Course Code/Version Code: CE 0037/CELAPID
- Contact Hours: 5.0
- Course Length: Self-paced online
- Prerequisite: None

LEED AP Operations + Maintenance (O+M)

Participants will learn about the LEED for Green Building Operations + Maintenance Rating System. This specialty provides a standard for professionals participating in the operation and maintenance of existing buildings that implement sustainable practices and reduce the environmental impact of a building over its functional lifecycle. Exam simulation prep is included.

- Course Code/Version Code: CE 0039/CELAPOM
- Contact Hours: 5.0
- Course Length: Self-paced online
- Prerequisite: None

LEED Green Associate Exam Prep

This self-paced course is for professionals who want to demonstrate green building expertise in non-technical fields of practice. GBCI has created the LEED Green Associate credential, which denotes basic knowledge of green design, construction, and operations. The Green Associate credential also serves as the first step for professionals pursuing a LEED AP specialization. This new Tier I credential attests to demonstrated knowledge and skill in understanding and supporting green design, construction, and operations.

- Course Code/Version Code: CE 0040/CELGAEP
- Contact Hours: 8.0
- Course Length: Self-paced online
- Prerequisite: None

On-Par Project Management

This course is designed so the student first initiates and plans an On-Par Project Management Golf Project. (Students are given instructions and templates from the Website upon registration). Next, the student executes a project plan to play 10 rounds of golf. While playing each round of golf, the student completes milestone reviews and measures the performance of the project by doing earned value analyses. (The student is instructed how to do this via the course Website.) The course is ended by completing a final acceptance test (after completing all rounds) and documenting the lessons learned.

- Course Code/Version Code: CE 0055/CEOPPM
- Contact Hours: 60.0
- Course Length: Self-paced online
- Prerequisite: None

Payback Analysis

The purpose of this course is to learn how to use payback analysis formulas to choose which projects to pursue. The student will learn how to claim personal independence with project management. Using energy self-sufficient project examples, the student will start by developing an awareness of their needs. They will then align their interests with what is needed and, finally, develop a payback analysis to determine the most cost-effective choices for becoming less dependent on others.

- Course Code/Version Code: CE 0054/CEPA
- Contact Hours: 2.0
- Course Length: Self-paced online (most students complete in 1 day)
- Prerequisite: None
<table>
<thead>
<tr>
<th>Online Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PMI-RMP Exam Prep</strong></td>
</tr>
<tr>
<td>The purpose of this program is to help the student become PMI-RMP®-certified. It is modeled after Cheetah Learning’s very successful and award-winning exam prep programs and is designed for a person with a busy schedule.</td>
</tr>
<tr>
<td>Each student must successfully complete all of the courses in series during the time frame stated. Students have up to four weeks from the date payment is received and processed to complete the two courses in this program.</td>
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<tr>
<td><strong>Course Code/Version Code:</strong> CE 0056/CEPREP</td>
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<tr>
<td><strong>Contact Hours:</strong> 55.0</td>
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<tr>
<td><strong>Course Length:</strong> Self-paced online</td>
</tr>
<tr>
<td><strong>Prerequisite:</strong> None</td>
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</tbody>
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| **Project Home Improvement** |
| The purpose of this course is to bring to life the project management phases and processes described in the Project Management Body of Knowledge. The course requires that students select their own personal home improvement or remodeling project (building materials and supplies for the individual’s project are determined in the project plan and are the responsibility of the student). The course is designed so the student first initiates and plans the project. Next, a project plan is executed for building or remodeling. While the student is executing, they will do milestone reviews and measure the performance of their project by doing earned value analyses. The course is ended by completing a final acceptance test (from the student’s own scope and quality plan) and documenting the lessons learned. |
| **Course Code/Version Code:** CE 0059/CEPHI  |
| **Contact Hours:** 60.0 |
| **Course Length:** Self-paced online |
| **Prerequisite:** None |

| **Project Energy Independence** |
| In this 35-hour online course, the student will learn how to assess the following: current energy usage; ways to cost effectively and efficiently reduce energy usage without making significant lifestyle changes; various alternative energy options that are right for the student’s situation; and implementation strategies for the student’s own energy self-sufficiency program that will help create a more secure future. This course is designed for people who may not have a deep technical background in order to quickly grasp and apply the concepts. |
| **Course Code/Version Code:** CE 0058/CEPEI  |
| **Contact Hours:** 35.0 |
| **Course Length:** Self-paced online |
| **Prerequisite:** None |

| **Project Management Scorecard** |
| Do you like to brag about your accomplishments, or would you prefer to have others sing your praises because of objective measured data? Do you need to get feedback on your project management performance? Do you like to get bonuses, promotions, and “Best Project Manager of the Year” awards based on objective measurements of your performance? Can you prove you’re as good as you think you are? This course will show you how to make meaningful PM performance assessments so both you and your organization can soar. |
| **Course Code/Version Code:** CE 0060/CEPMS  |
| **Contact Hours:** 5.0 |
| **Course Length:** Self-paced online |
| **Prerequisite:** None |

| **Project Prosperity** |
| People who are good at getting things done hold the knowledge capital to increase their prosperity, as well as the prosperity of those they do projects for. This course teaches students how to leverage project management skills to improve prosperity for themselves and others. The course follows four levels of learning: awareness, knowledge, skills, and mastery. It is a practical hands-on course, and the student develops the ability to immediately achieve the results desired to improve prosperity. |
| **Course Code/Version Code:** CE 0061/CEPP  |
| **Contact Hours:** 35.0 |
Online Campus

- Course Length: Self-paced online
- Prerequisite: None

Project Turnaround

When faced with a situation that is no longer working in your favor, how do you turn the situation around to put you back out leading the pack? And, when the old rules no longer apply but the new rules are still emerging, how do you learn how to navigate turbulent times to turn your situation around, FAST? This course teaches the student how to leverage project management skills to create and capitalize on emerging opportunities to turn around situations that are no longer working. The course follows four levels of learning: awareness, knowledge, skills, and mastery. It is a practical hands-on course, so the student develops the ability to immediately turn around bad situations.
- Course Code/Version Code: CE 0062/CEPT
- Contact Hours: 40.0
- Course Length: Self-paced online
- Prerequisite: None

Virtual Project Teams

While virtual work geographically allows corporations to recruit and retain the best talent and develop partnerships across multiple time zones, it also relies more on relationships and alliances forged by an electronic handshake. Individual team member relationships, communication, and workplace community building is critical for teams to align with the mission, vision, and goals of the organization. In this course, the student will learn and apply tools and techniques to develop a high-functioning virtual project team where team members find a sense of connection to the work and the team.
- Course Code/Version Code: CE 0064/CEVPT
- Contact Hours: 20.0
- Course Length: Self-paced online
- Prerequisite: None

Rapid Synthesis of the Project Management Body of Knowledge

The purpose of this course is to learn about changes in the PMBOK® Guide—Fourth Edition and the importance of keeping up-to-date with the evolving knowledge within the profession of project management. In addition, the student will learn and use the Accelerated Learning Techniques to rapidly synthesize the new materials.
- Course Code/Version Code: CE 0063/CERSPM
- Contact Hours: 0.2
- Course Length: Self-paced online
- Prerequisite: None
Basic EKG Course

This course is designed to provide essential training and education in EKG arrhythmia interpretation for registered professional nurses, graduate nurses, and other healthcare professionals. The basic EKG course will provide an excellent way to prepare students for advancement in their medical training programs. A thorough understanding of cardiac anatomy, physiology, and properties can provide a framework for understanding and interpreting cardiac rhythms. Discussion of the physiology of cardiac conduction is discussed and covers the basics of how to read an EKG strip and the normal components of the EKG waveform. Examination of basic cardiac dysrhythmias, including sinus, atrial, junctional and ventricular dysrhythmias, and blocks will be examined. Measurement of complexes, placement of EKG leads for both 12 lead and telemetry, and rhythm strip practice analysis are incorporated. Selected nursing diagnoses for patients with dysrhythmias will be offered, along with associated nursing interventions. This is a two-day course, and attendance is mandatory to earn a basic EKG course completion certificate.

- Course Code/Version Code: CEU 0025/CEEKG
- Contact Hours: 12.0
- Course Length: 2 days
- Prerequisite: None

CST Exam Preparation

This course provides the surgical-technology graduate with the required preparation to complete the national certification examination process. This course reinforces academic knowledge, professional accountability, independent decision-making, and the critical nature of self-assessment. Students will take the practice CST examination from the NBSTSA to determine their individual areas of weakness in eight (8) key areas: pre-operative preparation; intra-operative procedures; post-operative procedures; administrative and personnel tasks; equipment sterilization and maintenance; anatomy and physiology; microbiology; and surgical pharmacology. From this assessment, an individualized learning module will be developed that focuses on context and test-taking skills.

- Course Code/Version Code: CE 0030/CECSTEP
- Contact Hours: 24.0
- Course Length: 5 weeks
- Prerequisite: Must be a graduate of an ABHES- or CAAHEP-accredited surgical technology program

IV Certification

This course is designed for RNs and LPNs looking to gain knowledge or expand their skills in intravenous (IV) therapy. This class prepares participants for initiating and/or maintaining common intravenous therapies. Participants will receive 34 hours of classroom and hands-on practice sessions. Topics will include legal aspects, review of vein anatomy and physiology, indication for IV therapy, infection control, nursing management, equipment complications, parenteral therapy, including TPN/PPN and blood, and blood components. Insertion techniques, piggybacks, intermittent infusions, heparin locks, needleless systems, and common IV drugs will be discussed. Nursing assessments, documentation, and special patient care are included. Care of central lines and central line dressings will be discussed. This course covers minimum competencies for Florida IV certification and the regulations and scope of practice rules. Upon completion of this course, participants will receive a Certificate of Completion for Intravenous Therapy.

- Course Code/Version Code: CEU 0002/CEIVCERTIF
- Contact Hours: 30.0
- Course Length: 4 days (2 days per week)
- Prerequisite: Current Florida LPN or RN license
**Nurse Refresher Course**

This course is designed to enhance and provide a review of current theoretical knowledge and clinical skills necessary to prepare the LPN/RN who has been inactive from nursing practice. The nurse’s ability to return to today’s increasingly complex practice setting will require learning new trends, acquiring fundamentals of nursing skills and updating clinical practice. Nurses seeking to refresh and update nursing knowledge will gain confidence and competency in taking care of clients in various medical settings. Emphasis is placed on physiological-psychosocial needs and the utilization of the nursing process as the framework for critical thinking and problem solving. A variety of learning opportunities are provided within the classroom and clinical environment: utilizing lecture, readings, study guide assignments, teaching project, on line case studies, critical thinking exercises, health assessment, moderate to advanced skills for client care, pharmacology with medication administration techniques. The nurse refresher student will be afforded the opportunity to participate in direct client care under the supervision of a clinical preceptor.

- Course Code/Version Code: CEU 0001/CENR
- Contact Hours: 238.0 (includes 96 clinical hours)
- Course Length: 8 weeks (2 days per week)
- Prerequisite: Current RN/LPH license

**Professional NCLEX-RN Remediation Course**

This course is designed for RNs who have failed the NCLEX three or more times. The Florida Board of Nursing has since expanded the Remedial Course for Nurses who have let their license lapse. New graduates from an RN program seeking a review course may also attend. The RN Review/Remediation Course combines both theory and clinical experience to assist the student in applying the nursing process and essential skills to clients experiencing alterations in their health status. The focus of the course will be a review of standard curricula for nursing programs including universal principles of nursing care management, legal and ethical issues, maternal child and pediatric nursing, psychiatric and mental health nursing, pharmacology, adult health and critical care. The course reviews the structure and scoring of the NCLEX-RN as well as suggestions for preparation and test-taking strategies. Clinical emphasis is placed on the management of clients in a medical/surgical acute care setting. This course complies with Florida Board of Nursing approved remedial courses. Evaluative testing will be incorporated to determine strengths and weaknesses.

- Course Code/Version Code: CEU 0004/CEPNR
- Contact Hours: 238.0 (includes 96 clinical hours)
- Prerequisite: None

**Spanish for Healthcare Professionals**

This course is designed as an entry-level class in which students will learn basic medical terminology in Spanish to enhance effective communication between patients and their healthcare providers (doctors, nurses, emergency responders, medical assistants, medical receptionists). Emphasis is placed on the development of the basic skills necessary to effectively communicate in a variety of healthcare settings. This course is available to students that have limited or no previous knowledge of medical Spanish. The goal is to facilitate the student’s ability to communicate respectfully and effectively with Spanish-speaking patients and their families. The course is oriented towards improving student’s basic vocabulary related to healthcare needs. Conversational Spanish, basic grammar, comprehension, key medical vocabulary and terminology, and useful phrases are incorporated into the course. Attention will be given to pronunciation and accent as it is crucial, particularly in healthcare situations, to communicate clearly and be understood. Class time will consist of one-on-one conversations, role plays, and dialogues related to the clinical setting as well as grammar and pronunciation exercises. Topics to be covered include: assessing medical history and health risks; physical examinations and parts of the body; illnesses and diseases; equipment; and locations within the hospital.

- Course Code/Version Code: CE 0003/CESHP
- Contact Hours: 24.0
- Course Length: 6 weeks (2 days per week)
- Prerequisite: None

**Success Skills for Nursing Applicants**

This course is designed to help the nursing applicant prepare for success and acceptance into the nursing program. The course will introduce content areas and test-taking strategies. Focus will be on particular content areas: reading comprehension; mathematics; English and English language skills; and science and technical reasoning. The student will be given an initial practice assessment test to identify areas of strength and weakness. A post-assessment test will be given at the end of course and graded.

- Course Code/Version Code: CEU 0023/CESSNA
- Contact Hours: 14.0
- Course Length: 2 days
- Prerequisite: None
Surgical Technology Clinical Externship

This course is designed for the CST (certified surgical technologist) or ST (surgical technologist) that has graduated from an accredited surgical technology program within the last 4 years but needs additional clinical exposure. This course reviews the laboratory skill components of a surgical technology program and prepares the student for an externship in an OR (operating room) setting.

- Course Code/Version Code: CEU 0029/CESTCE
- Contact Hours: 10.0 Lab/384.0 Externship
- Course Length: 14 weeks
- Prerequisite: CST/ST graduate from ABHES- or CAAHEP- accredited program

Surgical Technologist Certification Review Course

This course is designed to provide the surgical technology graduate with the needed preparation to complete the certification exam process. This course reinforces academic knowledge, professional accountability, independent decision-making, and the critical nature of self-assessment. Attention will be given to specific content area(s) based on the student's assessment of the NBSTSA (National Board of Surgical Technologist and Surgical Assistant) practice exam. Emphasis is placed on the development of test-taking skills necessary to effectively evaluate and solve critical thinking content. The class will consist of discussion, dialogues related to the OR setting, and computerized assessments. Topics to be covered include assessing surgical pharmacology and patient care issues, medical terminology, anatomy, physiology, microbiology, instrumentation, and surgical specialty procedures.

- Course Code/Version Code: CE 0005/CESTCR
- Contact Hours: 40.0
- Course Length: 8 weeks
- Prerequisite: Graduation from an accredited surgical technology program