mississippi department of
Information Technology Services

Information Technology Course Catalog

EASTWOOD

EDUCATION CENTER

3771 Eastwood Drive | Jackson, MS 39211

January-March 2014

This catalog is also available online at
www.its.ms.gov

About the ITS Institute: The Mississippi Department of Information Technology Services (ITS) Education Services Division offers an ongoing educational program designed to enhance and improve the computer and communication skills of personnel within state government. The training program is commonly called the ITS Institute. The curriculum is structured so that a person with no experience can begin with an introductory course and, if appropriate, progress to highly advanced levels of information processing.

The ITS Institute uses an automated system for course scheduling, registration, permanent records, and student transcripts. This system provides the necessary documentation for state agencies and the students regarding their training accomplishments. Certificates are provided to students upon successful completion of courses.

During Fiscal Year 2013, ITS offered approximately 236 instructor led classes to approximately 1,125 students, representing numerous state agencies, universities, community colleges, and governing authorities. The Institute curriculum has been expanded as the demand for information systems skills has increased. The ITS Institute provides the necessary education and training to make state personnel more productive at a significantly lower cost than outside training sources.

Customized Training: The ITS Institute has the resources to provide instruction in almost any information systems area needed by state government employees. In addition to the regularly scheduled courses, we will design a class to meet your specific training needs. We also provide online training in conjunction with MindLeaders.

Continuing Education is the Key to Success:

The future of Mississippi government depends on efficient execution of the services it provides. State budget constraints make it imperative that agencies use information technology effectively to increase personnel productivity. If agencies cannot perform their tasks more efficiently, services which they provide cannot be maintained, much less expanded to meet pressing needs. Continuing education and training are essential for the effective planning, implementation, support, and use of these technological solutions. The ITS Education Services Division offers an excellent means of fulfilling these goals in a cost-effective way.

Other Services Offered by ITS:

ITS offers a variety of other services including on-site training assistance and follow-up, system analysis, design, programming, documentation, project management, feasibility studies, long-range planning, procurement, telephone services, and general consulting. If we can be of service to you in any of these areas, please call (601) 432-8000.

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General Information

Welcome to the ITS Institute:

The ITS Institute, administered for the State of Mississippi by the Department of Information Technology Services, offers an educational program designed to enhance and improve the skills of information processing personnel within state government.

Facilities: The ITS Institute is located at 3771 Eastwood Drive, in Jackson, MS. The Institute has two hands-on training labs. These labs are configured with a variety of PC applications and have communications capabilities with the mainframe at the State Data Center.

Instructors: Highly trained individuals who work in the industry or are instructors at state colleges and universities teach ITS Institute classes. Instructors possess years of practical experience, as well as academic credentials. Constant monitoring and evaluation of instructors ensure that classes are taught by individuals with a wide range of knowledge, as well as exceptional teaching skills.

Registration: Registration forms are included at the back of this catalog and must be returned 30 days prior to the class begin date to allow enough time to order materials for the courses. If it is impossible to have these forms returned by the date specified, please contact the ITS Institute and indicate the number of students to be enrolled in each course.

Class Size: Class enrollment will be on a first-come, first-served basis. Class size is limited, and ITS reserves the right to establish class size and limit the number of students from each agency if the class size has to be cut. The ITS Institute reserves the right to cancel any class due to under-enrollment or other reasonable cause.

Textbooks & Materials:

The textbooks and materials used for each course are listed on the schedule. Each student must indicate on the registration form whether he or she needs materials for the course. Textbooks and materials will be ordered based on the information provided on the registration form.

Class Confirmation: As soon as registration forms have been received and plans for the January to March classes have been finalized, students will be notified of the exact starting dates, instructors, and locations for each class at least two weeks prior to the first day of class.

Cancellations and Substitutions:

Registrants of ITS-conducted classes who cancel within 10 days of the first class meeting will be billed the full tuition. Registrants of vendor-conducted classes who cancel within 30 days of the first class meeting will be billed the full tuition. Substitutions are permissible any time prior to and including the day on which the course begins.

On-Line Training: The ITS Institute has an agreement with Skillsoft to provide self-paced training to Mississippi public entities. State agencies, county and local governments, public schools, and institutions of higher learning are eligible to participate in this agreement. Skillsoft offers over 3,200 courses available via the Intranet or the Internet. Training is available anywhere, anytime. Please visit the ITS/Skillsoft website via the ITS website, www.its.ms.gov, for more course information.

Charges: The total charge for ITS classes includes tuition, lab fee, and materials fee. See the schedule for estimated charges for individual classes.

Tuition for ITS classes is categorized as follows:

Course Type	State Employees	Non-State Employees
Overview courses less than 4 hours (IL)*	Free	$100.00
Courses 10 hours or less (IL)*	$100.00	$400.00
Courses 11—20 hours (IL)*	$150.00	$450.00
Courses 21—30 hours (IL)*	$300.00	$600.00
Vendor-conducted course**	See Schedule	Contact ITS
Online Training (Skillchoice Complete)	$225.00/yr	N/A
Online Training (Full Library)	$150.00/yr	N/A
Online Training (Technical)	$150.00/yr	N/A
Online Training (Business)	$150.00/yr	N/A
Online Training (Desktop)	$55.00/yr	N/A
* *Instructor Led Courses*		
** *The maximum charges for on-site, vendor-conducted courses are listed on the schedule. Scheduling vendor-conducted courses on-site results in significant savings to the State for tuition and travel expenses.*		

Nonexempt Employees:

For state agencies who are sending nonexempt employees to classes meeting after normal working hours, the agency must evaluate their liability for overtime for these employees as provided by the Fair Labor Standards Act. If you have questions as to whether an employee is exempt, please contact the State Personnel Board. This statement does not apply to individuals who are paying for courses themselves.

For More Information:

If you have questions regarding this catalog or the ITS Institute, please contact:

Susan McClain, Education Specialist ..... (601) 432-8186

Connie Smith, Education Assistant..... (601) 432-8051

A+ CERTIFICATION
(EXAMS 220-801; 220-802)

Brief Course Description:

This course will prepare you for the CompTIA A+ Exam numbers 220-801 and 220-802. Topics covered include:

- hardware fundamentals
- operating system fundamentals
- operational procedures
- peripheral components
- managing system components
- installing & configuring operating systems
- customized client environments
- networking technologies
- installing, configuring, & maintaining SOHO networks
- supporting laptops
- mobile computing
- supporting printers
- security
- troubleshooting hardware components
- troubleshooting system-side issues.

Prerequisites:

Students should have a basic knowledge of Windows-based personal computers, as well as a basic knowledge of computing concepts.

Materials & Approximate Course Cost:

Tuition for state employees	$300.00
Lab Fees	$125.00
CompTIA A+ Certification (Exams 220-801 and 220-802)	70.00
Estimated Costs for State Employee	$495.00

Course: CA+801802

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1403	Starting Monday, February 10, 2014, for 1 week	Monday - Friday	8:30 AM – 4:30 PM	Classroom 107	3771 Eastwood Dr. Jackson, MS	Chris Keller

INTERCONNECTING CISCO NETWORK DEVICES: LEVEL 1

Brief Course Description:

This course presents the concepts, commands, and practice required to configure Cisco switches and routers in multiprotocol internetworks. Topics covered include:

- operating and configuring a Cisco IOS Device
- managing your network environment
- configuring catalyst switch operations
- extending switched networks with VLANs
- determining IP routes
- managing IP traffic with access links
- establishing serial point-to-point connections
- establishing frame relay connections
- completing ISDN calls.

Prerequisites:

Students should have A+ and Network+ experience.

Materials & Approximate Course Cost:

Tuition for state employees	$1,995.00
Estimated Costs for State Employee	$1,995.00

Course: CNHICND1

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1401	Starting Monday, February 10, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

INTERCONNECTING CISCO NETWORK DEVICES: LEVEL 2

Brief Course Description:

This course focuses on skills and knowledge necessary to install, operate, and troubleshoot a small to medium-sized branch office Enterprise network, including configuring several switches and routers, connecting to a WAN, and implementing network security. Topics covered include:

- small network implementation
- medium-sized switched network construction
- medium-sized routed network construction
- single area OSPF
- EIGRP implementation
- access control lists
- address space management
- LAN extension to a WAN.

Prerequisites: INTERCONNECTING CISCO NETWORK DEVICES: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$1,995.00
Estimated Costs for State Employee	$1,995.00

Course: CNHICND2

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1401	Starting Monday, March 3, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

ADMINISTERING WINDOWS SERVER 2012

Brief Course Description:

Topics covered include:

- implementing a Group Policy infrastructure
- managing user desktops with Group Policy
- managing user & service accounts
- maintaining Active Directory Domain Services
- configuring & troubleshooting DNS
- configuring & troubleshooting Remote Access
- installing, configuring, & troubleshooting the Network Policy Server Role
- implementing Network Access Protection
- optimizing File Services
- configuring encryption & advanced auditing
- deploying & maintaining server images
- implementing Update Management
- monitoring Windows Server 2012.

Prerequisites: INSTALLING & CONFIGURING WINDOWS SERVER 2012

Materials & Approximate Course Cost:

Tuition for state employees	$1,995.00
Estimated Costs for State Employee	$1,995.00

Course: CNH20411

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1402	Starting Monday, March 31, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

ADVANCED SOLUTIONS OF MICROSOFT EXCHANGE SERVER 2013

Brief Course Description:

Students will learn how to configure and manage a Microsoft Exchange Server 2013 messaging environment. Topics covered include:

- designing & implementing Exchange Server 2013 Unified Messaging & site resilliency
- planning virtualization for Exchange Server 2013
- designing & implementing message transport security, messsage retention, messaging compliance, and administrative security & auditing
- managing Exchange Server 2013 with Exchange Management Shell
- designing & implementing integration with Exchange Online
- designing & implementing messaging coexistence
- designing & implementing Exchange Server migrations & upgrades.

Prerequisites: CORE SOLUTIONS OF MICROSOFT EXCHANGE SERVER 2013

Materials & Approximate Course Cost:

Tuition for state employees	$1,995.00
Estimated Costs for State Employee	$1,995.00

Course: CNH20342

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1403	Starting Monday, March 17, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

CONFIGURING WINDOWS SERVER 2008 ACTIVE DIRECTORY DOMAIN SERVICES

Brief Course Description:

Topics covered include:

- installing Active Directory Domain Services
- configuring DNS for AD DS
- configuring AD objects & trusts
- configuring AD sites & replication
- creating & configuring Group Policies
- configuring user environments using Group Policies
- implementing security using Group Policies
- implementing an AD Domain Services monitoring plan
- implementing an AD Domain Services maintenance plan
- troubleshooting
- troubleshooting Group Policies issues
- implementing an AD Domain Services infrastructure.

Prerequisites: Students should have a basic understanding of network operating systems.

Materials & Approximate Course Cost:

Tuition for state employees	$1,995.00
Estimated Costs for State Employee	$1,995.00

Course: CNH6425

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1403	Starting Monday, February 10, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

CORE SOLUTIONS OF MICROSOFT EXCHANGE SERVER 2013

Brief Course Description:

Students will learn how to configure and manage a Microsoft Exchange Server 2013 messaging environment. Topics covered include:

- deploying & managing Exchange Server 2013
- planning & configuring mailbox servers
- managing recipient objects
- planning & deploying client access servers
- planning & configuring messaging client connectivity
- planning & configuring message transport
- planning & implementing high availability
- planning & implementing disaster recovery
- planning & configuring message security options
- planning & configuring administrative security & auditing
- monitoring & troubleshooting Exchange Server 2013.

Prerequisites:

Students must have at least two years of experience administering Windows Server, working with AD DS, working with name resolution, including DNS, & working with certificates, including PKI certificates.

Materials & Approximate Course Cost:

Tuition for state employees	$1,995.00
Estimated Costs for State Employee	$1,995.00

Course: CNH20341

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1404	Starting Monday, January 27, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

INSTALLING & CONFIGURING WINDOWS SERVER 2012

Brief Course Description:

Topics covered include:

- deploying & managing Windows Server 2012
- introduction to AD Domain Services
- managing AD Domain Services Objects
- automating AD Domain Services administration
- implementing IPv4
- implementing DHCP, DNS, IPv6
- local storage, file & print services
- group policy
- securing Windows servers by using group policy objects
- implementing server virtualization with Hyper-V.

Prerequisites: Students must have an understanding of networking fundamentals and configuring security & administration tasks in an enterprise environment, as well as experience supporting or configuring MS Windows clients.

Materials & Approximate Course Cost:

Tuition for state employees	$1,995.00
Estimated Costs for State Employee	$1,995.00

Course: CNH20410

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1402	Starting Monday, March 3, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

CLOUD ESSENTIALS

Brief Course Description:

Topics covered include:

- introduction to Cloud Computing
- business value of Cloud Computing
- technical perspectives of Cloud Computing
- technical challenges of Cloud Computing
- steps to successful adoption of Cloud services
- ITIL & Cloud computing
- identifying risks & consequences.

Prerequisites:

It is recommended that you have at least six months of experience in an IT environment, with direct involvement in IT-related tasks, responsibilities, and/or decision making.

Materials & Approximate Course Cost:

Tuition for state employees	$150.00
Lab Fees	$47.00
Estimated Costs for State Employee	$197.00

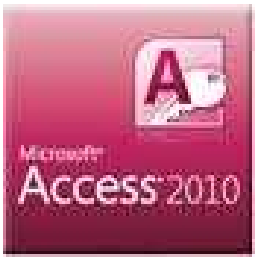
Course: CCLOUDE

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1401	Starting Wednesday, January 29, 2014, for 2 days	Wednesday & Thursday	8:30 AM – 4:30 PM	Classroom 107	3771 Eastwood Dr. Jackson, MS	Russell Walker

ACCESS 2010: LEVEL 1

Brief Course Description:



Topics covered include:

- building the structure of a database
- managing data in a table
- querying a database
- designing forms
- generating reports.

Prerequisites: Introduction to Windows

Materials & Approximate Course Cost:

Tuition for state employees	$150.00
Lab Fees	$47.00
Access 2010: Level 1	20.00
Estimated Costs for State Employee	$217.00

Course: CAC101

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1405	Starting Monday, January 13, 2014, for 2 days	Monday & Tuesday	8:30 AM – 4:30 PM	Classroom 107	3771 Eastwood Dr. Jackson, MS	Charlotte Robinson
1406	Starting Monday, March 17, 2014, for 2 days	Monday & Tuesday	8:30 AM – 4:30 PM	Classroom 107	3771 Eastwood Dr. Jackson, MS	Charlotte Robinson

ACCESS 2010: LEVEL 2

Brief Course Description:

Topics covered include:

- controlling data entry
- joining tables
- creating flexible queries
- improving forms
- customizing reports
- sharing data across applications.

Prerequisites: ACCESS 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$150.00
Lab Fees	$47.00
Access 2010: Level 2	20.00
Estimated Costs for State Employee	$217.00

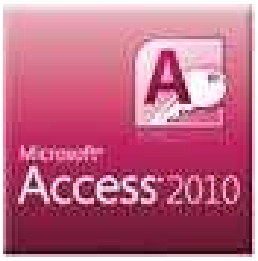
Course: CAC102

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1404	Starting Monday, February 3, 2014, for 2 days	Monday & Tuesday	8:30 AM – 4:30 PM	Classroom 107	3771 Eastwood Dr. Jackson, MS	Charlotte Robinson

ACCESS 2010: LEVEL 3

Brief Course Description:



Topics covered include:

- structuring existing data
- writing advanced queries
- simplifying tasks with macros
- creating effective reports
- maintaining an Access database.

Prerequisites: ACCESS 2010: LEVEL 2

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
Access 2010: Level 3	20.00
Estimated Costs for State Employee	$145.00

Course: CAC103

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1403	Starting Wednesday, March 5, 2014, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Charlotte Robinson

QUERYING MICROSOFT SQL SERVER 2012

Brief Course Description:

Students will learn technical skills required to write basic Transact SQL queries. This course is the foundation for all SQL Server-related disciplines. Topics covered include:

- introduction to SQL Server 2012
- introduction to Transact SQL Querying
- writing SELECT queries
- querying multiple tables
- sorting & filtering data
- working with SQL Server Denali Data types
- using built-in functions
- grouping & aggregating data
- using subqueries
- using table expressions
- using set operators
- using Window ranking, offset & aggregate functions
- pivoting & grouping sets
- querying SQL Server metadata
- programming with T-SQL.

Prerequisites:

Students must have a working knowledge of relational databases and the Microsoft Windows operating system & its core functionality, as well as a basic understanding of virtualization technology.

Materials & Approximate Course Cost:

Tuition for state employees	$1,995.00
Estimated Costs for State Employee	$1,995.00

Course: CNH10774

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1402	Starting Monday, March 31, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

DREAMWEAVER CS6: LEVEL 1

Brief Course Description:

In this course, students will create Web pages while focusing on the content, styling, and design. Topics covered include:

- getting started with Dreamweaver
- creating a Website
- creating Web pages
- using CSS
- inserting images
- inserting tables & importing content
- creating reusable site assets
- linking Web pages
- sending the Website to the Web server.

Prerequisites: Students should be familiar with Web design.

Materials & Approximate Course Cost:

Tuition for state employees	$295.00
Estimated Costs for State Employee	$295.00

Course: CDWCS61

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1402	Starting Wednesday, March 5, 2014, for 1 day	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

DREAMWEAVER CS6: LEVEL 2

Brief Course Description:

In this course, students will develop fluid CSS layouts, implement mobile integration techniques, and share files over a server to work in a collaborative manner. Topics covered include:

- identifying Website requirements
- creating layouts
- formatting Web pages
- creating forms
- integrating media files with Dreamweaver
- using mobile integration techniques
- previewing & testing a Website
- managing Website files.

Prerequisites: DREAMWEAVER CS6: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$295.00
Estimated Costs for State Employee	$295.00

Course: CDWCS62

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1402	Starting Thursday, March 6, 2014, for 1 day	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

INDESIGN CS6: LEVEL 1

Brief Course Description:

This course provides the tools to give documents a well-designed, professional look. Topics covered include:

- getting started with InDesign
- designing a document
- customizing a document
- working with Page Elements
- building tables
- preparing a document for delivery.

Prerequisites: None

Materials & Approximate Course Cost:

Tuition for state employees	$295.00
Estimated Costs for State Employee	$295.00

Course: CINDCS61

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1402	Starting Wednesday, March 12, 2014, for 1 day	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

INDESIGN CS6: LEVEL 2

Brief Course Description:

This course teaches the advanced InDesign techniques to enhance the look and functionality of documents. Topics covered include:

- creating documents for multiple formats
- managing advanced Page Elements
- managing styles
- building complex paths
- managing external files
- creating dynamic documents
- managing long documents
- publishing InDesign files for other formats
- customizing print settings.

Prerequisites: INDESIGN CS6: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$295.00
Estimated Costs for State Employee	$295.00

Course: CINDCS62

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1402	Starting Thursday, March 13, 2014, for 1 day	8:00 AM - 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

PUBLISHER 2010: LEVEL 1

Brief Course Description:

This course teaches the core features and functions of Publisher 2010. Topics covered include:

- basic publications
- multi-page publications
- working with text
- tables
- layout and design techniques
- finalizing documents.

Prerequisites: INTRODUCTION TO WINDOWS

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
Publisher 2010: Basic	20.00
Estimated Costs for State Employee	$145.00

Course: CPUB101

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1403	Starting Wednesday, February 19, 2014, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Charlotte Robinson

PUBLISHER 2010: LEVEL 2

Brief Course Description:

This course builds on the skills and concepts taught in Publisher 2010 Basic. Topics covered include:

- basic design options
- typography
- long publications
- mail merge and catalog merge
- interactive forms
- Web site publishing.

Prerequisites: PUBLISHER 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
Publisher 2010: Advanced	20.00
Estimated Costs for State Employee	$145.00

Course: CPUB102

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1403	Starting Thursday, February 20, 2014, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Charlotte Robinson

WEB DESIGN WITH HTML5 AND CSS3: LEVEL 1

Brief Course Description:

In this course, students will use HTML5 to create and design Web pages. Topics covered include:

- creating a basic Web page
- structuring content
- applying styles using CSS
- working with tables
- navigating a website.

Prerequisites:

Students should be familiar with Windows or Mac operating systems, word processing skills, and the Internet.

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
Web Design with HTML5 and CSS3: Level 1	20.00
Estimated Costs for State Employee	$145.00

Course: CWEBCSS31

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1403	Starting Monday, March 10, 2014, for 1 day	8:30 AM – 4:30 PM	Classroom 107	3771 Eastwood Dr. Jackson, MS	Charlotte Robinson

WEB DESIGN WITH HTML5 AND CSS3: LEVEL 2

Brief Course Description:

In this course, students will use HTML5 to create advanced Web pages and test their validity. Topics covered include:

- creating Web page layouts
- managing CSS
- testing a Website
- creating advanced navigation
- incorporating advanced navigation
- incorporating metacontent & multimedia
- creating basic forms.

Prerequisites: WEB DESIGN WITH HTML5 AND CSS3: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
Web Design with HTML5 and CSS3: Level 1	20.00
Estimated Costs for State Employee	$145.00

Course: CWEBCSS32

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1403	Starting Tuesday, March 11, 2014, for 1 day	8:30 AM – 4:30 PM	Classroom 107	3771 Eastwood Dr. Jackson, MS	Charlotte Robinson

WEB DEVELOPMENT WITH VISUAL STUDIO 2010, INTRODUCTION

Brief Course Description:

This course provides knowledge and skills for developing Web applications by using Microsoft Visual Studio 2010. Topics covered include:

- exploring ASP.NET Web applications in Visual Studio 2010
- creating Web applications by using Visual Studio 2010 & .NET-based languages
- creating an ASP.NET Web form
- adding functionality to an ASP.NET Web form
- implementing Master Pages & user controls
- validating user input
- troubleshooting ASP.NET Web applications
- managing data in an ASP.NET 4.0 Web application
- managing data access tasks by using LINQ
- managing data by using ASP.NET dynamic data
- creating an ASP.NET Ajax-enabled Web forms application
- more.

Prerequisites:

Students must have at least 1 month's experience with .NET technologies, knowledge of HTML or DHTML, and programming experience using Visual Basic .NET or Visual C# .NET.

Materials & Approximate Course Cost:

Tuition for state employees	$1,995.00
Estimated Costs for State Employee	$1,995.00

Course: CNH10267

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1402	Starting Monday, March 24, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

ITIL FOUNDATION 2011 EDITION

Brief Course Description:

In this course, students will get an introduction to the lifecycle of managing IT services to deliver to business expectations. Topics covered include:

- introduction
- service strategy
- service design
- service transition
- service operation
- continual service improvement
- exam preparation.

Prerequisites:

Familiarity with IT terminology and IT-related work experience are recommended, but not required.

Materials & Approximate Course Cost:

Tuition for state employees	$1,675.00
Estimated Costs for State Employee	$1,675.00

Course: CNHITIL1

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1401	Starting Wednesday, January 22, 2014, for 3 days	Wednesday, Thursday & Friday	8:00 AM – 4:30 PM **ON LINE LIVE**	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT
1402	Starting Monday, March 17, 2014, for 3 days	Monday, Tuesday & Wednesday	8:00 AM – 4:30 PM **ON LINE LIVE**	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

ADMINISTERING SYSTEM CENTER 2012 CONFIGURATION MANAGER

Brief Course Description:

Students will gain the knowledge and skills to configure and manage a System Center 2012 Configuration Manager site. Topics covered include:

- overview of System Center 2012 Configuration Manager
- discovering & organizing resources
- managing the Configuration Manager Client
- managing inventory & software metering
- querying & reporting data
- managing software deployments by using packages & programs
- creating & deploying applications
- managing application development
- deploying & managing software updates
- implementing EndPoint Protection
- managing compliance settings & mobile devices
- configuring Wake On LAN.

Prerequisites:

System administrator-level working knowledge of networking fundamentals, AD principles & management, Windows Server management, Windows client fundamentals, SQL Server 2008, basic public key infrastructure concept

Materials & Approximate Course Cost:

Tuition for state employees	$1,995.00
Estimated Costs for State Employee	$1,995.00

Course: CNH10747

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1403	Starting Monday, March 24, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

CONFIGURING & TROUBLESHOOTING A WINDOWS SERVER 2008 NETWORK

Brief Course Description:

Students will learn to implement and configure secure network access and implement fault-tolerant storage technologies. Topics covered include:

- installing & configuring servers
- configuring & troubleshooting DNS
- configuring & managing WINs
- configuring & troubleshooting DHCP
- configuring & troubleshooting IPv6 TCP/IP
- configuring & troubleshooting routing & remote access
- installing, configuring & troubleshooting the network policy server role service
- configuring network access protection
- configuring IPsec
- monitoring & troubleshooting IPsec
- configuring & managing distributed file system
- more.

Prerequisites:

Students should be familiar with Active Directory knowledge & concepts.

Materials & Approximate Course Cost:

Tuition for state employees	$1,995.00
Estimated Costs for State Employee	$1,995.00

Course: CNH6421

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1401	Starting Monday, January 13, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

NETWORK+ (EXAM N10-005)

Brief Course Description:

This course prepares students for the CompTIA Network+ Exam N10-005 and builds on your existing user-level knowledge & experience with personal computer operating systems & networks to present the fundamental skills & concepts that you will need to use on the job. Topics covered include:

- network theory
- network communications methods
- network media & hardware
- network implementations
- networking models
- TCP/IP addressing & data delivery
- TCP/IP services
- LAN infrastructure
- WAN infrastructure
- remote networking
- system security
- network security
- network security threats & attacks
- network management
- network troubleshooting.

Prerequisites: It is recommended that students have CompTIA A+ certification, or the equivalent skills & knowledge, but it is not required.

Materials & Approximate Course Cost:

Tuition for state employees	$300.00
Lab Fees	$125.00
Network+ (EXAM N10-005)	70.00
Estimated Costs for State Employee	$495.00

Course: CNET+11

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1403	Starting Monday, February 24, 2014, for 1 week	Monday - Friday	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Charlie Case

NETWORKING AND SECURITY FUNDAMENTALS

Brief Course Description:

This program provides an entry point to a future career in technology. Topics covered include:

- understanding local area networking
- defining networks with the OSI model
- understanding wired & wireless networks and Internet protocol
- implementing TCP/IP in the Command Line
- working with networking services
- understanding wide area networks
- defining network infrastructure & network security
- understanding security layers
- authentication, authorization, & accounting
- understanding security policy and network security
- protecting the server and client.

Prerequisites: None

Materials & Approximate Course Cost:

Tuition for state employees	$1,195.00
Estimated Costs for State Employee	$1,195.00

Course: CNH40032

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1402	Starting Monday, March 17, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

ADOBE ACROBAT 11.0: LEVEL 1

Brief Course Description:

In this course, students will use Adobe Acrobat 11 to create and manage PDF documents. Topics covered include:

- accessing PDF documents
- creating & saving PDF documents
- navigating content in a PDF document
- modifying PDF documents
- reviewing PDF documents
- converting PDF files.

Prerequisites:

Basic experience with computers and common Microsoft applications, such as word processing, spreadsheet, and Web browser applications.

Materials & Approximate Course Cost:

Tuition for state employees	$295.00
Estimated Costs for State Employee	$295.00

Course: CNHADAC111

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1402	Starting Monday, March 3, 2014, for 1 day	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

ADOBE ACROBAT 11.0: LEVEL 2

Brief Course Description:

In this course, students will use advanced Acrobat 11 to convert documents to PDF files, enhance and customize PDF documents for interactive use online, and prepare them for printing. Topics covered include:

- creating PDFs from technical documents
- enhancing PDF documents
- creating interactive PDF forms
- finalizing PDF files for commercial printing
- customizing the Acrobat XI Pro workspace
- securing PDF documents.

Prerequisites: ADOBE ACROBAT 11.0: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$295.00
Estimated Costs for State Employee	$295.00

Course: CNHADAC112

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1402	Starting Tuesday, March 4, 2014, for 1 day	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

PHOTOSHOP CS6: LEVEL 1

Brief Course Description:

This course focuses on the basic features of Photoshop so that the student can navigate the environment and use the Photoshop tools to work with photographic images. Topics covered include:

- getting started with Photoshop
- beginning with image basics
- managing selections & layers
- making image adjustments
- refining images
- saving images for Web & print.

Prerequisites: A basic understanding of graphic design file formats and common design tools is recommended.

Materials & Approximate Course Cost:

Tuition for state employees	$295.00
Estimated Costs for State Employee	$295.00

Course: CPHOTOCS61

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1402	Starting Monday, March 10, 2014, for 1 day	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

PHOTOSHOP CS6: LEVEL 2

Brief Course Description:

This course delves into some of the more advanced image creation and editing techniques and offers hands-on activities that demonstrate how Photoshop techniques can be used in combination to create exciting visual effects. Topics covered include:

- creating Raster Images
- working with Vector Image Tools
- using advanced layer techniques
- automating tasks
- creating & editing video.

Prerequisites: PHOTOSHOP CS6: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$295.00
Estimated Costs for State Employee	$295.00

Course: CPHOTOCS62

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1402	Starting Tuesday, March 11, 2014, for 1 day	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

POWERPOINT 2010: LEVEL 1

Brief Course Description:

This course covers the basic functions of PowerPoint 2010. Topics covered include:

- the PowerPoint window
- new presentations
- formatting slides
- drawing objects
- graphics
- tables & charts
- modifying presentations
- proofing & delivering presentations.

Prerequisites: INTRODUCTION TO WINDOWS

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
PowerPoint 2010: Basic	20.00
Estimated Costs for State Employee	$145.00

Course: CPP101

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1403	Starting Wednesday, January 29, 2014, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Anne Butler

POWERPOINT 2010: LEVEL 2

Brief Course Description:

Topics covered include:

- custom presentation options
- graphic & multimedia content
- customizing SmartArt graphics & tables
- action buttons & custom slide shows
- distributing a presentation
- integrating Microsoft Office files.

Prerequisites: POWERPOINT 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
PowerPoint 2010: Advanced	20.00
Estimated Costs for State Employee	$145.00

Course: CPP102

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1403	Starting Thursday, January 30, 2014, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Anne Butler

CONFIGURING WINDOWS 8

Brief Course Description:

Topics covered include:

- installing Windows 8
- upgrading & migrating to Windows 8
- managing disks & device drivers
- configuring & troubleshooting network connections
- implementing wireless network connections
- implementing network security
- configuring file access & printers on Windows 8 clients
- securing Windows 8 desktops
- configuring applications
- optimizing & maintaining Windows 8 client computers
- configuring mobile computing & remote access
- implementing Hyper-V
- troubleshooting & recovering Windows 8
- using Windows PowerShell.

Prerequisites: Students must have an understanding of networking fundamentals, AD DS principles, PKI components, MS Windows Server 2008 fundamentals, Windows client fundamentals, and WAIK components.

Materials & Approximate Course Cost:

Tuition for state employees	$1,995.00
Estimated Costs for State Employee	$1,995.00

Course: CNH20687

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1403	Starting Monday, January 13, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

MANAGING & MAINTAINING WINDOWS 8

Brief Course Description:

This course teaches how to design the installation, configuration, and maintenance of Windows 8. Topics covered include:

- planning & implementing management of Windows 8
- designing & implementing an installation strategy
- planning & implementing authentication for Windows 8
- planning & implementing IP addressing & Intranet connectivity
- implementing an application strategy for Windows 8
- planning & implementing a solution for user settings
- configuring Cloud services
- implementing Windows Intune
- planning & implementing access to file and print resources
- planning & implementing encryption for Windows 8
- more.

Prerequisites:

Experience managing & maintaining Windows client OS, Windows application installation & support, Windows OS installation & updates, understanding of how Windows client computers integrate with server computers.

Materials & Approximate Course Cost:

Tuition for state employees	$1,995.00
Estimated Costs for State Employee	$1,995.00

Course: CNH20688

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1402	Starting Monday, February 24, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

PLANNING & MANAGING WINDOWS 7 DESKTOP DEVELOPMENT

Brief Course Description:

Topics covered include:

- preparing to deploy Windows 7 business desktops
- assessing application compatibility in Windows 7
- evaluating Windows 7 deployment methods
- designing standard Windows 7 images
- deploying Windows 7 by using WAIK
- deploying Windows 7 by using Windows Deployment Services
- deploying Windows 7 by using Life Touch Installation
- deploying Windows 7 by using Zero Touch Installation
- migrating user state by using WET and USMT 4.0
- designing, configuring, & managing the client environment
- planning & deploying applications & updates to Windows 7 clients
- planning & deploying Windows 7 by using LTI.

Prerequisites: Students should be support technicians or currently in deployment roles & are looking to take the next step in their careers or enhancing their skills in the areas of planning & deploying Windows 7 desktops.

Materials & Approximate Course Cost:

Tuition for state employees	$1,995.00
Estimated Costs for State Employee	$1,995.00

Course: CNH6294

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1402	Starting Monday, January 6, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

VMWARE VSPHERE 5.1: INSTALL, CONFIGURE, MANAGE

Brief Course Description:

Topics covered include:

- virtualization infrastructure overview
- how to install & configure ESXi 5.1
- virtual & physical networking
- NAS shared storage
- virtual hardware & machines
- configuring identity sources with single sign on
- vCenter
- VM rapid deployment using templates
- ESXi & vCenter permission model
- using fibre & iSCSI shared storage
- VMFS
- resource management & resource pools
- host profiles
- backup & recovery with VMware data recovery
- VM hot & cold migration
- load balancing
- failure recovery with high availability
- patch management with VMware Update Manager
- managing scalability & performance.

Prerequisites: Students should have some system administration experience on Microsoft Windows or Linux operating systems.

Materials & Approximate Course Cost:

Tuition for state employees	$2,505.00
Estimated Costs for State Employee	$2,505.00

Course: CVMWICM51P

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1401	Starting Monday, February 24, 2014, for 1 week	Monday - Friday	8:30 AM – 4:30 PM	Classroom 107	3771 Eastwood Dr. Jackson, MS	PROTECH

WINDOWS 7: LEVEL 1

Brief Course Description:

This course teaches the core features & functions of Windows 7. Topics covered include:

- the Windows 7 environment
- files, folders, & libraries
- managing content
- customizing the environment
- Internet Explorer 8.

Prerequisites: None

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
Windows 7: Basic	20.00
Estimated Costs for State Employee	$145.00

Course: CWN71

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1403	Starting Wednesday, March 19, 2014, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Charlie Case

ORACLE DATABASE 11G: ADMINISTRATION I

Brief Course Description:

This course provides students with the skills necessary for day-to-day administration of an Oracle database. Topics covered include:

- configuring server for installation
- Enterprise Edition installation
- upgrade, deinstallation, & patching
- manually starting & stopping database services
- exploring Oracle database architecture
- creating an Oracle database
- enabling transparent data encryption
- managing database storage structures
- managing undo data
- network environment
- security
- moving data
- database maintenance & performance monitoring
- managing concurrency & locks
- backup and recovery concepts & configuration.

Prerequisites:

The primary audiences for this course are: database administrators, Web server administrators, system administrators, implementation specialists, data center support engineers, senior application designers & developers.

Materials & Approximate Course Cost:

Tuition for state employees	$1,995.00
Estimated Costs for State Employee	$1,995.00

Course: COR11DBA1

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1402	Starting Monday, January 27, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

ORACLE DATABASE 11G: ADMINISTRATION II

Brief Course Description:

This course takes administrators beyond a basic understanding of their duties and provides advanced skills needed to effectively administer an Oracle database installation. Topics covered include:

- managing memory
- managing storage & The Segment Advisor
- globalization
- diagnosing database problems
- recovery concepts
- Oracle Flashback technology
- Flashback database & Flashback data archive
- automating tasks with the Scheduler
- managing database performance
- instance recovery
- configuring RMAN
- backup with RMAN
- RMAN management with EM
- user-managed recovery operations
- using the RMAN recovery catalog
- transporting TableSpaces.

Prerequisites: ORACLE DATABASE 11G: ADMINISTRATION I

Materials & Approximate Course Cost:

Tuition for state employees	$1,995.00
Estimated Costs for State Employee	$1,995.00

Course: COR11DBA2

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1402	Starting Monday, February 24, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

SQL QUERYING: LEVEL 1 (4th Ed.)

Brief Course Description:

This course will teach students how to compose SQL queries to retrieve information from the database. Topics covered include:

- executing a simple query
- performing a conditional search
- working with functions
- organizing data
- retrieving data from multiple tables
- presenting query results.

Prerequisites:

Students should be familiar with their computer's operating system and basic operation.

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
Fundamentals of SQL Querying	45.00
Estimated Costs for State Employee	$170.00

Course: CSQL41

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1404	Starting Monday, February 10, 2014, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Burrell Brown

SQL QUERYING: LEVEL 2 (4th Ed.)

Brief Course Description:

In this course, students will create advanced SQL queries and manipulate and index tables. Topics covered include:

- advanced querying using subqueries
- manipulating table data
- manipulating the table structure
- working with views
- indexing data.

Prerequisites: SQL QUERYING: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
Advanced SQL Querying	45.00
Estimated Costs for State Employee	$170.00

Course: CSQL42

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1404	Starting Tuesday, February 11, 2014, for 1 day	8:30 AM - 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Burrell Brown

CRYSTAL REPORTS 11: LEVEL 1

Brief Course Description:

In this course, students will build basic list and group reports that work with almost any database. Topics covered include:

- creating a report
- displaying specific report data
- grouping report data
- building formulas
- formatting reports
- enhancing reports
- creating pie charts
- distributing data.

Prerequisites:

Students should be familiar with the basic functions of their computer's operating system and have a basic understanding of database concepts.

Materials & Approximate Course Cost:

Tuition for state employees	$675.00
Estimated Costs for State Employee	$675.00

Course: CCR111

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1402	Starting Thursday, January 16, 2014, for 2 days	Thursday & Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

CRYSTAL REPORTS 11: LEVEL 2

Brief Course Description:

In this course, students will learn how to create more sophisticated reports, including subreports and cross-tabs, and how to increase the speed and efficiency of their reports by using SQL queries. Topics covered include:

- creating running totals
- building cross-tabs in reports
- adding subreports
- creating drill-downs
- enhancing report processing by writing SQL statements
- charting data
- reporting on Excel data with Crystal Reports
- working with prompts
- enhancing report functionality.

Prerequisites: CRYSTAL REPORTS 11: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$675.00
Estimated Costs for State Employee	$675.00

Course: CCR112

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1402	Starting Monday, January 27, 2014, for 2 days	Monday & Tuesday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

PROJECT MANAGEMENT PROFESSIONAL (PMP) EXAM PREPARATION

Brief Course Description:

Topics covered include:

- examining professional project management
- initiating a project
- planning project work
- developing project schedules
- developing cost estimates & budgets
- planning project quality, staffing, & communications
- analyzing risks & planning risk responses
- planning project procurement
- executing project work
- managing project procurement
- monitoring & controlling project work
- monitoring & controlling project schedule & costs
- monitoring & controlling project performance & quality
- monitoring & controlling project risk & procurements
- closing the project.

Prerequisites:

MICROSOFT PROJECT 2010: LEVEL 1
MICROSOFT PROJECT 2010: LEVEL 2
WORD 2010: LEVEL 1
WORD 2010: LEVEL 2

Materials & Approximate Course Cost:

Tuition for state employees	$1,995.00
Estimated Costs for State Employee	$1,995.00

Course: CNHPMP

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1404	Starting Monday, February 3, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM **ON LINE LIVE**	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

MICROSOFT SHAREPOINT DESIGNER 2010: LEVEL 1

Brief Course Description:

In this course, students will use Microsoft Office SharePoint Designer 2010 to create and modify a SharePoint site. Topics covered include:

- getting started with the SharePoint Designer environment
- creating a subsite
- adding content to the site
- formatting a site with cascading style sheets
- linking Web pages
- adding SharePoint components to the site
- automating business processes with workflows.

Prerequisites:

MICROSOFT SHAREPOINT FOUNDATION 2010: LEVEL 1
MICROSOFT SHAREPOINT FOUNDATION 2010: LEVEL 2
WEB DEVELOPMENT WITH CASCADING STYLE SHEETS

Materials & Approximate Course Cost:

Tuition for state employees	$295.00
Estimated Costs for State Employee	$295.00

Course: CNHSPD101

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1403	Starting Wednesday, February 5, 2014, for 1 day	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

MICROSOFT SHAREPOINT DESIGNER 2010: LEVEL 2

Brief Course Description:

In this course, students will extend a SharePoint site by including serverside controls and administer a SharePoint site. Topics covered include:

- working with ASP.NET forms
- implementing custom content types
- integrating SharePoint sites with data sources
- manipulating external data sources
- implementing advanced data integration using SharePoint Designer 2010
- creating workflows
- administering a SharePoint site using SharePoint Designer 2010.

Prerequisites: MICROSOFT SHAREPOINT DESIGNER 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$295.00
Estimated Costs for State Employee	$295.00

Course: CNHSPD102

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1403	Starting Thursday, February 6, 2014, for 1 day	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

MICROSOFT SHAREPOINT DESIGNER 2013

Brief Course Description:

In this course, students will create and publish custom SharePoint workflows without code using SharePoint Designer 2013. Topics covered include:

- getting started with SharePoint Designer 2013
- customizing & implementing content types
- integrating data sources using SharePoint Designer
- creating workflows with the Workflow Platform
- creating workflows with SharePoint Designer & Visio
- packaging & deploying workfows.

Prerequisites: MICROSOFT SHAREPOINT FOUNDATION 2013: SITE OWNER

Materials & Approximate Course Cost:

Tuition for state employees	$295.00
Estimated Costs for State Employee	$295.00

Course: CNHSPD13

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1401	Starting Tuesday, January 21, 2014, for 1 day	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

MICROSOFT SHAREPOINT FOUNDATION 2010: LEVEL 1

Brief Course Description:

Topics covered include:

- SharePoint introduction
- working with lists
- working with libraries
- communicating with team members
- working remotely with SharePoint content
- customizing your SharePoint environment
- creating a team site
- performing basic site administration.

Prerequisites: This course is intended for anyone that works with SharePoint team sites, libraries, lists, and items.

Materials & Approximate Course Cost:

Tuition for state employees	$550.00
Estimated Costs for State Employee	$550.00

Course: CNHSPF101

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1402	Starting Thursday, March 20, 2014, for 2 days	Thursday & Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

MICROSOFT SHAREPOINT FOUNDATION 2013: SITE OWNER

Brief Course Description:

In this course, students will learn how to create, configure, and manage a SharePoint Team Site. Topics covered include:

- creating a new site
- adding & configuring libraries
- adding & configuring lists
- configuring site settings, navigation, & search
- assigning permissions & access rights
- configure content roll-up
- summary links
- & site maps.

Prerequisites:

Students should have basic end-user skills with Windows 8 and any or all of the Microsoft Office 2007, 2010, or 2013 suite components, as well as basic competence with Internet browsing.

Materials & Approximate Course Cost:

Tuition for state employees	$295.00
Estimated Costs for State Employee	$295.00

Course: CNHSPF13SO

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1401	Starting Thursday, January 23, 2014, for 1 day	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

MICROSOFT SHAREPOINT FOUNDATION 2013: SITE USER

Brief Course Description:

In this course, students will learn how to use a SharePoint Team Site to access, store, and share information and documents. Topics covered include:

- accessing & navigating SharePoint Team Sites
- working with documents, content, & libraries
- working with lists
- configuring your SharePoint profile
- integrating with Microsoft Office
- working offline & remotely with SharePoint.

Prerequisites:

Students should have basic end-user skills with Windows 8 and any or all of the Microsoft Office 2007, 2010, or 2013 suite components, as well as basic competence with Internet browsing.

Materials & Approximate Course Cost:

Tuition for state employees	$295.00
Estimated Costs for State Employee	$295.00

Course: CNHSPF13SU

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1401	Starting Wednesday, January 22, 2014, for 1 day	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	SYSTEMS IT

EXCEL 2010: LEVEL 1

Brief Course Description:

This course teaches the basic functions and features of Excel 2010. After an introduction to spreadsheet terminology and Excel's window components, students will learn how to use the Help system and navigate worksheets and workbooks. Topics covered include:

- getting started
- entering and editing data
- modifying a worksheet
- functions
- formatting
- printing
- charts
- managing large workbooks.

Prerequisites: INTRODUCTION TO WINDOWS

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
Excel 2010: Basic	20.00
Estimated Costs for State Employee	$145.00

Course: CEX101

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1404	Starting Wednesday, January 15, 2014, for 1 day	8:30 AM – 4:30 PM	Classroom 107	3771 Eastwood Dr. Jackson, MS	Anne Butler
1405	Starting Thursday, March 20, 2014, for 1 day	8:30 AM – 4:30 PM	Classroom 107	3771 Eastwood Dr. Jackson, MS	Charlotte Robinson

EXCEL 2010: LEVEL 2

Brief Course Description:

Topics covered include:

- using multiple worksheets & workbooks
- advanced formatting
- outlining & subtotals
- cell & range names
- tables
- Web & sharing features
- advanced charting
- documenting & auditing
- templates & settings.

Prerequisites: EXCEL 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
Excel 2010: Intermediate	20.00
Estimated Costs for State Employee	$145.00

Course: CEX102

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1404	Starting Wednesday, February 19, 2014, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Anne Butler

WORD 2010: LEVEL 1

Brief Course Description:

This course covers the basic features & functions of Word 2010. After an introduction to Word's window components, students will learn how to use the Help system and navigate documents. Topics covered include:

- getting started
- navigation and selection techniques
- editing text
- formatting text
- tables
- page layout
- proofing and printing documents
- graphics.

Prerequisites: INTRODUCTION TO WINDOWS

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
Word 2010: Basic	20.00
Estimated Costs for State Employee	$145.00

Course: CWD101

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1404	Starting Thursday, January 16, 2014, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Anne Butler
1405	Starting Thursday, March 20, 2014, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Anne Butler

WORD 2010: LEVEL 2

Brief Course Description:

Topics covered include:

- styles & outlines
- sections & columns
- formatting tables
- printing labels & envelopes
- templates & building blocks
- graphics
- managing document revisions
- Web features.

Prerequisites: WORD 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
Word 2010: Intermediate	20.00
Estimated Costs for State Employee	$145.00

Course: CWD102

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1404	Starting Wednesday, February 5, 2014, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Anne Butler

Expanded Offering of On-Line Live Classes

The past few years, ITS and Systems IT provided you with Mentored Learning, where a student sat in classes with pre-recorded instruction supplemented by a live Systems IT instructor to answer questions. The only limiting factor was that the local instructor, aka "the mentor," had to be an expert on the material being delivered in order to mentor you. Finding a local "subject matter expert" in every technology application is virtually impossible.

We now have access to the best instructors from the 300+ Systems ITCenters® around the world to teach all the most popular courses locally in Jackson, Mississippi. For the student it means sitting in a live class where you are signed onto a computer, viewing and listening to a live instructor, asking questions when you desire in real time, and hearing discussions between students who could be in Alabama, North Dakota or Ireland. The student still receives the live instruction everyone wants. For your agency, it means saving the travel expense involved in sending employees to an expensive, faraway city for training. The agency maintains access to its valued employee in case of an emergency. This is a "win-win" situation!

Now, in addition to the traditional instructor-led classes offered through local Systems ITsubject matter experts (Richard, John and Chris), we are able to offer Cisco, Citrix, VMware, high-end Microsoft, Oracle, high-end .net, high-end security, and an abundance of soft skill instruction here in Mississippi through ON-LINE LIVE. Your classmates in these classes are people from around the country that are just like you, with challenges just like yours, doing jobs just like yours. By taking a class with these other people, you will benefit from their questions, participation, and real life experiences.

The schedule of On-Line Live classes is listed on the following pages. PLEASE CALL SUSAN MCCLAIN AT (601) 432-8186 TO SCHEDULE AN ON-LINE LIVE CLASS.

ALL ON-LINE LIVE CLASSES BEGIN PROMPTLY AT 8:00 A.M.
STUDENTS MUST ARRIVE BY 7:45 A.M. IN ORDER TO ALLOW CLASS TO BEGIN ON TIME.

Course Schedule January to March 2014

Course Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
10135 Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	$1,995.00
10135 Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	$1,995.00
10165 Updating Your Skills from Microsoft Exchange Server 2003 or Exchange Server 2007 to Exchange Server 2010	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	$1,995.00
10174 Configuring and Administering Microsoft SharePoint 2010	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	$1,995.00
10174 Configuring and Administering Microsoft SharePoint 2010	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	$1,995.00
10174 Configuring and Administering Microsoft SharePoint 2010	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	$1,995.00
10175 Microsoft SharePoint 2010, Application Development	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	$1,995.00
10175 Microsoft SharePoint 2010, Application Development	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	$1,995.00
10215 Implementing and Managing Microsoft Server Virtualization	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	$1,995.00
10215 Implementing and Managing Microsoft Server Virtualization	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	$1,995.00
10231 Designing a Microsoft SharePoint 2010 Infrastructure	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	$1,995.00
10232 Designing and Developing Microsoft SharePoint Server 2010 Applications	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	$1,995.00
10233 Designing and Deploying Messaging Solutions with Microsoft Exchange Server 2010	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	$1,995.00
10262 Developing Windows Applications with Microsoft Visual Studio 2010	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	$1,995.00
10262 Developing Windows Applications with Microsoft Visual Studio 2010	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	$1,995.00
10263 Developing Windows Communication Foundation Solutions with Microsoft Visual Studio 2010	Online Instructor Led	2/3/2014 8:00 AM	2/5/2014 4:00 PM	$1,195.00
10263 Developing Windows Communication Foundation Solutions with Microsoft Visual Studio 2010	Online Instructor Led	3/17/2014 8:00 AM	3/19/2014 4:00 PM	$1,195.00
10264 Developing Web Applications with Microsoft Visual Studio 2010	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	$1,995.00
10264 Developing Web Applications with Microsoft Visual Studio 2010	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	$1,995.00
10265 Developing Data Access Solutions with Microsoft Visual Studio 2010	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	$1,995.00
10265 Developing Data Access Solutions with Microsoft Visual Studio 2010	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	$1,995.00
10266 Programming in C# with Microsoft Visual Studio 2010	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	$1,995.00
10267 Introduction to Web Development with Microsoft Visual Studio 2010	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	$1,995.00
10267 Introduction to Web Development with Microsoft Visual Studio 2010	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	$1,995.00
10533 Deploying, Configuring, and Administering Microsoft Lync Server 2010	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	$1,995.00
10550 Programming in Visual Basic with Microsoft Visual Studio 2010	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	$1,995.00
10550 Programming in Visual Basic with Microsoft Visual Studio 2010	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	$1,995.00

10747 Administering System Center 2012 Configuration Manager	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	$1,995.00
10747 Administering System Center 2012 Configuration Manager	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	$1,995.00
10747 Administering System Center 2012 Configuration Manager	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	$1,995.00
10747 Administering System Center 2012 Configuration Manager	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	$1,995.00
10748 Deploying System Center 2012 Configuration Manager	Online Instructor Led	2/10/2014 8:00 AM	2/12/2014 4:00 PM	$1,195.00
10748 Deploying System Center 2012 Configuration Manager	Online Instructor Led	3/12/2014 8:00 AM	3/14/2014 4:00 PM	$1,195.00
10748 Deploying System Center 2012 Configuration Manager	Online Instructor Led	3/31/2014 8:00 AM	4/2/2014 4:00 PM	$1,195.00
10750 Monitoring and Operating a Private Cloud with System Center 2012	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	$1,995.00
10750 Monitoring and Operating a Private Cloud with System Center 2012	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	$1,995.00
10751 Configuring and Deploying a Private Cloud with System Center 2012	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	$1,995.00
10751 Configuring and Deploying a Private Cloud with System Center 2012	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	$1,995.00
10774 Querying Microsoft SQL Server 2012	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	$1,995.00
10774 Querying Microsoft SQL Server 2012	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	$1,995.00
10774 Querying Microsoft SQL Server 2012	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	$1,995.00
10775 Administering Microsoft SQL Server 2012 Databases	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	$1,995.00
10775 Administering Microsoft SQL Server 2012 Databases	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	$1,995.00
10775 Administering Microsoft SQL Server 2012 Databases	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	$1,995.00
10776 Developing Microsoft SQL Server 2012 Databases	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	$1,995.00
10776 Developing Microsoft SQL Server 2012 Databases	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	$1,995.00
10777 Implementing a Data Warehouse with Microsoft SQL Server 2012	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	$1,995.00
10777 Implementing a Data Warehouse with Microsoft SQL Server 2012	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	$1,995.00
10778 Implementing Data Models and Reports with Microsoft SQL Server 2012	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	$1,995.00
10778 Implementing Data Models and Reports with Microsoft SQL Server 2012	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	$1,995.00
10778 Implementing Data Models and Reports with Microsoft SQL Server 2012	Online Instructor Led	3/31/2014 8:00 AM	4/4/2014 4:00 PM	$1,995.00
10961 Automating Administration with Windows PowerShell 3.0	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	$1,995.00
10961 Automating Administration with Windows PowerShell 3.0	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	$1,995.00
10961 Automating Administration with Windows PowerShell 3.0	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	$1,995.00
20331 Core Solutions of Microsoft SharePoint Server 2013	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	$1,995.00
20331 Core Solutions of Microsoft SharePoint Server 2013	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	$1,995.00
20332 Advanced Solutions of Microsoft SharePoint Server 2013	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	$1,995.00
20332 Advanced Solutions of Microsoft SharePoint Server 2013	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	$1,995.00

20336 Core Solutions of Microsoft Lync Server 2013	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	$1,995.00
20336 Core Solutions of Microsoft Lync Server 2013	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	$1,995.00
20336 Core Solutions of Microsoft Lync Server 2013	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	$1,995.00
20336 Core Solutions of Microsoft Lync Server 2013	Online Instructor Led	3/31/2014 8:00 AM	4/4/2014 4:00 PM	$1,995.00
20337 Enterprise Voice and Online Services with Microsoft Lync Server 2013	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	$1,995.00
20341 Core Solutions of Microsoft Exchange Server 2013	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	$1,995.00
20342 Advanced Solutions of Microsoft Exchange Server 2013	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	$1,995.00
20410 Installing and Configuring Windows Server 2012	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	$1,995.00
20410 Installing and Configuring Windows Server 2012	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	$1,995.00
20410 Installing and Configuring Windows Server 2012	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	$1,995.00
20410 Installing and Configuring Windows Server 2012 NIGHT CLASS	Online Instructor Led	1/6/2014 5:30 PM	1/16/2014 9:30 PM	$1,995.00
20410 Installing and Configuring Windows Server 2012 NIGHT CLASS	Online Instructor Led	2/17/2014 5:30 PM	2/27/2014 9:30 PM	$1,995.00
20410 Installing and Configuring Windows Server 2012 NIGHT CLASS	Online Instructor Led	3/31/2014 5:30 PM	4/10/2014 9:30 PM	$1,995.00
20411 Administering Windows Server 2012	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	$1,995.00
20411 Administering Windows Server 2012	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	$1,995.00
20411 Administering Windows Server 2012	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	$1,995.00
20411 Administering Windows Server 2012 NIGHT CLASS	Online Instructor Led	1/20/2014 5:30 PM	1/30/2014 9:30 PM	$1,995.00
20411 Administering Windows Server 2012 NIGHT CLASS	Online Instructor Led	3/3/2014 5:30 PM	3/13/2014 9:30 PM	$1,995.00
20412 Configuring Advanced Windows Server 2012 Services	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	$1,995.00
20412 Configuring Advanced Windows Server 2012 Services	Online Instructor Led	2/3/2014 5:30 PM	2/13/2014 9:30 PM	$1,995.00
20412 Configuring Advanced Windows Server 2012 Services	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	$1,995.00
20412 Configuring Advanced Windows Server 2012 Services NIGHT CLASS	Online Instructor Led	3/17/2014 5:30 PM	3/27/2014 9:30 PM	$1,995.00
20413 Designing and Implementing a Server Infrastructure	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	$1,995.00
20413 Designing and Implementing a Server Infrastructure	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	$1,995.00
20414 Implementing an Advanced Server Infrastructure	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	$1,995.00
20414 Implementing an Advanced Server Infrastructure	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	$1,995.00
20415 Implementing a Desktop Infrastructure	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	$1,995.00
20415 Implementing a Desktop Infrastructure	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	$1,995.00
20416 Implementing Desktop Application Environments	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	$1,995.00
20416 Implementing Desktop Application Environments	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	$1,995.00
20417 Upgrading Your Skills to MCSA Windows Server 2012	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	$1,995.00

20417 Upgrading Your Skills to MCSA Windows Server 2012	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	$1,995.00
20417 Upgrading Your Skills to MCSA Windows Server 2012	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	$1,995.00
20465 Designing Database Solutions for Microsoft SQL Server 2012	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	$1,995.00
20467 Designing Business Intelligence Solutions with Microsoft SQL Server 2012	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	$1,995.00
20467 Designing Business Intelligence Solutions with Microsoft SQL Server 2012	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	$1,995.00
20480 Programming in HTML5 with JavaScript and CSS3	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	$1,995.00
20480 Programming in HTML5 with JavaScript and CSS3	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	$1,995.00
20480 Programming in HTML5 with JavaScript and CSS3	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	$1,995.00
20480 Programming in HTML5 with JavaScript and CSS3	Online Instructor Led	3/31/2014 8:00 AM	4/4/2014 4:00 PM	$1,995.00
20481 Essentials of Developing Windows Metro Style Apps Using HTML5 and JavaScript	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	$1,995.00
20482 Advanced Windows Store App Development Using HTML5 and JavaScript	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	$1,995.00
20483 Programming in C#	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	$1,995.00
20483 Programming in C#	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	$1,995.00
20484 Essentials of Developing Windows Metro Style Apps Using C#	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	$1,995.00
20485 Advanced Windows Store App Development Using C#	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	$1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	$1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	$1,995.00
20687 Configuring Windows 8	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	$1,995.00
20687 Configuring Windows 8	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	$1,995.00
20688 Managing and Maintaining Windows 8	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	$1,995.00
20688 Managing and Maintaining Windows 8	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	$1,995.00
2433 Visual Basic Script and Windows Script Host Essentials	Online Instructor Led	1/22/2014 8:00 AM	1/24/2014 4:00 PM	$1,195.00
2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	Online Instructor Led	1/13/2014 8:00 AM	1/15/2014 4:00 PM	$1,195.00
2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	Online Instructor Led	2/26/2014 8:00 AM	2/28/2014 4:00 PM	$1,195.00
2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	Online Instructor Led	3/10/2014 8:00 AM	3/12/2014 4:00 PM	$1,195.00
40008 Updating your Database Skills to Microsoft SQL Server 2012	Online Instructor Led	1/22/2014 8:00 AM	1/24/2014 4:00 PM	$1,195.00
40008 Updating your Database Skills to Microsoft SQL Server 2012	Online Instructor Led	3/17/2014 8:00 AM	3/19/2014 4:00 PM	$1,195.00
40035 Software Development Fundamentals with .NET	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	$1,995.00
50331 Windows 7, Enterprise Desktop Support Technician	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	$1,995.00
50331 Windows 7, Enterprise Desktop Support Technician	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	$1,995.00
50413 Mastering Microsoft Project 2010	Online Instructor Led	1/22/2014 8:00 AM	1/24/2014 4:00 PM	$1,195.00

50413 Mastering Microsoft Project 2010	Online Instructor Led	2/10/2014 8:00 AM	2/12/2014 4:00 PM	$1,195.00
50413 Mastering Microsoft Project 2010	Online Instructor Led	3/5/2014 8:00 AM	3/7/2014 4:00 PM	$1,195.00
50429 SharePoint 2010 Business Intelligence	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	$1,995.00
50429 SharePoint 2010 Business Intelligence	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	$1,995.00
50430 Administering Team Foundation Server 2010	Online Instructor Led	1/15/2014 8:00 AM	1/17/2014 4:00 PM	$1,195.00
50430 Administering Team Foundation Server 2010	Online Instructor Led	2/24/2014 8:00 AM	2/26/2014 4:00 PM	$1,195.00
50470 Microsoft SharePoint Server 2010 for the Site Owner/Power User	Online Instructor Led	1/23/2014 8:00 AM	1/24/2014 4:00 PM	$800.00
50470 Microsoft SharePoint Server 2010 for the Site Owner/Power User	Online Instructor Led	3/10/2014 8:00 AM	3/11/2014 4:00 PM	$800.00
50547 Microsoft SharePoint 2010 Site Collection and Site Administration	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	$1,995.00
50547 Microsoft SharePoint 2010 Site Collection and Site Administration	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	$1,995.00
50547 Microsoft SharePoint 2010 Site Collection and Site Administration	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	$1,995.00
55006 System Center Operations Manager 2012	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	$1,995.00
55006 System Center Operations Manager 2012	Online Instructor Led	3/31/2014 8:00 AM	4/4/2014 4:00 PM	$1,995.00
55007 System Center 2012 Orchestrator	Online Instructor Led	1/22/2014 8:00 AM	1/24/2014 4:00 PM	$1,195.00
55007 System Center 2012 Orchestrator	Online Instructor Led	3/17/2014 8:00 AM	3/19/2014 4:00 PM	$1,195.00
55009 System Center Service Manager 2012	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	$1,995.00
55009 System Center Service Manager 2012	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	$1,995.00
55033 SharePoint 2013 Site Collection and Site Administration	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	$1,995.00
55033 SharePoint 2013 Site Collection and Site Administration	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	$1,995.00
55033 SharePoint 2013 Site Collection and Site Administration	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	$1,995.00
55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User	Online Instructor Led	1/6/2014 8:00 AM	1/8/2014 4:00 PM	$1,195.00
55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User	Online Instructor Led	2/12/2014 8:00 AM	2/14/2014 4:00 PM	$1,195.00
55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User	Online Instructor Led	3/31/2014 8:00 AM	4/2/2014 4:00 PM	$1,195.00
6231 Maintaining a Microsoft SQL Server 2008 R2 Database	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	$1,995.00
6231 Maintaining a Microsoft SQL Server 2008 R2 Database	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	$1,995.00
6231 Maintaining a Microsoft SQL Server 2008 R2 Database	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	$1,995.00
6232 Implementing a Microsoft SQL Server 2008 R2 Database	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	$1,995.00
6232 Implementing a Microsoft SQL Server 2008 R2 Database	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	$1,995.00
6234 Implementing and Maintaining Microsoft SQL Server 2008 Analysis Services	Online Instructor Led	1/15/2014 8:00 AM	1/17/2014 4:00 PM	$1,195.00
6234 Implementing and Maintaining Microsoft SQL Server 2008 Analysis Services	Online Instructor Led	2/24/2014 8:00 AM	2/26/2014 4:00 PM	$1,195.00
6235 Implementing and Maintaining Microsoft SQL Server 2008 Integration Services	Online Instructor Led	1/13/2014 8:00 AM	1/15/2014 4:00 PM	$1,195.00

6235 Implementing and Maintaining Microsoft SQL Server 2008 Integration Services	Online Instructor Led	2/12/2014 8:00 AM	2/14/2014 4:00 PM	$1,195.00
6235 Implementing and Maintaining Microsoft SQL Server 2008 Integration Services	Online Instructor Led	3/10/2014 8:00 AM	3/12/2014 4:00 PM	$1,195.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online Instructor Led	2/5/2014 8:00 AM	2/7/2014 4:00 PM	$1,195.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online Instructor Led	3/3/2014 8:00 AM	3/5/2014 4:00 PM	$1,195.00
6292 Installing and Configuring Windows 7 Client	Online Instructor Led	1/8/2014 8:00 AM	1/10/2014 4:00 PM	$1,195.00
6292 Installing and Configuring Windows 7 Client	Online Instructor Led	2/19/2014 8:00 AM	2/21/2014 4:00 PM	$1,195.00
6292 Installing and Configuring Windows 7 Client	Online Instructor Led	3/10/2014 8:00 AM	3/12/2014 4:00 PM	$1,195.00
6293 Troubleshooting and Supporting Windows 7 in the Enterprise	Online Instructor Led	1/13/2014 8:00 AM	1/15/2014 4:00 PM	$1,195.00
6293 Troubleshooting and Supporting Windows 7 in the Enterprise	Online Instructor Led	3/24/2014 8:00 AM	3/26/2014 4:00 PM	$1,195.00
6294 Planning and Managing Windows 7 Desktop Deployments and Environments	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	$1,995.00
6294 Planning and Managing Windows 7 Desktop Deployments and Environments	Online Instructor Led	3/31/2014 8:00 AM	4/4/2014 4:00 PM	$1,995.00
6419 Configuring, Managing, and Maintaining Windows Server 2008 Servers	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	$1,995.00
6419 Configuring, Managing, and Maintaining Windows Server 2008 Servers	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	$1,995.00
6419 Configuring, Managing, and Maintaining Windows Server 2008 Servers	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	$1,995.00
6421 Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	$1,995.00
6421 Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	$1,995.00
6425 Configuring Windows Server 2008 Active Directory Domain Services	Online Instructor Led	3/31/2014 8:00 AM	4/4/2014 4:00 PM	$1,995.00
6426 Configuring and Troubleshooting Identity and Access Solutions with Windows Server 2008 Active Directory	Online Instructor Led	3/31/2014 8:00 AM	4/2/2014 4:00 PM	$1,195.00
6433 Planning and Implementing Windows Server 2008	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	$1,995.00
6433 Planning and Implementing Windows Server 2008	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	$1,995.00
6436 Designing a Windows Server 2008 Active Directory Infrastructure and Services	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	$1,995.00
6439 Configuring and Troubleshooting Windows Server 2008 Applications Infrastructure	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	$1,995.00
Adobe Acrobat XI - Level 1	Online Instructor Led	1/3/2014 8:00 AM	1/3/2014 4:00 PM	$295.00
Adobe Acrobat XI - Level 1	Online Instructor Led	1/23/2014 8:00 AM	1/23/2014 4:00 PM	$295.00
Adobe Acrobat XI - Level 2	Online Instructor Led	1/30/2014 8:00 AM	1/30/2014 4:00 PM	$295.00
Adobe Dreamweaver CS6 - Level 1	Online Instructor Led	1/2/2014 8:00 AM	1/2/2014 4:00 PM	$295.00
Adobe Dreamweaver CS6 - Level 1	Online Instructor Led	2/5/2014 8:00 AM	2/5/2014 4:00 PM	$295.00
Adobe Dreamweaver CS6 - Level 2	Online Instructor Led	1/8/2014 8:00 AM	1/8/2014 4:00 PM	$295.00
Adobe Dreamweaver CS6 - Level 2	Online Instructor Led	3/17/2014 8:00 AM	3/17/2014 4:00 PM	$295.00
Adobe Illustrator CS6 - Level 1	Online Instructor Led	1/6/2014 8:00 AM	1/6/2014 4:00 PM	$295.00

Adobe Illustrator CS6 - Level 1	Online Instructor Led	2/21/2014 8:00 AM	2/21/2014 4:00 PM	$295.00
Adobe Illustrator CS6 - Level 1	Online Instructor Led	3/26/2014 8:00 AM	3/26/2014 4:00 PM	$295.00
Adobe Illustrator CS6 - Level 2	Online Instructor Led	1/16/2014 8:00 AM	1/16/2014 4:00 PM	$295.00
Adobe Illustrator CS6 - Level 2	Online Instructor Led	3/4/2014 8:00 AM	3/4/2014 4:00 PM	$295.00
Adobe InDesign CS6 - Level 1	Online Instructor Led	1/15/2014 8:00 AM	1/15/2014 4:00 PM	$295.00
Adobe InDesign CS6 - Level 1	Online Instructor Led	2/10/2014 8:00 AM	2/10/2014 4:00 PM	$295.00
Adobe InDesign CS6 - Level 2	Online Instructor Led	1/23/2014 8:00 AM	1/23/2014 4:00 PM	$295.00
Adobe InDesign CS6 - Level 2	Online Instructor Led	2/18/2014 8:00 AM	2/18/2014 4:00 PM	$295.00
Adobe Photoshop CS6 - Level 1	Online Instructor Led	1/7/2014 8:00 AM	1/7/2014 4:00 PM	$295.00
Adobe Photoshop CS6 - Level 1	Online Instructor Led	2/14/2014 8:00 AM	2/14/2014 4:00 PM	$295.00
Adobe Photoshop CS6 - Level 2	Online Instructor Led	1/9/2014 8:00 AM	1/9/2014 4:00 PM	$295.00
Adobe Photoshop CS6 - Level 2	Online Instructor Led	2/18/2014 8:00 AM	2/18/2014 4:00 PM	$295.00
Certified Ethical Hacker (CEH)	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	$2,395.00
Certified Ethical Hacker (CEH)	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	$2,395.00
Certified Ethical Hacker (CEH)	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	$2,395.00
Certified Ethical Hacker (CEH)	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	$2,395.00
Certified Ethical Hacker (CEH)	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	$2,395.00
Certified Ethical Hacker (CEH)	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	$2,395.00
Certified Information Security Manager (CISM)	Online Instructor Led	3/5/2014 8:00 AM	3/7/2014 4:00 PM	$1,675.00
Certified Information System Security Professional (CISSP)	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	$2,395.00
Certified Information System Security Professional (CISSP)	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	$2,395.00
Certified Information System Security Professional (CISSP)	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	$2,395.00
Cisco Deploying Cisco ASA Firewall Features v2.0 (FIREWALL)	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	$2,995.00
Cisco Deploying Cisco ASA Firewall Features v2.0 (FIREWALL)	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	$2,995.00
Cisco Deploying Cisco ASA Firewall Features v2.0 (FIREWALL)	Online Instructor Led	3/31/2014 8:00 AM	4/4/2014 4:00 PM	$2,995.00
Cisco Deploying Cisco ASA VPN Solutions v2.0 (VPN)	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	$2,995.00
Cisco Implementing Cisco Intrusion Prevention System v7.0 (IPS)	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	$2,995.00
Cisco Implementing Cisco IOS Network Security v2.0 (IINS)	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	$2,995.00
Cisco Implementing Cisco IOS Network Security v2.0 (IINS)	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	$2,995.00
Cisco Implementing Cisco IOS Network Security v2.0 (IINS)	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	$2,995.00
Cisco Implementing Cisco IP Routing v1.0 (ROUTE)	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	$2,995.00

Cisco Implementing Cisco IP Routing v1.0 (ROUTE)	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	$2,995.00
Cisco Implementing Cisco Switched Networks v1.0 (SWITCH)	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	$2,995.00
Cisco Implementing Cisco Switched Networks v1.0 (SWITCH)	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	$2,995.00
Cisco Implementing Cisco Unified Communications Manager, Level 1 v8.0 (CIPT1)	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	$2,995.00
Cisco Implementing Cisco Unified Communications Manager, Level 2 v8.0 (CIPT2)	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	$2,995.00
Cisco Implementing Cisco Voice Communications and QoS v8.0 (CVOICE)	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	$2,995.00
Cisco Interconnecting Cisco Networking Devices Accelerated v2.0 (CCNAX)	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	$2,995.00
Cisco Interconnecting Cisco Networking Devices Accelerated v2.0 (CCNAX)	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	$2,995.00
Cisco Interconnecting Cisco Networking Devices Accelerated v2.0 (CCNAX)	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	$2,995.00
Cisco Interconnecting Cisco Networking Devices Level 1 v2.0 (ICND1)	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	$1,995.00
Cisco Interconnecting Cisco Networking Devices Level 1 v2.0 (ICND1) NIGHT CLASS	Online Instructor Led	1/13/2014 5:30 PM	1/23/2014 9:30 PM	$1,995.00
Cisco Interconnecting Cisco Networking Devices Level 1 v2.0 (ICND1) NIGHT CLASS	Online Instructor Led	2/24/2014 5:30 PM	3/6/2014 9:30 PM	$1,995.00
Cisco Interconnecting Cisco Networking Devices Level 1 v2.0 (ICND1)	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	$1,995.00
Cisco Interconnecting Cisco Networking Devices Level 2 v2.0 (ICND2)	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	$1,995.00
Cisco Interconnecting Cisco Networking Devices Level 2 v2.0 (ICND2) NIGHT CLASS	Online Instructor Led	2/3/2014 5:30 PM	2/13/2014 9:30 PM	$1,995.00
Cisco Interconnecting Cisco Networking Devices Level 2 v2.0 (ICND2)	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	$1,995.00
Cisco Introducing Cisco Voice and Unified Communications Administration v8.1 (ICOMM)	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	$2,995.00
Cisco Introducing Cisco Voice and Unified Communications Administration v8.1 (ICOMM)	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	$2,995.00
Cisco Introducing Cisco Voice and Unified Communications Administration v8.1 (ICOMM)	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	$2,995.00
Cisco Securing Networks with Cisco Routers and Switches v1.0 (SECURE)	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	$2,995.00
Cisco Troubleshooting and Maintaining Cisco IP Networks v1.0 (TSHOOT)	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	$2,995.00
Cisco Troubleshooting and Maintaining Cisco IP Networks v1.0 (TSHOOT)	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	$2,995.00
Cisco Troubleshooting Cisco Unified Communications (TVOICE)	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	$2,995.00
CompTIA Advanced Security Practitioner (CASP)	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	$1,995.00
CompTIA Linux+ Certification	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	$795.00
CompTIA Linux+ Certification	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	$795.00
CompTIA Linux+ Certification	Online Instructor Led	3/31/2014 8:00 AM	4/4/2014 4:00 PM	$795.00
CompTIA Project+ Certification - A CompTIA Certification (2009 Objectives)	Online Instructor Led	2/10/2014 8:00 AM	2/14/2014 4:00 PM	$795.00
CompTIA Project+ Certification - A CompTIA Certification (2009 Objectives)	Online Instructor Led	3/24/2014 8:00 AM	3/28/2014 4:00 PM	$795.00
CompTIA Server+ Certification	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	$795.00
CompTIA Storage+ Certification	Online Instructor Led	3/31/2014 8:00 AM	4/4/2014 4:00 PM	$795.00

Computer Hacking Forensics Investigator (CHFI)	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	$2,395.00
Crystal Reports 2011 - Level 1	Online Instructor Led	1/6/2014 8:00 AM	1/7/2014 4:00 PM	$675.00
Crystal Reports 2011 - Level 1	Online Instructor Led	2/19/2014 8:00 AM	2/20/2014 4:00 PM	$675.00
Crystal Reports 2011 - Level 1	Online Instructor Led	3/13/2014 8:00 AM	3/14/2014 4:00 PM	$675.00
Crystal Reports 2011 - Level 2	Online Instructor Led	1/30/2014 8:00 AM	1/31/2014 4:00 PM	$675.00
Crystal Reports 2011 - Level 2	Online Instructor Led	3/19/2014 8:00 AM	3/20/2014 4:00 PM	$675.00
Crystal Reports XI - Level 1	Online Instructor Led	2/25/2014 8:00 AM	2/26/2014 4:00 PM	$675.00
Crystal Reports XI - Level 1	Online Instructor Led	3/17/2014 8:00 AM	3/18/2014 4:00 PM	$675.00
Crystal Reports XI - Level 2	Online Instructor Led	3/4/2014 8:00 AM	3/5/2014 4:00 PM	$675.00
Crystal Reports XI - Level 2	Online Instructor Led	3/24/2014 8:00 AM	3/25/2014 4:00 PM	$675.00
EC Council Disaster Recovery	Online Instructor Led	1/27/2014 8:00 AM	1/31/2014 4:00 PM	$2,395.00
Effective Business Writing	Online Instructor Led	1/16/2014 8:00 AM	1/16/2014 4:00 PM	$295.00
Effective Business Writing	Online Instructor Led	2/5/2014 8:00 AM	2/5/2014 4:00 PM	$295.00
Effective Business Writing	Online Instructor Led	2/26/2014 8:00 AM	2/26/2014 4:00 PM	$295.00
Effective Business Writing	Online Instructor Led	3/18/2014 8:00 AM	3/18/2014 4:00 PM	$295.00
Effective Time Management	Online Instructor Led	1/17/2014 8:00 AM	1/17/2014 4:00 PM	$295.00
Effective Time Management	Online Instructor Led	2/19/2014 8:00 AM	2/19/2014 4:00 PM	$295.00
Effective Time Management	Online Instructor Led	3/27/2014 8:00 AM	3/27/2014 4:00 PM	$295.00
Fundamentals of Customer Service	Online Instructor Led	1/6/2014 8:00 AM	1/6/2014 4:00 PM	$295.00
Fundamentals of Customer Service	Online Instructor Led	2/20/2014 8:00 AM	2/20/2014 4:00 PM	$295.00
Get Going With QuickBooks 2013 for Windows	Online Instructor Led	1/2/2014 8:00 AM	1/2/2014 4:00 PM	$295.00
Grammar Essentials	Online Instructor Led	1/23/2014 8:00 AM	1/23/2014 4:00 PM	$295.00
ITIL Foundations 2011 Edition	Online Instructor Led	1/8/2014 8:00 AM	1/10/2014 4:00 PM	$1,675.00
ITIL Foundations 2011 Edition	Online Instructor Led	1/22/2014 8:00 AM	1/24/2014 4:00 PM	$1,675.00
ITIL Foundations 2011 Edition	Online Instructor Led	2/5/2014 8:00 AM	2/7/2014 4:00 PM	$1,675.00
ITIL Foundations 2011 Edition	Online Instructor Led	2/19/2014 8:00 AM	2/21/2014 4:00 PM	$1,675.00
ITIL Foundations 2011 Edition	Online Instructor Led	3/5/2014 8:00 AM	3/7/2014 4:00 PM	$1,675.00
ITIL Foundations 2011 Edition	Online Instructor Led	3/17/2014 8:00 AM	3/19/2014 4:00 PM	$1,675.00
ITIL Intermediate Operational Support & Analysis 2011 Edition	Online Instructor Led	1/13/2014 8:00 AM	1/17/2014 4:00 PM	$1,795.00
ITIL Intermediate Service Operation 2011 Edition	Online Instructor Led	1/21/2014 8:00 AM	1/24/2014 4:00 PM	$1,795.00
Managing Projects using Microsoft Project Server 2010	Online Instructor Led	1/13/2014 8:00 AM	1/15/2014 4:00 PM	$1,195.00

Managing Projects using Microsoft Project Server 2010	Online Instructor Led	2/19/2014 8:00 AM	2/21/2014 4:00 PM	$1,195.00
Microsoft SharePoint Designer 2010 - Level 1	Online Instructor Led	1/7/2014 8:00 AM	1/7/2014 4:00 PM	$295.00
Microsoft SharePoint Designer 2010 - Level 1	Online Instructor Led	3/19/2014 8:00 AM	3/19/2014 4:00 PM	$295.00
Microsoft SharePoint Designer 2010 - Level 2	Online Instructor Led	1/13/2014 8:00 AM	1/13/2014 4:00 PM	$295.00
Microsoft SharePoint Designer 2010 - Level 2	Online Instructor Led	3/26/2014 8:00 AM	3/26/2014 4:00 PM	$295.00
Microsoft SharePoint Designer 2013	Online Instructor Led	2/28/2014 8:00 AM	2/28/2014 4:00 PM	$295.00
Microsoft SharePoint Designer 2013	Online Instructor Led	3/24/2014 8:00 AM	3/24/2014 4:00 PM	$295.00
Microsoft SharePoint Foundation 2010 - Level 1	Online Instructor Led	1/2/2014 8:00 AM	1/3/2014 4:00 PM	$550.00
Microsoft SharePoint Foundation 2010 - Level 1	Online Instructor Led	1/14/2014 8:00 AM	1/15/2014 4:00 PM	$550.00
Microsoft SharePoint Foundation 2010 - Level 1	Online Instructor Led	2/11/2014 8:00 AM	2/12/2014 4:00 PM	$550.00
Microsoft SharePoint Foundation 2010 - Level 2	Online Instructor Led	1/9/2014 8:00 AM	1/10/2014 4:00 PM	$550.00
Microsoft SharePoint Foundation 2010 - Level 2	Online Instructor Led	1/21/2014 8:00 AM	1/22/2014 4:00 PM	$550.00
Microsoft SharePoint Foundation 2010 - Level 2	Online Instructor Led	2/17/2014 8:00 AM	2/18/2014 4:00 PM	$550.00
Microsoft SharePoint Foundation 2013: Site Owner	Online Instructor Led	2/20/2014 8:00 AM	2/20/2014 4:00 PM	$295.00
Microsoft SharePoint Foundation 2013: Site Owner	Online Instructor Led	3/14/2014 8:00 AM	3/14/2014 4:00 PM	$295.00
Microsoft SharePoint Foundation 2013: Site User	Online Instructor Led	2/21/2014 8:00 AM	2/21/2014 4:00 PM	$295.00
Microsoft SharePoint Foundation 2013: Site User	Online Instructor Led	3/11/2014 8:00 AM	3/11/2014 4:00 PM	$295.00
Microsoft SharePoint Foundation 2013: Site User	Online Instructor Led	3/25/2014 8:00 AM	3/25/2014 4:00 PM	$295.00
OneNote 2010	Online Instructor Led	1/2/2014 8:00 AM	1/2/2014 4:00 PM	$295.00
Oracle Database 11g - Administration I	Online Instructor Led	2/24/2014 8:00 AM	2/28/2014 4:00 PM	$1,995.00
Oracle Database 11g - Administration II	Online Instructor Led	3/10/2014 8:00 AM	3/14/2014 4:00 PM	$1,995.00
Oracle Database 11g - PL/SQL Fundamentals	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	$1,995.00
Oracle Database 11g - SQL Fundamentals	Online Instructor Led	1/20/2014 8:00 AM	1/24/2014 4:00 PM	$1,995.00
Oracle Database 11g - SQL Fundamentals	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	$1,995.00
Planning, Deploying and Managing Microsoft Project Server 2010	Online Instructor Led	1/22/2014 8:00 AM	1/24/2014 4:00 PM	$1,195.00
Planning, Deploying and Managing Microsoft Project Server 2010	Online Instructor Led	3/5/2014 8:00 AM	3/7/2014 4:00 PM	$1,195.00
Project Management Essentials	Online Instructor Led	1/27/2014 8:00 AM	1/29/2014 4:00 PM	$795.00
Project Management Essentials	Online Instructor Led	2/18/2014 8:00 AM	2/20/2014 4:00 PM	$795.00
Project Management Essentials	Online Instructor Led	3/12/2014 8:00 AM	3/14/2014 4:00 PM	$795.00
Project Management Fundamentals	Online Instructor Led	1/10/2014 8:00 AM	1/10/2014 4:00 PM	$295.00
Project Management Fundamentals	Online Instructor Led	2/5/2014 8:00 AM	2/5/2014 4:00 PM	$295.00

Course Schedule January to March 2014

Project Management Fundamentals	Online Instructor Led	3/18/2014 8:00 AM	3/18/2014 4:00 PM	$295.00
Project Management Professional (PMP) Certification Preparation	Online Instructor Led	1/6/2014 8:00 AM	1/10/2014 4:00 PM	$1,995.00
Project Management Professional (PMP) Certification Preparation	Online Instructor Led	2/3/2014 8:00 AM	2/7/2014 4:00 PM	$1,995.00
Project Management Professional (PMP) Certification Preparation	Online Instructor Led	2/17/2014 8:00 AM	2/21/2014 4:00 PM	$1,995.00
Project Management Professional (PMP) Certification Preparation	Online Instructor Led	3/3/2014 8:00 AM	3/7/2014 4:00 PM	$1,995.00
Project Management Professional (PMP) Certification Preparation	Online Instructor Led	3/17/2014 8:00 AM	3/21/2014 4:00 PM	$1,995.00
Visio Professional 2010 - Level 1	Online Instructor Led	1/3/2014 8:00 AM	1/3/2014 4:00 PM	$295.00

WELCOME TO SKILLSOFT ONLINE TRAINING!

The ITS Institute has entered into an agreement with Skillsoft to provide self-paced, on-line training to Mississippi public entities. State agencies, county and local governments, public schools, and institutions of higher learning are eligible to participate in this agreement.

Skillsoft offers over 3,200 courses available via the Internet. For a complete listing, visit www.skillsoft.com/catalog/.

Training is available anywhere, anytime. Students progress at their own speed and can return to the courses for "just-in-time" reference. Skill Assessment helps students measure their progress. There is sound instructional design and consistent content for all students. Throughout the courses there are multi-step simulations to give students an opportunity to practice what they have learned.

Available subscriptions and costs:

- **Skillchoice Complete** - $225 per student for one full year, includes the following:
  - Business Courseware Collection (1,000 courses)
  - Desktop Courseware Collection (500 courses)
  - IT Courseware Collection (1,700 courses)
  - Mentoring
  - Express Guides
  - Business Pro by Books 24x7 (8,000 digitized books)
  - IT Pro by Books 24x7 (11,000 digitized books)
  - Office Essentials by Books 24x7 (600 digitized books)
- **Full Library** – $150 per student for one full year, includes the following:
  - Business Courseware Collection (1,000 courses)
  - Desktop Courseware Collection (500 courses)
  - IT Courseware Collection (1,700 courses)
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Using Flash CS4 Libraries, Text, and Components ..... at_fcsf_a03_it_enus

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Workflow and Adobe Integration in Flash CS4 at_fcsf_a06_it_enus

Creating Navigation and Publishing Movies in Flash CS4 ..... at_fcsf_a07_it_enus

Adobe AIR for Flash Developers

Adobe Air for Flash CS4 Developers at_aafd_a01_it_enus

Adobe Fireworks CS4

Adobe Fireworks CS4: Fundamentals at_fwcs_a01_it_enus

Adobe Captivate 4

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Using Adobe Reader 8 ..... at_adar_a01_dt_enus

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Creating and Working with PDFs in Adobe Acrobat 8 ..... at_adab_a01_dt_enus

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Forms and Document Security in Adobe Acrobat 8 ..... at_adab_a03_dt_enus

Advanced Features of Adobe Acrobat 8 at_adab_a04_dt_enus

Adobe AIR 3

Adobe Air 3 for Flash CS5.5 Developers at_airr_a01_it_enus

Adobe InDesign CS5

Adobe InDesign CS5: Fundamentals . at_idct_a01_it_enus

WEB DESIGN

SCRIPTING AND WEB LANGUAGES

JavaScript Fundamentals

JavaScript Language Basics ..... sl_jasc_a01_it_enus

JavaScript: Objects and Object-oriented Programming ..... sl_jasc_a02_it_enus

JavaScript: Functions and Regular Expressions ..... sl_jasc_a03_it_enus

JavaScript: Browser Scripting Fundamentals sl_jasc_a04_it_enus

JavaScript: Advanced Browser Scripting and DHTML ..... sl_jasc_a05_it_enus

DHTML Basics

DHTML and Cascading Style Sheets ..... 110402_ENG

Making Content Dynamic with DHTML ..... 109372_ENG

Advanced XML

Structuring XML with Schemas ..... 213606_ENG

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Transforming and Formatting XML ..... 213612_ENG

Querying, Navigating, and Linking XML Data 213638_ENG

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Extending XML ..... 213614_ENG

BUSINESS SKILLS FOR THE IT PROFESSIONAL

IT BUSINESS

Information Security for End Users

Introduction to Information Security .db_iseu_a01_dt_enus

Using your Desktop Computer and Mobile Devices Safely .....db_iseu_a02_dt_enus

Using E-mail, the Internet, and Social Media Safely in a Corporate Environment ..db_iseu_a03_dt_enus

IT Infrastructure Library (ITIL®) 2011 Edition Foundation Syllabus

ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle ..... ib_itlv_a01_it_enus

ITIL® 2011 Edition Foundation: Service Strategy Fundamentals ..... ib_itlv_a02_it_enus

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ITIL® 2011 Edition Foundation: Service Design Fundamentals ..... ib_itlv_a04_it_enus

ITIL® 2011 Edition Foundation: Service Design Processes ..... ib_itlv_a05_it_enus

ITIL® 2011 Edition Foundation: Service Transition Processes and Policies..... ib_itlv_a06_it_enus

ITIL® 2011 Edition Foundation: Introduction to Service Operation..... ib_itlv_a07_it_enus

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ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)

ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis..... ib_iosb_a01_it_enus

ITIL® 2011 Edition OSA: Introduction to Incident Management..... ib_iosb_a03_it_enus

ITIL® 2011 Edition OSA: Introduction to Event Management ..... ib_iosb_a02_it_enus

ITIL® 2011 Edition OSA: Technology and Implementation Considerations..... ib_iosb_a14_it_enus

ITIL® 2011 Edition OSA: Incident Management Interactions..... ib_iosb_a04_it_enus

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ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges ... ib_iosb_a06_it_enus

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Customer Service Representative, Professionalism

The Customer Service Representative (CSR) cust_06_a01_bs_enus

Support Center Services and Work Environment cust_06_a02_bs_e

Team and Customer Relationships cust_06_a03_bs_enus

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Conflict, Stress, and Time Management cust_07_a03_bs_enus

Customer Service Representative, Process

Customer Service Processes and Procedures cust_08_a01_bs_enu

Quality in a Support Center ..... cust_08_a02_bs_enus

Support Center Tools, Technologies and Metrics ..... cust_08_a03_bs_enus

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Dealing with Irrational Customers and Escalating Complaints.....cust_08_a04_bs_enus

Writing Skills for Technical Professionals

Writing for Technical Professionals: Preparation and Planning..... ib_wstp_a01_it_enus

Writing for Technical Professionals: Effective Writing Techniques..... ib_wstp_a02_it_enus

IT Strategy Essentials

IT Strategy Essentials: Business and IT Strategy Alignment.....stgy_06_a01_bs_enus

IT Strategy Essentials: Creating an IT Strategy Plan.....stgy_06_a02_bs_enus

IT Strategy Essentials: Implementing an IT Strategy.....stgy_06_a03_bs_enus

BUSINESS SKILLS FOR THE IT PROFESSIONAL

TEST PREPS

Test Preps

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PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

Project Management for Non-Project Managers

Project Management Fundamentals proj_01_a01_bs_enus

Transitioning into a Project Management Role proj_01_a02_bs_enus

Initiating and Planning a Project ..... proj_01_a03_bs_enus

Managing a Project ..... proj_01_a04_bs_enus

Troubleshooting and Closing the Project proj_01_a05_bs_enus

Project Management for Non-Project Managers PROJ001A

Managing Projects with No Direct Authority _pc_bi_pmbi001

Supporting Project Managers ....._pc_ch_lach042

Ensuring Management Buy-In on a Project _pc_bi_pmbi002

Managing Conflict in Project Teams ....._pc_bi_pmbi003

Handling a Change Request ....._pc_ch_pmch001

Scope Definition Tools and Techniques ._pc_ch_pmch002

Managing Scope on a Project ....._pc_bi_pmbi004

Weighing the Costs of Project Change ....._pc_bi_pmbi005

Managing Vendor Relationships ....._pc_bi_pmbi006

Anticipating and Solving Problems as a Project Champion ....._pc_bi_pmbi007

Addressing Stakeholder Conflicts ....._pc_bi_pmbi008

Portfolios, Programs, and Projects: What's the Difference?....._pc_bi_pmbi009

Controlling Project Cost ....._pc_bi_pmbi010

Mitigating Risks when Improving Processes _pc_bi_pmbi011

Ethics and Risks: Why they Matter in Project Success ....._pc_ch_pmch003

Project Management Essentials ....._pc_ch_lach041

Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)

Managing Projects within Organizations (PMBOK® Guide Fifth Edition)...proj_19_a01_bs_enus

Project Management Overview (PMBOK® Guide Fifth Edition) .....proj_19_a02_bs_enus

Project Management Process Groups (PMBOK® Guide Fifth Edition)...proj_19_a03_bs_enus

Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)

Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)...proj_20_a01_bs_enus

Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)...proj_20_a02_bs_enus

Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)...proj_20_a03_bs_enus

Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)

Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)...proj_21_a01_bs_enus

Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)...proj_21_a02_bs_enus

Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)...proj_21_a03_bs_enus

Project Time Management (PMBOK® Guide - Fifth Edition-aligned)

Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)...proj_22_a01_bs_enus

Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)...proj_22_a02_bs_enus

Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)proj_22_a03_bs_enus

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Project Cost Management (PMBOK® Guide - Fifth Edition-aligned)

Planning Project Costs (PMBOK® Guide Fifth Edition) ..... proj_23_a01_bs_enus

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Project Quality Management (PMBOK® Guide - Fifth Edition-aligned)

Plan Quality Management (PMBOK® Guide Fifth Edition) ..... proj_24_a01_bs_enus

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Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)

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Project Communications Management (PMBOK® Guide - Fifth Edition-aligned)

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Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)

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Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)

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Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)

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Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)proj_29_a02_bs_enus

Project Management Essentials - (PMBOK® Guide - Fourth Edition-aligned)

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Project Management Overview .....proj_05_a02_bs_enus

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Project Time Management (PMBOK® Guide - Fourth Edition-aligned)

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Project Communications Management (PMBOK® Guide - Fourth Edition-aligned)

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Program Management (PMI® Second Edition-aligned)

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Managing Software Project Outsourcing

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Agile Practitioner - (PMI-ACP & ScrumMaster aligned)

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Overview of Project Management (PRINCE2®: 2009-aligned).....ib_prin_a01_it_enus

Project Organization, Planning and Risk (PRINCE2®: 2009-aligned).....ib_prin_a02_it_enus

Project Quality, Change and Progress (PRINCE2®: 2009-aligned).....ib_prin_a03_it_enus

Starting Up, Initiating and Directing a Project (PRINCE2®: 2009-aligned).....ib_prin_a04_it_enus

Controlling, Managing and Closing a Project (PRINCE2®: 2009-aligned).....ib_prin_a05_it_enus

Tailoring PRINCE2 to a Project Environment (PRINCE2®: 2009-aligned).....ib_prin_a06_it_enus

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Mentoring Assets

Mentoring PRINCE2: Foundation mntprince2f

Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned..... mntpmp5ed

Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed. mntcapm5ed

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TestPrep PRINCE2: Foundation ..... ib_prin_a01_tp_enus

TestPrep Project Management Professional (PMP) PMBOK Guide 5th Edition Alignedpm_proj_a04_tp_enus

TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.pm_capm_a02_tp_enus

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

Optimizing Your Performance On a Team

Being an Effective Team Member team_02_a01_bs_enus

Establishing Team Goals and Responsibilities team_02_a02_bs_enus

Elements of a Cohesive Team ..... team_02_a03_bs_enus

Effective Team Communication ... team_02_a04_bs_enus

Using Feedback to Improve Team Performance team_02_a05_bs_enus

Power and Politics in Matrixed Teams ..._pc_ch_mgch002

Leading Teams

Leading Teams: Launching a Successful Team team_03_a01_bs_enus

Leading Teams: Establishing Goals, Roles, and Guidelines ..... team_03_a02_bs_enus

Leading Teams: Developing the Team and its Culture..... team_03_a03_bs_enus

Leading Teams: Building Trust and Commitment team_03_a04_bs_enus

Leading Teams: Fostering Effective Communication and Collaboration team_03_a05_bs_enus

Leading Teams: Motivating and Optimizing Performance..... team_03_a06_bs_enus

Leading Teams: Dealing with Conflict team_03_a07_bs_enus

Leading Teams: Managing Virtual Teams team_03_a08_bs_enus

Building Trust Incrementally ..... _pc_bi_lsbi004

Inspiring your Team ..... _pc_bi_lsbi010

Support Your Leader ..... _pc_bi_pfbi010

Developing Self-Sufficient Teams ..... _pc_ch_mgch001

Choosing the Right Team Culture ..... _pc_ch_pfch006

Managing Communications in a Virtual Team _pc_bi_mgbi001

Building and Leading Teams ..... _pc_ch_lach023

Meeting Team Performance Challenges ._pc_ch_pach010

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned

Introduction to Business Analysis and Essential Competencies ..... ib_buap_a01_it_enus

Introduction to Business Analysis Planning ib_buap_a02_it_enus

Planning Business Analysis Communication and Monitoring ..... ib_buap_a03_it_enus

Business Analysis Requirements Elicitation ib_buap_a04_it_enus

Business Analysis Requirements Management and Communication ..... ib_buap_a05_it_enus

Business Analysis: Enterprise Analysis ib_buap_a06_it_enus

Business Analysis: Introduction to Requirements Analysis ..... ib_buap_a07_it_enus

Business Analysis: Verify and Validate Requirements..... ib_buap_a08_it_enus

Business Analysis: Solution Assessment and Validation ..... ib_buap_a09_it_enus

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DESKTOP COMPUTER SKILLS

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Drawing and Working with Images in Flash CS5 at_fcsp_a02_it_enus
Using Flash CS5 Libraries, Text, and Components.....at_fcsp_a03_it_enus
Animation in Flash CS5 .....at_fcsp_a04_it_enus
ActionScript and Multimedia in Flash CS5 at_fcsp_a05_it_enus
Creating Navigation and Publishing Movies in Flash CS5 .....at_fcsp_a06_it_enus

Adobe Photoshop CS5

Photoshop CS5: Getting Started .....at_pcsp_a01_it_enus
Photoshop CS5: Beyond the Basics .at_pcsp_a02_it_enus

Adobe Dreamweaver CS5

Setting up a Site and Adding Content in Dreamweaver CS5.....at_dcsp_a01_it_enus
Adding Links and Images in Dreamweaver CS5 at_dcsp_a02_it_enus
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Adobe PhotoShop CS4

Photoshop CS4: Getting Started .....at_pcsf_a01_it_enus
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Adobe Illustrator CS4

Illustrator CS4: Getting Started .....at_icsf_a01_it_enus
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Adobe InDesign CS4

Adobe InDesign CS4: Fundamentals at_idcs_a01_it_enus

Adobe Dreamweaver CS4

Setting up a Site and Adding Content in Dreamweaver CS4.....at_dcsf_a01_it_enus
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Adobe Air for Flash CS4 Developers at_aafd_a01_it_enus

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Adobe Fireworks CS4: Fundamentals at_fwcs_a01_it_enus

Adobe Captivate 4

Adobe Captivate 4 .....at_capv_a01_it_enus

Adobe Reader X

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Adobe Reader 9

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Using Adobe Reader 8 .....at_adar_a01_dt_enus

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Creating and Working with PDFs in Adobe Acrobat 8 ..... at_adab_a01_dt_enus

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Forms and Document Security in Adobe Acrobat 8 ..... at_adab_a03_dt_enus

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Adobe AIR 3

Adobe Air 3 for Flash CS5.5 Developers at_airr_a01_it_enus

Adobe InDesign CS5

Adobe InDesign CS5: Fundamentals .at_idct_a01_it_enus

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BEST PRACTICES FOR DESKTOP USERS

Information Security for End Users

Introduction to Information Security .db_iseu_a01_dt_enus

Using your Desktop Computer and Mobile Devices Safely .....db_iseu_a02_dt_enus

Using E-mail, the Internet, and Social Media Safely in a Corporate Environment ..db_iseu_a03_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2013

Microsoft Office 2013: Advanced Excel

Creating and Customizing Visual Elements in Excel 2013 ..... mo_adel_a01_dt_enus

Customizing Options and Views in Excel 2013 mo_adel_a02_dt_enus

Manipulating Data in Excel 2013 ... mo_adel_a03_dt_enus

Data Search, Data Validation, and Macros in Excel 2013 ..... mo_adel_a04_dt_enus

Microsoft Office 2013: Advanced Word

Advanced Formatting in Word 2013 mo_adwo_a01_dt_enus

Customizing Document Layout in Word 2013 mo_adwo_a02_dt_enus

Advanced Table Customization in Word 2013 mo_adwo_a03_dt_enus

Inserting and Formatting Graphics in Word 2013 .....mo_adwo_a04_dt_enus

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Industry Overviews

The Telecommunications Industry Overview: Version 3..... indo_01_a11_bs_enus

The Health Care Industry Overview: Version 3 indo_01_a12_bs_enu

The Insurance Industry Overview: Version 3 indo_01_a13_bs_enus

The Banking Industry Overview: Version 3 indo_01_a14_bs_enus

The Oil and Gas Industry Overview: Version 3 indo_01_a15_bs_enu

The Retail Industry Overview: Version 3 indo_01_a16_bs_enus

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The Manufacturing Industry Overview: Version 3 .....indo_01_a17_bs_enus

The Pharmaceutical Industry Overview: Version 3 .....indo_01_a18_bs_enus

The Information Technology Industry Overview: Version 3 .....indo_01_a19_bs_enus

The Federal Government Industry Overview: Version 3 .....indo_01_a20_bs_enus

The Education Industry Overview: Version 1 indo_01_a21_bs_enus

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SALES AND CUSTOMER FACING SKILLS

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Test Preps

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SALES AND CUSTOMER FACING SKILLS

MENTORING ASSETS

Mentoring Assets

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ITS Institute
Student Registration Form

ITS Use Only
Entered by:_____
Date:_____

Name Mr./Ms.:		Social Security OR PID Number:	
Agency & Division Name:		Office Phone:	Fax Number:
Office Address: (Specify Handmail, if applicable)		Cell Phone:	
City:	State:	Zip:	Email Address:

Course No./Name	Section 1st Choice	Section 2nd Choice	Dates/Times	Course Cost	Materials Needed *
					All None
					All None
					All None
					All None

* Circle All or None. See the current schedule for materials needed for each course.

☐ Bill State Agency

PLEASE DO NOT PREPAY. AGENCIES WILL BE BILLED FOR COURSE COSTS.

Agency/Employer Code: _____
Provider Number: _____

Agency must provide a 3-digit agency code and an 11-digit provider number for billing purposes. This information may be obtained from the SAAS (Statewide Automated accounting System) or the Education Assistant at (601) 432-8186.

☐ Bill Student ☐ Bill Non-State Agency

All non-state employees and any registrant whose agency is not paying for the course(s) must pay **ON OR BEFORE** the class start date.

Billing will be sent to the address given in the Student Information section, unless otherwise specified.

Supervisor Name:			Office Phone:
Supervisor Address: (Specify Handmail, if applicable)			
City:	State:	Zip:	Email Address:

Please Read Carefully Before Signing:

All registration forms MUST be signed by the individual responsible for payment. If the student cancels a vendor-conducted course within thirty (30) days of the first class meeting or an ITS-conducted course within ten (10) days of the first class meeting, the agency/student will be charged the full tuition.

Authorized Signature: _____ Date: _____

Return form to: ITS Institute, 3771 Eastwood Dr., Jackson, Ms 39211 ● Phone: (601) 432-8186 ● Fax: (601) 713-6380
For more information on the ITS Institute, visit the website: http://www.its.ms.gov

ITS Institute On-Line Training Registration Form

Name: (Please Print)
Mr./Ms.

Social Security OR PID No.:

Agency & Division Name:

Office Address: (Specify Handmail, if applicable)

City:	State:	Zip:

Office Phone:

Fax Number:

Cell Phone:

Email Address:

Course No./Name:
ANNUAL SUBSCRIPTION FOR ON-LINE TRAINING

COURSE COST: PLEASE CHECK ONE

( ) ANNUAL SUBSCRIPTION FOR **SKILLCHOICE COMPLETE** ON-LINE TRAINING
$225 per person (includes Technical, Business, and Desktop courses, e-books, & mentoring)

( ) ANNUAL SUBSCRIPTION FOR **FULL** LIBRARY ON-LINE TRAINING
$150 per person (includes Technical, Business, and Desktop courses)

( ) ANNUAL SUBSCRIPTION FOR **TECHNICAL** LIBRARY ON-LINE TRAINING
$150 per person (includes Technical courses, e-books, & mentoring)

( ) ANNUAL SUBSCRIPTION FOR **BUSINESS** LIBRARY ON-LINE TRAINING
$150 per person (includes Business courses, e-books, & mentoring)

( ) ANNUAL SUBSCRIPTION FOR **DESKTOP** LIBRARY ON-LINE TRAINING
$55 per person (includes Desktop courses & e-books)

☐ Bill State Agency	☐ Bill Student ☐ Bill Non-State Agency
PLEASE DO NOT PREPAY. AGENCIES WILL BE BILLED FOR COURSE COSTS.	All non-state employees and any registrant whose agency is not paying for the course will be billed and must pay tuition and materials BEFORE the class begins.

Agency/Employer Code: _____

Provider No.: _____

Supervisor's Name: (Please Print)

*All registration forms **MUST** be signed by the individual responsible for payment.*

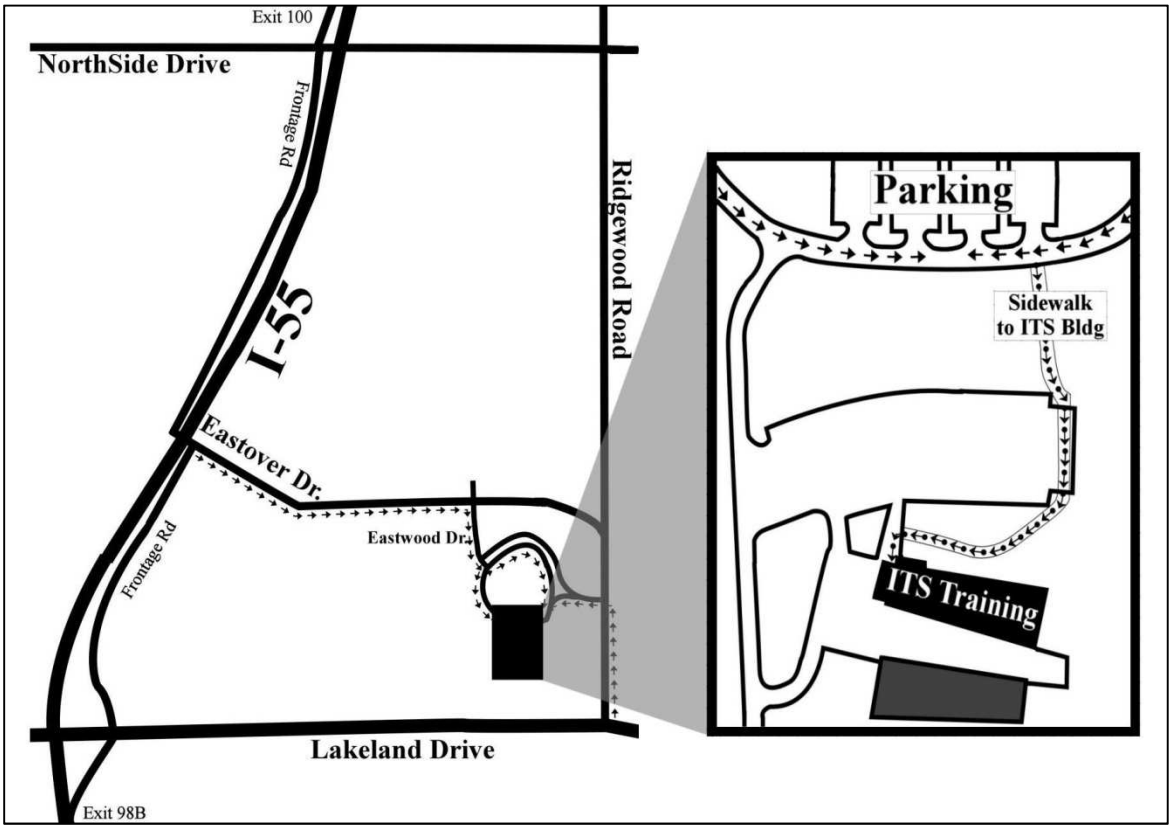
_____
Authorized Signature

PLEASE RETURN FORM TO:
Susan McClain, ITS Education Services
3771 Eastwood Drive
Jackson, MS 39211
Phone: (601) 432-8186
Fax: (601) 713-6380
susan.mcclain@its.ms.gov
ITS WEB Home Page:
http://www.its.ms.gov

mississippi department of Information Technology Services
3771 Eastwood Drive | Jackson, Mississippi 39211-6381

Map and Directions

3771 Eastwood Drive, Jackson, MS 39211
(601) 432-8000



From North of Jackson:

- Take I-55 South to the Northside Drive exit (Exit 100).
- Get on I-55 Frontage Road South and cross over Meadowbrook Road.
- Continue on the frontage road until you reach Eastover Drive.
- Turn left onto Eastover Drive.
- Go under I-55, continuing on Eastover Drive until you reach Eastwood Drive.
- Turn right onto Eastwood Drive and circle around until you reach ITS at 3771 Eastwood Drive.

From South, East, or West of Jackson:

- Take I-20 to I-55 North and take the Lakeland Drive exit (Exit 98B).
- Cross over Lakeland Drive, staying on I-55 Frontage Road North until you reach Eastover Drive.
- Turn right onto Eastover Drive and continue until you reach Eastwood Drive.
- Turn right onto Eastwood Drive and circle around until you reach ITS at 3771 Eastwood Drive.

QUESTIONS & ANSWERS

1. What do I do if I need to cancel a class?

If you are unable to attend a class for which you have registered, please contact the ITS Institute immediately at (601) 432-8186. Registrants of ITS-conducted classes who cancel within 10 days of the first class meeting will be billed the full tuition. Registrants of vendor-conducted classes who cancel within 30 days of the first class meeting will be billed the full tuition. Substitutions are permissible any time prior to and including the day on which the course begins.

2. Why is being on time important?

Each course topic covered builds on the previous topic. There is a lot of material to be covered in each class, and it is disruptive to the entire class when someone arrives late and the instructor has to catch the late-comer up to rest of the class. For this reason, it is very important that everyone be on time for class.

3. What should I wear to class?

Please dress comfortably. Bring a jacket or sweater, as the room temperature may vary.

If you have further questions, please contact the ITS Institute at (601) 432-8186.

Thank you, and enjoy your training session!

ITS Contact Information

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