

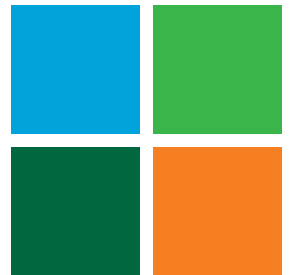


**Washtenaw**  
Community College

WORKFORCE  
DEVELOPMENT



**Professional  
Development  
and Training and  
Course Library 2018**



## Table of Contents

---

<b>Introduction.....</b>	<b>3</b>
<b>CAD/CAM/PLM .....</b>	<b>4</b>
<b>Courseware Development and Technical Writing .....</b>	<b>6</b>
<b>Environmental Safety .....</b>	<b>7</b>
<b>Computer and Information Technology .....</b>	<b>8</b>
<b>Communication and Business Skills .....</b>	<b>39</b>
<b>Leadership and Supervisory Skills .....</b>	<b>44</b>
<b>Logistics and Supply Chain Management .....</b>	<b>47</b>
<b>Manufacturing Technology and Processes .....</b>	<b>48</b>
<b>Project and Program Management .....</b>	<b>51</b>
<b>Quality/Lean/Six Sigma/ISO.....</b>	<b>54</b>
<b>Sales and Customer Service.....</b>	<b>58</b>

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## **Course Descriptions and Cost**

Each class listed in this Course Library has a detailed course outline identifying target audience, learning objectives and outcomes, as well as course duration and cost. Please contact your Workforce Development specialist for additional information.

# **CAD/CAM/Product Life Cycle Management (PLM)**

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## **CATIA**

- V5 Fundamentals
- V5 Advanced Modeling
- V5 Surface Design
- V5 Manufacturing
- V6 Fundamentals
- V6 Manufacturing
- SmarTeam
- V6 ENOVIA

## **Unigraphics NX**

- Fundamentals
- Intermediate NX Design and Assemblies
- Advanced Assemblies
- NX Free Form
- NX 7.5 Update
- Sketch Outline
- NX Overview for Moderate Users
- NX New User Training
- NX Drafting Essentials
- NX Boot Camp for Managers
- Teamcenter Visualization
- Basic Design
- Synchronous Modeling and Parametric Design
- Mechanical Free Form Modeling
- Design for the Experienced CAD User
- Large Assembly Management
- Manufacturing Fundamentals

## **Creo (formerly Pro/Engineer)**

- Update to Creo Parametric 2.0 from Creo Elements/ pro 5.0
- Update to Creo Parametric 2.0 from Pro/Engineer Wildfire 4.0
- Introduction to Creo Parametric 2.0
- Advanced Modeling Using Creo Parametric 2.0
- Advanced Assembly Design Using Creo Parametric 2.0
- Detailing Using Creo Parametric 2.0
- Surfacing Using Creo Parametric 2.0

## **Windchill**

Building Windchill Structures with Windchill Service Information Manager 10.1  
Building Publication Structures with Windchill Service Information Manager 10.1  
Configuring Parts List with Windchill Service Parts 10.1  
Introduction to Windchill Service Information Manager 10.1  
Business Administration of Windchill Service Information Manager 10.1  
Introduction to Windchill Quality Solutions 10.1

## **AutoCAD**

AutoCAD/AutoCAD LT Fundamentals  
AutoCAD Beyond the Basics  
AutoCAD Essentials  
Revit  
Revit Architecture  
2012 Basics  
2012 Advanced  
2012 Commercial Design  
2012 Residential Design



# Courseware Development and Technical Writing

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## Custom Courseware Development

WCC brings custom training development expertise to the process of Course Development. Many of our partners have engaged us to bring to life, specific courseware requested by their business clients.

We work with you on a project basis, with a “not to exceed” cost built in. And once development is finished, you own the class and the related course ware.

## Technical Writing

- Advanced Workshop for Technical Writers
- Conducting a Successful User Needs Analysis
- Documenting Business and Technical Requirements
- Proposals with the Competitive Edge
- Technical and Legal Writing
- Technical Writing – Concise and Precise Language, Tone and Format
- User Guides That Get Used
- Writing Strategies for the Web
- Writing Technical Information Effectively
- Writing Testable Software Requirements and Use Cases



# Environmental Safety

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## Industrial Safety

10 & 30 Hour OSHA Certificates  
Accident and Incident Investigation  
Aerial Lift  
Back and Lifting  
Behavior Based Safety  
Bloodborne Pathogens  
Confined Space  
Cranes and Slings  
Cranes, Rigging, Scissor Lift and Heavy Truck Safety  
Electrical  
Excavations  
Fall Protection  
Fire Prevention  
Forklift Pedestrian  
Hand and Power Tools  
Hazard Communication  
Hearing Conservation  
Hot Work Permit  
Job Hazard Analysis  
Ladder  
Lockout Affected  
Lockout Tagout  
Machine Guarding  
Materials Handling  
OSHA Recordkeeping  
Personal Protective Equipment  
Powered Industrial Trucks  
Rigging and Machine Leveling  
Safety Committee  
Scaffolding  
Slips, Trips and Falls  
Walking and Working Surfaces  
Welding and Cutting



# **Computer and Information Technology**

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## **ITIL, Governance and IT Service Management:**

### **Governance & Best Practices**

ISO/IEC 20000® Foundation Certification Program  
ISO/IEC 27002® - Information Security Foundation (ISFS) Certification Program  
ISO/IEC 2000® Practitioners  
ISO/IEC 27001® Information Security Foundation  
PRINCE2® Foundation  
PRINCE2® 2009 Practitioner Exam Prep  
PRINCE2® Foundation and Practitioner  
TOGAF® 9.1 Certified-Combined Program  
COBIT 5 Foundation Certification (with exam)  
ISO/IEC 27005® Risk Manager  
Change Management - Foundation Certificate Program

### **ITIL Foundations**

ITIL 2011 Foundation Program Certification Program  
ITIL 2011 Awareness for Decision Makers  
ITIL 2011 Overview

### **ITIL Service Lifecycle Track**

ITIL 2011 Service Strategy Certification Program  
ITIL 2011 Service Design Certification Program  
ITIL 2011 Service Transition Certification Program  
ITIL 2011 Service Operation Certification Program  
ITIL 2011 Continual Service Improvement Certification Program

### **ITIL Service Capability Track**

ITIL 2011 Service Offerings & Agreement (SOA) Certification Program  
ITIL 2011 Release Control & Validation (RCV) Certification Program  
ITIL 2011 Operations Support Analysis (OSA) Certification Program  
ITIL 2011 Planning Protection & Optimization (PPO) Certification Program  
ITIL 2011 Managing Across the Lifecycle (MALC)



## **Service Assurance Tools:**

### **CA-OPS/MVS**

- Installing CA-OPS/MVS
- Understanding & Using CA-OPS/MVS
- Constructing CA-OPS/MVS Applications
- Understanding CA-OPS/MVS RDF & SSM
- Operating CA-OPS/MVS
- Securing CA-OPS/MVS
- Configuring CA-OPS/MVS MSF
- Interfacing CA-OPS/MVS with USS and Enterprise Event Management
- Installing and Unleashing Unicenter Automation Point
- CA-Automation Point Notification Manager Essentials

### **CA-Operations Management**

- CA-SYSVIEW Performance Management v14: Realtime Performance Monitoring 200
- IMOD Processing and REXX Processing in SYSVIEW
- Unicenter CA-Scheduler Job Management Release 11 Operational Training
- Exploiting SYSVIEW and GSS using REXX
- CA-Dynam/TLMS Release 11.5 Administrator Training
- CA-View for End Users
- Unicenter CA-Scheduler Job Management Release 11 Administrator Training
- CA-Dispatch Release 11 Administrator Training
- CA-Dispatch Release 11 Operator Training
- CA-Dispatch Release 11 End User (Reports)
- CA-1 Operations Overview
- Unicenter NetMaster Network Management for TCP/IP
- CA AutoSys Workload Automation r11.3 Upgrade Readiness
- CA-Jobtrac Concepts and Facilities
- CA-7 Operations Workshop

### **IBM Tivoli**

- Tivoli System Automation for z/OS Essentials
- Operating SA z/OS Managed Systems
- Introduction to Tivoli NetView Pipes
- BMC CONTROL
- Introduction to Control-M & Control-M/Restart
- Introduction to Control-M/Enterprise Manager
- Introduction to Control-D

## **Software Quality, Testing & Tools:**

### **HP Products**

Using ALM/Quality Center v12  
ALM/Quality Center v12 Project Customization  
ALM/Quality Center v12 Site Administration  
ALM/Quality Center v12 Advanced Reporting  
ALM/Quality Center v12 Sprinter  
ALM/Quality Center v12 Workflow  
ALM/Quality Center v12 Business Models  
ALM/Quality Center v12 Migration  
UFT v12 Introduction to GUI Testing (QuickTest)  
UFT v12 Advanced Testing (QuickTest)  
UFT v12 Mobile Testing (QuickTest)  
Introduction to LoadRunner v12  
Advanced LoadRunner v12  
Advanced LoadRunner Analysis v12  
Using Performance Center  
HP Performance Center

### **Software Testing & Quality**

Software Quality Assurance  
Fundamentals of Unit Testing  
Test Driven Development and Refactoring  
Subversion  
Clean Code: Software Craftsman Advanced  
Unit Testing with junit  
Introduction to Software Quality Assurance, Control and Management  
Testing and QA in OO Systems  
Effective Methods of Software Testing

### **Rational Products**

IBM Rational ClearCase Basic  
IBM Rational ClearCase Advanced  
Introduction to IBM Rational ClearQuest  
IBM Rational ClearQuest Administration  
Rational Robot Essentials  
Rational TestManager Essentials  
Core IBM Rational AppScan Fundamentals SE (Standard Edition)  
Securing Web Applications using IBM Rational AppScan (Standard Edition)

## **Microsoft Visual Studio .NET and SharePoint:**

### **Visual Studio 2012 & .NET Framework 4.5**

MOC 20483 B Programming in C#;  
MOC 20484 C Essentials of Developing Windows Store Apps Using C#;  
MOC 20485 C Advanced Windows Store App Development Using C#;  
MOC 20481 C Essentials of Developing Windows Store Apps Using HTML5 and JavaScript  
MOC 20480 B Programming in HTML5 with JavaScript and CSS3  
MOC 20482 C Advanced Windows Store App Development using HTML5 and JavaScript  
MOC 10958 B Programming Fundamentals of Web Applications  
MOC 20486 B Developing ASP.NET MVC 4 Web Applications  
MOC 20487 B Developing Windows Azure and Web Services  
MOC 40043 A Windows 8 UX Design Workshop

### **Visual Studio & .NET Framework (pre2012/4.5)**

MOC 10550 A Programming in Visual Basic with Microsoft Visual Studio 2010  
MOC 10266 Programming in C#, with Microsoft Visual Studio 2010  
MOC 10267 A Introduction to Web Development with Microsoft Visual Studio 2010  
MOC 10264 Developing Web Applications with Microsoft Visual Studio 2010  
MOC 10553 A Fundamentals of XAML and Microsoft Expression Blend  
MOC 10554 Developing Rich Internet Applications using Microsoft Silverlight 4  
MOC 10262 Developing Windows Applications with Microsoft Visual Studio 2010  
MOC 10263 Developing Windows Communication Foundation Solutions with Visual Studio 2010  
MOC 10265 Developing Data Access Solutions with MS Visual Studio 2010  
MOC 50466 Windows Azure Solutions with Microsoft Visual Studio 2010  
.NET 2010 Concepts for Technical Managers

### **Visual Studio, ALM, TFS & Testing**

Team Foundation Server 2015 Developer Foundations (Git)  
Administering Team Foundation Server 2013  
Team Foundation Server 2013 Advanced Topics  
Application Lifecycle Management Using Visual Studio 2013  
Managing Projects Using Visual Studio 2013 and Scrum  
Creating Quality Software With Visual Studio 2012  
Test Case Management Using Visual Studio 2013  
Unit Testing in Visual Studio 2013  
MOC 20497 A Software Testing with Visual Studio 2013

## **.NET Application Security**

Secure .Net Coding  
Securing .Net Web Services  
Securing .Net Web Applications - Lifecycle  
Securing .Net Applications - Lifecycle

## **SharePoint Design and Development**

SharePoint Designer 2013  
MOC 20488 B Developing Microsoft SharePoint Server 2013 Core Solutions  
MOC 20489 B Developing Microsoft SharePoint Server 2013 Advanced Solutions  
MOC 55014 A Upgrading Your Development Skills to SharePoint 2013  
MOC 10175 A: Microsoft SharePoint 2010 Application Development  
MOC 10232 PRO: Designing and Developing Microsoft SharePoint 2010 Applications  
Microsoft Windows SharePoint Designer 2010: Level 1  
Microsoft Windows SharePoint Designer 2010: Level 2

## **SharePoint System Administration**

MOC 20331 B Core Solutions of Microsoft SharePoint Server 2013  
MOC 20332 B Advanced Solutions of Microsoft SharePoint Server 2013  
MOC 55037 A SharePoint 2013 Search Inside Out  
MOC 10174 B Configuring and Administering Microsoft SharePoint 2010  
MOC 10231 B Designing a Microsoft SharePoint 2010 Infrastructure  
MOC 55066 A PowerShell for SharePoint Administrators

## **SharePoint User and Site Administration**

MOC 55026 A Upgrading your End User Skills to SharePoint 2013  
MOC 55028 A SharePoint 2013 Power User  
MOC 55029 B Introduction to SharePoint 2013 for Collaboration and Document Management  
MOC 55033 A SharePoint 2013 Site Collection and Site Administration  
MOC 50470 B Microsoft SharePoint Server 2010 for the Site Owner/Power User  
MOC 50547 B Microsoft SharePoint 2010 Site Collection and Site Administration  
Microsoft SharePoint Foundation 2013: Site User SharePoint BI  
MOC 55049 A PowerPivot, Power View and SharePoint 2013 BI Center for Analysts  
MOC 55045 A Microsoft SharePoint 2013 End to End Business Intelligence Boot Camp  
MOC 55042 SharePoint 2013 Business Intelligence  
MOC 55072 A Visualizing Data with SharePoint 2013, Report Builder, PowerPivot & PowerView with NO CO

## **SharePoint User and Site Administration (continued)**

MOC 50429 B SharePoint 2010 Business Intelligence  
MOC 55063 A Advanced SharePoint 2013 Business Intelligence SAS  
Introduction to SAS Programming With PROC SQL

## **Databases & Business Intelligence:**

### **Big Data**

Teradata Basics  
Teradata Database Administration  
Teradata SQL  
Introduction to HBase  
Hadoop Uncovered: Foundational Training for Admins and Developers  
Hadoop for Developers  
Big Data Foundation Certification  
Introduction to Big Data and Hadoop for Managers

### **SQL**

SQL Basics  
Intermediate SQL  
Advanced SQL

### **Data Mining & Data Warehousing**

Introduction to Data Mining  
Predictive Analytics & Data Mining Strategic Implementation  
Introduction to Data Warehousing  
The Data Warehouse ETL Toolkit  
Designing the Data Warehouse  
Implementing Data Warehousing AND ODS  
Dimensional Modeling for the Data Warehouse  
IBM InfoSphere DataStage - Introduction Training  
IBM InfoSphere DataStage - Intermediate Training  
IBM InfoSphere DataStage - Advanced Training  
Predictive Analytics & Data Mining: Model Development

### **Microsoft SQL Server**

MOC 20461 C Querying Microsoft SQL Server  
MOC 20462 C Administering Microsoft SQL Server Databases  
MOC 20464 C Developing Microsoft SQL Server Databases  
MOC 20466 C Implementing Data Models and Reports with Microsoft SQL Server  
MOC 10977 B Updating Your SQL Server Skills to Microsoft SQL Server 2014  
MOC 40074 A Microsoft SQL Server 2014 for Oracle DBAs

## **Microsoft SQL BI**

MOC 20463 C Implementing a Data Warehouse with Microsoft SQL Server  
MOC 20465 C Designing a Data Solution with Microsoft SQL Server  
MOC 20467 C Designing Self-Service Business Intelligence and Big Data Solutions  
MOC 55144 AC SQL Server 2014 Performance Tuning and Optimization  
MOC 50511 The Microsoft Business Intelligence 2010 Stack  
MOC 55005 A Microsoft Report Builder 3.0 with SQL 2008R2, SQL 2012 Express and SQL 2012  
MOC 55040 A Data Mining, Predictive Analytics with MSAnalysis Services and Excel PowerPivot  
MOC 55043 A Microsoft End to End Business Intelligence Boot Camp  
MOC 55058 A PowerPivot and Report Builder Combo Pack  
MOC 55060 A Report Builder and PerformancePoint 2013 Combo Pack  
MOC 55073 A Master Data Services, Data Quality Services with SQL 2012-2014 and Excel  
55123 Microsoft SQL Server Report Builder 3.0 Level 1  
55128 Microsoft SQL Server Report Builder 3.0 Level 2

## **DB2 UDB FOR Linux, UNIX & Windows**

DB2 UDB for UNIX/Windows Application Development  
DB2 SQL PL Stored Procedure Language  
DB2 Concepts and SQL for Mainframe LUW  
DB2 Performance and Tuning for Linux, Unix and Windows  
DB2 Administration for Linux, Unix and Windows v 10.x  
Advanced SQL for DB2 UDB for LUW

## **DB2 for Z/OS**

DB2 11 for z/OS New Features  
DB2 Concepts and Facilities  
DB2 Operations  
DB2 for z/OS Database Administration  
DB2 UDB Stored Procedures for z/OS  
QMF - Query Management Facility  
DB2 for z/OS Data Sharing Implementation  
DB2 for z/OS Data Sharing Recovery and Restart  
DB2 for z/OS Data Sharing Performance and Tuning  
DB2 10 for z/OS New Features  
DB2 Application Programming and Design v11  
DB2 Advanced SQL with Performance and Tuning For Programmers

## **Oracle Administration**

Oracle Database 12c: Install & Upgrade Workshop  
Oracle Database 12c: Architecture  
Oracle Database 12c: Administration Workshop  
Oracle Database 12c: Release 1 Database Administration  
Oracle Database 12c: Resource Manager & Scheduler  
Oracle Database 12c: Backup & Recovery Workshop  
Oracle Database 12c: New Features for Administrators  
Oracle Virtualization & Linux Administration QuickStart  
Oracle Enterprise Manager 12c Cloud Control: Install & Upgrade Workshop  
Oracle Database 12c: PL/SQL III - Advanced Programming & Tuning  
Oracle Fusion Middleware 11g: WebLogic & BI Server Architecture & Installation  
Oracle BI 11g: Create Analyses & Dashboards  
Oracle VM Server for SPARC Administration  
Performance Tuning Oracle and RAC on Linux & UNIX  
Performance Tuning Oracle and RAC on Windows  
Oracle VM for Administrators  
Oracle Grid Control: Implementation & Administration  
Oracle Privacy Security Auditing  
Mastering Automatic Storage Management (ASM)  
Oracle Maximum Availability with Data Guard  
Oracle Database 12c New Features Part 1: Manage the Multi-Tenant Architecture  
Oracle Database 12c New Features Part 2: Advanced Administration & ASM  
Oracle 12c Enterprise Manager Cloud Control

## **Oracle Programming**

Oracle 12c Release 1 SQL  
Oracle Database 12c: SQL I - Introduction  
Oracle 12c Release 1 PL/SQL  
Oracle Database 12c: SQL II - Intermediate  
Oracle 12c Release 1 SQL And PL/SQL  
Oracle Database 12c: PL/SQL I - Introduction  
Oracle 12c Release 1 Multitenant Architecture  
Oracle Database 12c: PL/SQL II - Intermediate:  
Oracle Database 12c: Architecture & Internals  
Oracle Application Express v4.2  
Create Analyses and Dashboards  
Oracle on VMware Infrastructure and Implementation for Administrators

## **Oracle E-Business**

Oracle BI Applications for E-Business Suite  
Oracle BI Publisher for E-Business Suite  
R12 Oracle E-Business Suite Essentials  
R12 Oracle System Administration Fundamentals  
R12 Oracle Workflow

## **Sybase**

Sybase Introduction to ASE 15.7  
Sybase Advanced TSQL for ASE 15.7  
Sybase ASE 15.7 System and Database Administration  
What's New in SAP Sybase Adaptive Server Enterprise  
Sybase ASE 15.7 Performance and Tuning  
Database Modeling with Power Designer

## **Informix**

Informix for Database Administrators  
Advanced Informix Performance Tuning  
Informix Enterprise Replication  
SQL for Developers  
Designing, Developing & Optimizing IBM Informix Databases  
Informix 4GL

## **Cognos**

Cognos Framework Manager I  
Cognos Framework Manager II  
Cognos 10 Report Studio I  
COGNOS 10 Report Studio II  
Cognos Report Studio Multidimensional Reporting  
Cognos 10 Active Reports and External Data Training  
Cognos 10 Business Insight Advanced Training  
Queries on the Web IBM Cognos 10  
Analysis on the Web Cognos 8 v4  
Exploring PowerPlay Studio Cognos 8 v4  
Reporting on the Web Cognos 8 v4  
Advanced Reporting on the Web Cognos 8 v4  
Cognos Transformer  
Reporting on the Web (Report Studio) with IBM Cognos 10



## **SAP Business Objects**

WebIntelligence 4.X Basic Reporting  
WebIntelligence 4.X Intermediate Reporting  
WebIntelligence 4.x Advanced Reporting  
WebIntelligence 4.x Rich Client Reporting  
BusinessObjects 4.x Universe Design  
BusinessObjects 4.0/4.1 Information Design Tool (IDT) Boot Camp  
BusinessObjects 4.1 Administration Boot Camp  
Crystal Reports 2013: Part 1  
Crystal Reports 2013: Part 2

## **Hyperion**

Hyperion System 9BI & Interactive Reporting  
Hyperion System 9 BI+ Interactive Reporting Advanced Design Dashboards  
Using DB Studio  
Hyperion System 9 BI+ Interactive Reporting Designing Advanced Queries and  
Reports  
Hyperion System 9 BI+ Interactive Reporting Designing Dashboards Using  
Dashboard Studio  
Essbase System Administration  
Smart View Toolkit

## **SAS**

SAS I: Introduction to the SAS System  
SAS II: Data Manipulation with the SAS System  
SAS III: Accelerated and Efficient Programming Techniques  
SAS Business Intelligence Courses: Fast Track  
Generating Reports with the SAS System  
Manipulating Data with SAS Functions and Arrays  
Introduction to the SAS Macro Facility  
Introduction to the Enterprise Guide  
Advanced Enterprise Guide 4.2 / 4.3  
Introduction to the SAS Enterprise Guide 3.0  
SAS Enterprise Business Intelligence Implementation Training  
Advanced SAS Programming With PROC SQL

## **Java, Open-Source & Mobile Development:**

### **Java**

Java Programming Essentials Using Indigo Eclipse  
Gentle Java and OO Development  
Java 8 and OO Development  
Introduction to Java Testing 8.0

## **Java (continued)**

- Using Java 8's New Features
- Design Patterns in Java 8.0
- Java for COBOL Programmers Using Juno Eclipse
- Securing Java Web Applications v7.0
- Secure Java Development
- Java Wireless Programming
- Java 7 Performance and Tuning
- Java Programming Best Practices

## **Java EE**

- Secure Java EE Development Version 7.0
- Mastering JEE with JSF2, EJB3, JPA, and Web Services
- Java EE Development with JSF, EJB, and JPA
- EJB 3.2 (JEE 7 level) and JPA2
- Enterprise JavaBeans 3.1 (EJB3) and the Java Persistence
- Enterprise Java Beans (EJB3 Programming)
- JavaServer Pages Programming with Eclipse
- JEE Web Application Programming with Velocity and Spring
- JavaServer Faces 2 (JSF 2): Using JSF 2 to Build JEE Web Apps
- Java Message Service 2.0
- Programming RESTful Services with REST/JAX-RS
- Servlets/JSP
- Mastering JEE Design Patterns

## **XML**

- Introduction to XML
- Comprehensive XML
- XML Executive Overview
- XML Programming using Java
- XML Schema Version 1.0.6
- XML and XSLT
- XML, XSLT and Java

## **C/C++ Development**

- Introduction to C Programming
- Advanced C Programming
- Introduction to C++ Programming
- Advanced C++ Programming

## **Frameworks**

Introduction to the Spring 4 Framework  
Spring and Hibernate  
Introduction to Spring and JPA  
Programming Swing and the Java Foundation Classes (JFC)  
Groovy for Java Developers  
Web Development using Grails  
Jakarta Struts  
AJAX for Java Developers  
Hibernate  
Dojo Development  
Flex 4: Developing Rich Internet Applications  
Flex 4 and LiveCycle Data Services 3: Data Driven Development  
Introduction to Spring 4, Spring MVC, and Spring REST

## **Mobile Development**

Introduction to Objective-C for iOS Development Courseware  
Creating Web Sites with HTML5 and CSS for Mobile Development  
Introduction to Android Development  
Intermediate Android Development  
Comprehensive Android  
Securing Android Applications  
iOS App Development using Swift  
iOS App Development using Objective-C

## **Java Application Security**

Secure Web Application Development  
Web Application Security Testing  
Inside the Biggest Web Attacks and How to Defeat Them  
Building Secure Web Applications in Java/J2EE  
Web Application Security

## **WebLogic**

Oracle WebLogic 12c Server System Administration  
WebLogic 12c Advanced Server System Administration  
WebLogic Troubleshooting  
Introduction to BEA SOA Architecture  
J2EE Web Application Programming using BEA WebLogic  
Java/J2EE Servlet Programming with BEA WebLogic  
Developing Web Services using BEA WebLogic  
Java Server Pages Programming with BEA WebLogic  
Developing Oracle WebLogic 10.3 Portal Applications

## **Website Development**

HTML and Web Page Design  
HTML5 Fast Track Training Course  
HTML5 Canvas  
HTML5 Mobile Mastery  
HTML5 WebSocket Workshop  
Introduction to JavaScript  
Advanced Cold Fusion MX 7 Development  
Advanced JavaScript  
Introduction to Python 2.x  
Introduction to Python 3.x  
Intermediate Python 3.x  
Introduction to PHP & MySQL  
Introduction to PHP & MySQL for Non-Programmers  
Intermediate PHP & MySQL  
Tuning MySQL for High Performance  
Developing Rule and Event Based Solutions in WODM 7.5  
Comprehensive GWT Training  
Introduction to Ruby on Rails  
Django Boot Camp  
Introduction to AngularJS  
Comprehensive AngularJS  
Advanced AngularJS  
Grunt.js Essentials  
Node.js Training: Server-Side JavaScript with Node.js and Express  
Polymer.js Essentials  
Ember.js Essentials

## **Web Services**

Securing Java Web Services v6.0  
SOA and Java Web Services (JAX-WS)  
Mastering Web Services and SOA for JEE Developers using RAD 7.5

## **Web Server**

Introduction to Maven  
Apache Web Server Administration  
Working with Apache Maven  
Working with Apache ANT  
Administering Apache Tomcat  
Advanced Apache Tomcat  
JBoss Administration Overview  
JBoss Hibernate Technology  
Administering JBoss EAP 6 Courseware  
Administering the JBoss 7/ EAP 6 Application Server

## **Web Server (continued)**

Advanced JBoss 7 /EAP 6 Server Administration  
Administrator Training with Cassandra  
Introduction to Cassandra 2, CQL 3, and the Datastax Java Driver  
Jenkins Administration  
Working with Jenkins  
Administering the WildFly 8 Application Server  
GL660 - Hadoop for Systems Administrators

## **WebSphere/RAD/MQ**

WebSphere MQ Introduction  
Web Services Development Using RAD v9  
WebSphere MQ Bootcamp for Systems Administrators  
J2EE Struts Programming Using RAD  
WebSphere MQ for Architects and Developers  
IBM WebSphere MQ Bootcamp for Application Programmers  
Java Essentials Using RAD v7.5  
WebSphere MQ Advanced System Administration  
JEE 6 Web Application Development using RAD v8.0  
WebSphere MQ Problem Determination and Debugging  
Using RAD v8.0  
WebSphere Portal 8 Development using RAD v8.5  
WebSphere MQ V7 Administration for LUW  
EJB 3.1 Development with JPA Using RAD  
Enterprise JavaBeans 3.1 (EJB3) and the Java Persistence API V2 (JPA2) RAD  
WebSphere HATS v7.0 with zSeries  
WebSphere Application Server V8.5.5 Administration  
WebSphere Application Server v8 Network Deployment Essentials  
WebSphere Message Broker V8 Workshop  
WebSphere MQ for Programmers  
Developing Applications in WebSphere ILOG  
Authoring Business Rules using WebSphere ILOG  
Programming Essentials for IBM WebSphere Commerce v7 Customization  
WebSphere 8.5 Performance Tuning Course

## **UNIX/Linux & Perl:**

### **UNIX & Linux**

UNIX and Linux System Basics I  
UNIX and Linux System Basics II  
UNIX Shell Programming  
UNIX Systems Administration  
Linux System Administration I  
Linux System Administration II  
Programming in the Linux Environment  
GL299 - RHCE Rapid Track Course  
Linux Performance Management  
UNIX Regular Expressions  
GL375 - Linux Shell Scripting  
GL250 - Enterprise Linux System Administration  
LPI101 - LPIC-1 Exam Prep (Course 1)  
LPI102 - LPIC-1 Exam Prep (Course 2)  
LPI201 - LPIC-2 Exam Prep (Course 1)  
LPI202 - LPIC-2 Exam Prep (Course 2)  
GL199 - RHCSA Exam Prep

### **Perl**

Introduction to Perl  
Advanced Perl Programming  
Perl CGI Programming  
GL440 - Learning Perl

### **Authorized SUSE Linux**

NOV 3115 SUSE Linux Enterprise 11.x Fundamentals  
NOV 3116 SUSE Linux Enterprise 11.x Administration  
NOV 3117 SUSE Linux Enterprise Server 11.x Management  
NOV 8014 SUSE Linux Enterprise Server 11.x: Manage Virtualization with Xen

### **AIX**

AIX Basics Essentials  
AIX Systems Administration Networking  
AIX Systems Administration Performance Concepts and Analysis  
AIX System Administration Essential Operations  
AIX Systems Administration Security Features  
AIX Performance Tuning

## **HP-UX**

Fundamentals of HP-UX  
HP-UX Systems Administration Essential Operations  
Advanced HP-UX Systems Administration

## **Solaris**

Oracle Solaris 11 System Administration  
Oracle Solaris 11 Advanced System Administration  
Oracle Solaris 11 Security Administration  
Oracle Solaris 11 Performance Management

## **Microsoft Infrastructure, Operating Systems & Desktop Applications:**

### **Windows Server**

MOC 6419 B Configuring, Managing and Maintaining Windows Server 2008-based Servers  
MOC 20410 D Installing and Configuring Windows Server 2012  
MOC 20411 D Administering Windows Server 2012  
MOC 20412 D Configuring Advanced Windows Server 2012 Services  
MOC 20413 C Designing and Implementing a Server Infrastructure  
MOC 20414 C Implementing an Advanced Server Infrastructure  
MOC 20417 D Upgrading Your Skills to MCSA Windows Server 2012  
MOC 10967 A Fundamentals of a Windows Server Infrastructure  
MOC 10969 B Active Directory Services with Windows Server  
MOC 10972 B Administering the Web Server (IIS) Role of Windows Server  
MOC 6425 C Configuring and Troubleshooting Windows Server 2008 Active Directory Domain Services  
MOC 50255 D Managing Windows Environments with Group Policy  
MOC 55071 A Microsoft Software Asset Manager  
MOC 20533 B Implementing Microsoft Azure Infrastructure Solutions

### **Desktop Support & OS**

MOC 20697-1 A - Installing and Configuring Windows 10  
MOC 20697-2 A - Deploying and Managing Windows 10 Using Enterprise Services  
MOC 6292 Installing and Configuring Windows 7 Client  
MOC 50331 D Windows 7 Enterprise Desktop Support Technician  
MOC 20687 D Configuring Windows 8.1  
MOC 20688 D Supporting Windows 8.1  
MOC 20689 D Upgrading Your Skills to MCSA Windows 8  
Microsoft Windows 8: Transition from Windows 7  
Microsoft Windows 7: Level 1  
MOC 6293 A Troubleshooting and Supporting Windows 7 in the Enterprise

## **Desktop Support & OS (continued)**

MOC 6294 A Planning and Managing Windows 7 Desktop Deployments and Environments  
MOC 20415 B Implementing a Desktop Infrastructure  
MOC 20416 B Implementing Desktop Application Environments

## **Microsoft Exchange and Lync**

MOC 20336 B Core Solutions of Microsoft Lync Server 2013  
MOC 20337 B Enterprise Voice and Online Services with Microsoft Lync Server 2013  
MOC 20341 B Core Solutions of Microsoft Exchange Server 2013  
MOC 20342 B Advanced Solutions of Microsoft Exchange Server 2013

## **Microsoft System Center**

MOC 10747 D Administering System Center 2012 Configuration Manager  
MOC 10748 C Planning and Deploying System Center 2012 Configuration Manager  
MOC 10964 B Cloud & Datacenter Monitoring with System Center Operations Manager  
MOC 10965 C IT Service Management with System Center Service Manager  
MOC 55007 A System Center 2012 Orchestrator  
MOC 20696 B Managing Enterprise Devices and Apps using System Center Configuration Manager  
MOC 55078 A Mobile Device Management  
MOC 20246 D Monitoring and Operating a Private Cloud  
MOC 20247 D Configuring and Deploying a Private Cloud  
MOC 10981 A Infrastructure Provisioning with System Center Virtual Machine Manager

## **Microsoft Virtualization**

MOC 10215 Implementing and Managing Microsoft Server Virtualization  
MOC 10324 Implementing and Managing Microsoft Desktop Virtualization  
MOC 20409 B Server Virtualization with Windows Hyper-V and System Center  
MOC 20694 B Virtualizing Enterprise Desktops and Apps

## **BizTalk**

BizTalk Expert Series: ESB  
BizTalk Expert Series: EDI  
BizTalk 2013 Administrator Deep Dive  
BizTalk 2013 Developer Deep Dive  
BizTalk 2013 Developer Immersion



## **Windows Scripting & PowerShell**

MOC 2433 Microsoft Visual Basic Scripting Edition and Microsoft Windows Script Host Essentials  
MOC 10962 B Advanced Automated Administration with Windows PowerShell  
MOC 10961 B Automating Administration with Windows PowerShell

## **Forefront & Security**

MOC 50382 B Implementing Forefront Identity Manager 2010  
MOC 50383 B Upgrading Identity Lifecycle Manager 2007 to Forefront Identity Manager 2010  
MOC 50402 Implementing Forefront Unified Access Gateway 2010  
MOC 50509 Implementing Forefront Endpoint Protection 2010

## **Microsoft Office 2010**

Microsoft Office Access 2010: Level 1  
Microsoft Office Access 2010: Level 2  
Microsoft Office Access 2010: Level 3  
Access 2010 Programming with VBA  
Microsoft Office Excel 2010: Level 1  
Microsoft Office Excel 2010: Level 2  
Microsoft Office Excel 2010: Level 3  
Microsoft Office Excel 2010: VBAC  
Microsoft Office Outlook 2010: Level 1  
Microsoft Office Outlook 2010: Level 2  
Microsoft Office PowerPoint 2010: Level 1  
Microsoft Office PowerPoint 2010: Level 2  
Microsoft Visio 2010: Level 1  
Microsoft Visio 2010: Level 2  
Microsoft Office Word 2010: Level 1  
Microsoft Office Word 2010: Level 2  
Microsoft Office Word 2010: Level 3



## **Microsoft Office 365 & 2013**

MOC 20346 C Managing Office 365 Identities and Services  
MOC 10968 B Designing for Office 365 Infrastructure  
MOC 50588 A Office 365: A day in the life of the End-User  
Microsoft Office Access 2013: Level 1  
Microsoft Office Access 2013: Level 2  
Microsoft Office Access 2013: Level 3  
Access 2013 Programming with VBA  
Microsoft Office Excel 2013: Level 1  
Microsoft Office Excel 2013: Level 2  
Microsoft Office Excel 2013: Level 3  
Excel 2013 Programming with VBA  
Microsoft Office Outlook 2013: Level 1  
Microsoft Office Outlook 2013: Level 2  
Microsoft Office PowerPoint 2013: Level 1  
Microsoft Office PowerPoint 2013: Level 2  
Microsoft Visio 2013: Level 1  
Microsoft Visio 2013: Level 2  
Microsoft Office Word 2013: Level 1  
Microsoft Office Word 2013: Level 2  
Microsoft Office Word 2013: Level 3

## **Microsoft Dynamics AX**

MOC 80300 A Introduction to Microsoft Dynamics AX 2012  
MOC 80219 A Financials I in Microsoft Dynamics AX 2012  
MOC 80220 A Financials II in Microsoft Dynamics AX 2012  
MOC 80221 A Installation and Configuration for Microsoft Dynamics AX 2012  
MOC 80302 A Fixed Assets in Microsoft Dynamics AX 2012  
MOC 80303 A Development I in Microsoft Dynamics AX 2012  
MOC 80305 A Supply Chain Foundation in Microsoft Dynamics AX 2012  
MOC 80306 A Distribution and Trade in Microsoft Dynamics AX 2012  
MOC 80307 A Enterprise Portal Development in Microsoft Dynamics AX 2012  
MOC 80308 A Procurement in Microsoft Dynamics AX 2012  
MOC 80309 A Microsoft Dynamics AX 2012 Process Manufacturing Production and Logistics  
MOC 80310 A LEAN Manufacturing in Microsoft Dynamics AX 2012  
MOC 80311 B Service Industries in Microsoft Dynamics AX 2012 R2  
MOC 80312 A Development III in Microsoft Dynamics AX 2012  
MOC 80314 A Discrete Manufacturing Basics in Microsoft Dynamics AX 2012  
MOC 80338 A Microsoft Dynamics AX 2012 Public Sector-Financials  
MOC 80414 A Service Management in Microsoft Dynamics AX 2012  
MOC 80415 A Public Sector Procurement and Payables in Microsoft Dynamics AX 2012  
MOC 80416 A Application Integration Framework and Services in Microsoft Dynamics AX 2012

## **Microsoft Dynamics AX (continued)**

MOC 80419 A Manufacturing Execution in Microsoft Dynamics AX 2012  
MOC 80420 A Data Upgrade and Code Upgrade to Microsoft Dynamics AX 2012  
MOC 80421 A Sales and Marketing in Microsoft Dynamics AX 2012  
MOC 80422 A Intercompany Setup and Order Processing in Microsoft Dynamics AX  
MOC 80423 A Master Planning in Microsoft Dynamics AX 2012  
MOC 80424 A Product Configuration in Microsoft Dynamics AX 2012  
MOC 80425 A Intelligent Data Management Framework in Microsoft Dynamics AX 2012  
MOC 80427 A Warehouse Management in Microsoft Dynamics AX 2012  
MOC 80428 A SQL Optimization for Microsoft Dynamics AX 2012  
MOC 80429 A Travel and Expense Management in Microsoft Dynamics AX 2012  
MOC 80430 A Vendor Management and Collaboration in Microsoft Dynamics AX 2012  
MOC 80538 A Human Resources Management in Microsoft Dynamics AX 2012 R2  
MOC 80541 A Payroll in Microsoft Dynamics AX 2012 R2  
MOC 80544 A Warehouse Management System in Microsoft Dynamics AX 2012 R2  
MOC 80583 A Retail in eCommerce Stores: Installation and Configuration for MS Dynamics AX 2012  
MOC 80587 A Retail in eCommerce Stores: Development and Customization for MS Dynamics AX 2012  
MOC 80579 A Microsoft Dynamics AX 2012 R2 Process Manufacturing New Features  
MOC 80536 A Retail Application Functionality in Microsoft Dynamics AX 2012 R2  
MOC 80304 A Development II in Microsoft Dynamics AX 2012

## **Microsoft Dynamics CRM**

MOC 80289A What's New in Microsoft Dynamics CRM 2011  
MOC 80290A Marketing Automation in Microsoft Dynamics CRM 2011  
MOC 80291A Sales Management in Microsoft Dynamics CRM 2011  
MOC 80292A Service Management in Microsoft Dynamics CRM 2011  
MOC 80293A Service Scheduling in Microsoft Dynamics CRM 2011  
MOC 80294 Microsoft Dynamics CRM 2011 Customization and Configuration  
MOC 80295 Extending Microsoft Dynamics CRM 2011  
MOC 80296A Microsoft Dynamics CRM 2011 Installation and Deployment  
MOC 80442A Introduction to Microsoft Dynamics CRM 2011  
MOC 80444 A Workflow and Dialog Processes in MS Dynamics CRM 2011  
MOC 80445 A: Reporting in Microsoft Dynamics CRM 2011  
MOC 80446 A Administering Microsoft Dynamics CRM 2011  
MOC 80539 A Installation and Deployment in Microsoft Dynamics CRM 2013  
MOC 80542 A Customization and Configuration in Microsoft Dynamics CRM 2013  
MOC 80545 A Customer Service in Microsoft Dynamics CRM 2013  
MOC 80546 A Sales Management in Microsoft Dynamics CRM 2013

## **Microsoft Dynamics GP**

MOC 80571 A Introduction to Microsoft Dynamics GP 2013  
MOC 80572 A General Ledger in Microsoft Dynamics GP 2013  
MOC 80574 A Receivables Management in Microsoft Dynamics GP 2013  
MOC 80575 A Bank Reconciliation in Microsoft Dynamics GP 2013  
MOC 80576 A Fixed Assets in Microsoft Dynamics GP 2013

## **IBM Mainframe & Midrange:**

### **z/OS Core Skills**

MVS Skill Pack for z/OS  
z/OS TSO/E and ISPF  
MVS Job Control Language Workshop  
Advanced MVS JCL and Utilities  
z/OS UNIX Systems Services Introduction

## **z/OS Systems Programming**

- SMP/E Fundamentals
- z/OS Technical Bootcamp
- z/OS UNIX Systems Services Implementation
- z/OS Internals Bootcamp
- z/OS Installation
- z/OS Operational Changes
- z/OS Architectural Changes
- z/OS Diagnostics and Debugging
- Parallel Sysplex Overview
- Parallel Sysplex - Setup and Operation
- z/OS Parallel Sysplex Concepts for System Programmers
- Parallel Sysplex Advanced Operations & Recovery
- HCD and IODF Fundamentals
- z/OS Advanced Internals

## **Mainframe Operations**

- CICS/TS Concepts and Commands for Operations
- z/OS Systems Operations
- NetView for Operators
- IMS Operator Training
- VTAM Facilities and Operations
- JES2 Operation
- JES3 Operation
- Mainframe Developer Bootcamp

## **z/VM & Linux for zSeries**

- z/VM Systems Programming Workshop
- Linux on z/VM Systems Programming
- z/VM and Linux Networking Overview
- z/VM and Linux on System z Architecture Seminar
- Basic z/VM and Linux on z/series Operations Workshop
- z/VM 620 on System z Boot Camp

## **z/OS Performance**

- Understanding Workload Manager (WLM)
- z/OS Performance Tuning and Control with WLM
- WLM GOAL Mode Migration
- z/OS WLM and Workload Licensing Changes
- Performance Management using TMON/MVS

## **z/OS Security**

RACF Administration  
CA-ACF2 Basics  
CA-ACF2 CICS/TS Interface

## **Cobol**

COBOL Application Programming  
Advanced COBOL Programming

## **CICS**

CICS/TS Command Level Application Programming  
CICS/TS Advanced Application Programming Workshop  
CICS/TS Application Debugging Workshop  
CICS/TS Structure & Problem Analysis  
CICS/TS for System Programmer  
CICS/TS Command Level Programming

## **REXX**

REXX Programming for z/OS  
REXX in a Multi-Platform Environment  
Advanced REXX Programming  
Introduction to Object REXX Programming  
Introduction to ISPF Dialog Management

## **Assembler**

Introduction to Assembler Language  
Intermediate Assembler Language  
Advanced Assembler Language

## **VSAM**

VSAM COBOL Programming  
VSAM/IDCAMS Utility  
VSAM KSDS Performance and Tuning

## **Easytrieve**

Easytrieve Plus for Business Professionals  
Easytrieve Plus for Programmers

## **IMS**

IMS Basic Programming Techniques  
Advanced IMS Programming  
IMS Teleprocessing Techniques

## **Application Tools**

InterTest for Batch Testing and Debugging  
InterTest for CICS/TS Testing and Debugging  
File Manager for z/OS and DB2

## **i5/OS & AS/400**

IBM i (iSeries, AS/400) Security Audit and Vulnerability Assessment Workshop  
IBM i (AS/400) Concepts with Control Language  
IBM i (iSeries AS/400) Expanded Security Workshop  
IBM i (iSeries, AS/400) QAUDJRN Auditing and Forensic Analysis Workshop  
IBM System i (AS/400) System Operations Workshop  
IBM i (AS/400, iSeries) Expanded Operations Workshop  
Introduction to ILE RPG IV Programming  
IBM i Query Workshop for Technical Staff and End Users  
IBM i (iSeries AS/400) Administration & Control  
IBM System i (AS/400) Concepts and Facilities  
System i (AS/400) Security Management Workshop  
IBM i Defense: Security and Recovery

## **Virtualization, Cloud, VMware & Citrix:**

### **Citrix**

Citrix XenApp 6.5 Administration CXA-206-1  
Citrix XenApp 6.5 Advanced Administration CXA-301-1  
Citrix XenServer 6.5 Administration (CXS-300-1)  
Citrix NetScaler 10.5 Essentials and Networking CNS 205  
Managing App and Desktop Solutions with Citrix XenApp and XenDesktop 7.6 (CXD-203)  
Implementing Citrix NetScaler 10.5 for App and Desktop Solutions (CNS-207)  
Citrix XenApp and XenDesktop Help Desk Support (CXD-105)  
Citrix NetScaler 10.5 Advanced Implementation (CNS-301)  
Deploying App and Desktop Solutions with Citrix XenApp and XenDesktop 7.6 CXD-300  
Citrix XenApp and XenDesktop Help Desk Support (CXD-105)  
Deploying Enterprise Mobility Solutions with Citrix XenMobile 10 (CXM-303)  
Designing, Deploying and Managing Enterprise Mobility Solutions with Citrix XenMobile (CXM-302)  
Deploy and Manage Citrix XenApp/XenDesktop 7.6 Fast Track (CMB-300)  
Managing and Supporting a Mobility Solution with Citrix XenMobile (CXM-202)

## **Cloud Computing**

Cloud Computing: Executive Overview  
Virtualization Essentials  
Cloud Essentials  
Cloud Solutions Architect  
Cloud Security & Governance  
Cloud Service Manager

## **VMware**

VMware vSphere 5.x with ESXi and vCenter  
Virtualization, Private Clouds and VMware vSphere  
VMware vSphere 5.X Boot Camp  
VMware vSphere 6.x Boot Camp  
Desktop Virtualization with VMware Horizon View 6.0

## **Help Desk, Apple, CompTIA, Networking & Security:**

### **Help Desk/Support**

Tier 1 Support Specialist  
Support Operations Manager  
Support Operations Team Lead  
Customer Support Agent

### **CompTIA**

CompTIA A+ Certification: A Comprehensive Approach  
CompTIA Network+  
CompTIA Server+ Certification  
CompTIA Storage+  
CompTIA Security+  
CompTIA® Mobile App Security+ iOS Edition (Exam IOS-001)  
CompTIA® Mobile App Security+ Android Edition (Exam ADR-001)  
CompTIA® Mobility+® (Exam MB0-001)  
Social Media Security Professional (SMSP)  
Social Media Engineering & Forensics Professional (SMEFP)  
CompTIA Healthcare IT Technician  
CompTIA Cloud Essentials  
Google Cloud Fundamentals  
Introduction to Cloud Computing  
Salesforce Certified Service Cloud Consultant



## **Apple**

Yosemite 101 OS X Support Essentials 10.10  
Yosemite 201 OS X Server Essentials 10.10  
Yosemite 101+201 Apple Certified Technical Coordinator 10.10 Bootcamp  
Apple Certified Technical Coordinator 10.9 Bootcamp  
Mobile Device Manager & Profile Manager (Lion 303)

## **TCP/IP & VOIP**

Introduction to Enterprise TCP/IP  
Advanced Enterprise TCP/IP  
Storage Networking over TCP/IP  
TCP/IP Networking Concepts and z/OS Configuration  
Voice Over IP (VoIP)  
Introduction to IPv6  
Advanced IPv6 Migration  
IPv6 Security Migration  
IPv6 Bootcamp Course

## **Network Security**

Internet Security Basics  
Wireless LAN Administration (CWNA)  
Wireless Network Security  
Enterprise Wi-Fi Security, (CWSP)  
EC-Council Certified Ethical Hacking and Countermeasures (CEHv8)  
Foundations in Penetration Testing  
Accelerated Hacking - A Hands-on Adventure  
Computer Hacking Forensic Investigator v8 (CHFI)  
Certified Information Security Auditor (CISA)  
Certified Information Security Manager (CISM) Certification  
Introduction to Secure Sockets Layer  
Combating Social Engineering  
ISSO Boot Camp  
RESILIA Foundation  
EC-Council Security Analyst Program (ECSA)  
EC-Council Certified Incident Handler (ECIH)  
EC-Council Certified Encryption Specialist (ECES)  
EC-Council Certified Secure Computer User (CSCU)  
EC-Council Chief Information Security Officer (CCISO)  
EC-Council Certified Secure Programmer - Java (ECSP)  
EC-Council Certified Network Defense Architect (CNDA)

## **Cisco & Juniper Networking and Advanced Technologies:**

### **Cisco Routing & Switching**

Interconnecting Cisco Network Devices Part 1 2.0 ICND1  
Interconnecting Cisco Networking Devices Part 2 v2.0 ICND2  
BGP - Configuring BGP on Cisco Routers  
ROUTE - Implementing Cisco IP Routing  
SWITCH - Implementing Cisco IP Switched Networks  
TSHOOT - Troubleshooting and Maintaining Cisco IP Networks  
Managing Enterprise Networks With Cisco Prime Infrastructure 2.2 (NMENPI)  
Interconnecting Cisco Networking Devices Accelerated CCNAX  
CCNP Bootcamp (ROUTE, SWITCH, and TSHOOT)  
CCIE R&S Written Bootcamp  
SIP Trunk Optimization (SIPTO)

### **Cisco Contact Center**

UCCX - Deploying Cisco Unified Contact Center Express 10.6  
Administering Unified Contact Center Enterprise Part 2 v10.X (AUCCE 2)  
Deploying Unified Contact Center Enterprise v10 (DUCCE)  
Deploying Cisco Unified Intelligence Center Plus 10.x (DUIC+)  
Administering Unified Contact Center Enterprise Part 1 V10 (AUCCE 1)  
VFCC 8.0 - Cisco Voice Fundamentals for Contact Centers 8.0  
Advanced Contact Center Express Scripting Labs v9.0 (ACCXSL 9.0)

### **Cisco Unified Communications**

QOS - Implementing Cisco Quality of Service 2.5  
Configuring Cisco Nexus 7000 Switches v3.0 (DCNX7K)  
Introducing Cisco Voice and Unified Communications Administration v8.0  
ICOMM  
Implementing Cisco Unified Communications Voice over IP and QOS 8.0  
CVOICE  
Implementing Cisco Unified Communications Manager Part 1 v8.0 CIPT 1  
Implementing Cisco Unified Communications Manager Part 2 v8.0 CIPT 2  
Troubleshooting Cisco Unified Communications v8.0 TVOICE  
Administering Cisco Unified Communications Mgr. and Unity Connection v8.0  
ACUCM w/AUC  
Advanced Administration for Unified Communications Manager and Features-  
AAUCMF

### **Cisco Security**

Implementing Cisco IOS Network Security IINS v2.0  
ASA Essentials 3.0 (ASAE)

## **Cisco Data Center & Storage**

Data Center Unified Computing Implementation (DCUCI 5.0)  
Introduction to Cisco Data Center Networking & Technologies Bootcamp  
(DCINT)  
Cisco Data Center Application Centric Infrastructure 1.0 (DCAC9K)  
Implementing Cisco Data Center Unified Fabric 5.0 (DCUFI)

## **Cisco Wireless**

Implementing Cisco Unified Wireless Networking Essentials IUWNE  
CUWNBC - Cisco Unified Wireless Networking Bootcamp: Deploying Cisco  
Wireless LANs Basic and Advance  
Cisco Unified Wireless Networking v7.2  
Managing Cisco Wireless LANs (WMNGI)  
Cisco Video  
Implementing Advanced TelePresence Video Solutions Part 1 v1.0  
Implementing Advanced TelePresence Video Solutions Part 2 v1.0  
TVS Accelerated Implementing Advanced TelePresence Video Solutions Parts 1  
and 2 (TVS Accel)

## **Juniper Firewall/VPN**

Introduction to JUNOS Software (IJOS)  
Advanced Junos Security (AJSEC)  
Junos Intrusion Prevention System Functionality (JIPS)  
Integrating Juniper Firewalls into HA (IFVH)  
Implementing Intrusion Detection and Prevention (IIDP)  
Configure Juniper Firewalls / IPsec VPN Products (CJFV)  
Juniper ScreenOS Advanced VPN (AJVI)  
SRX JUNOS Security Bundle (IJOS&JRE&JSEC)  
Network Security Management Fundamentals (NSMF)  
JUNOS for SRX Security Platforms (JSEC)  
JNCIS-FWV Bundle Training (AJVI & IFVH)  
JNCIA-FWV Combo (CJFV & JMTP)  
Juniper Management and Troubleshooting (JMTP)

## **Juniper Routing & Switching**

JUNOS Routing Essentials (JRE)  
Configuring Juniper Networks Routers (CJNR)  
Junos Space (SPACE)  
Advanced Routing VPNs (AVPN)  
Advanced Routing Policy (APOL)  
Advanced JUNOS Service Provider Routing (AJSPR)  
Advanced Juniper Networks Enterprise Routing (AJRE)  
Advanced Juniper Enterprise Switching (AJEX)

## **Juniper SSL VPN, and CISSP**

Configuring Juniper Networks Secure Access (CJSA)  
Advanced Juniper Networks Secure Access (AJSA)

## **Juniper Wireless**

Introduction to Juniper Networks Wireless LANs (IJWL)  
Advanced Juniper Networks Wireless LANs (AJWL)

## **Authorized HP Education:**

### **Authorized VMware**

H6D01S VMware vSphere: Install, Configure, Manage (V5.5)  
H6D02S VMware vSphere: Optimize and Scale (V5.5)  
HL237S VMware vSphere 5.x: Design Workshop  
H6D03S VMware vSphere: Fast Track (V5.5)  
H4S50S vSAN Deploy and Manage [V5.5]  
H1L98S VMware Center Configuration Manager for Virtual Infrastructure Management

### **Blades & ProLiant**

H4C04S HP OneView Administration  
HE646S HP BladeSystem Administration  
HE643S: Introduction to HP ProLiant Servers  
HK758S HP Virtual Connect

### **Business Analysis**

HE551S Principles of Business Analysis

### **HP - Unix & Linux**

U2794S Linux for UNIX Administrators  
H4C12S HP Serviceguard on Linux  
51434S UNIX Fundamentals  
U8583S Linux Fundamentals  
U8531S Linux Troubleshooting

### **HP Big Data**

H6C60S Hadoop for Systems Administrators

### **HP Business Analysis**

HE541S Managing IT Projects

## **HP Cloud Computing**

H6C68S Introduction to OpenStack Foundations  
HK922S Cloud Foundation  
HK916S Matrix OE: Infrastructure Orchestration Integration  
HL970S HP Education Cloud Simulation  
H4S72S Object Storage in OpenStack® using Swift  
H4C05S HP CloudSystem Foundation  
H4C08S HP CloudSystem Enterprise Administration

## **HP Integrity**

HK713S HP Integrity Superdome 2 Administration

## **HP Networking**

HK651S HP Access Layer Network Technologies using ProVision Software  
HL048S IMC Essentials for Network Administrators  
H1L30s (00836910) Advanced HP Converged Infrastructure Networking (14.11)  
H4C81S HP FlexNetwork Fundamentals (00870186)  
H4C87S Configuring HP FlexNetwork Technologies for Comware Devices  
H8D09S Fast Track for Deploying HP FlexNetwork Comware Technologies

## **HP NonStop**

HG767S HP NonStop NB-Series Operations Management Differences  
HK286S Introduction to HP NonStop Field Support Training  
U4147S Concepts and Facilities for HP NonStop Systems  
U4195S Performance Analysis and Tuning for HP NonStop Systems  
U4199S TACL Programming  
HK595s HP NonStop CLIM Support Workshop

## **HP Storage**

HK364S HP StoreVirtual 4000 Storage Administration and Configuration  
HK902S Managing HP 3PAR StoreServ I  
UC434S HP Accelerated SAN Essentials  
HK910S HP StoreFabric B-Series Switch Administration  
HK904S Managing HP 3PAR StoreServ II (00776792)  
HK766 Managing HP StoreOnce Backup Solutions (00811836)  
HK970S HP StoreEasy Configuration, Administration and Troubleshooting  
HK911S HP StoreFabric B-Series Fabric Professional

## HP-UX

H3064S HP-UX System and Network Administration I

H4322S POSIX Shell programming

H5875S HP-UX for Experienced UNIX System Administrators

H6487S HP Serviceguard I

HK711S HP-UX 11i v3 Administration for Experienced 11i System Administrators

H4C11S HP Serviceguard on Linux for HP-UX Administrators



# **Communication & Business Skills**

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## **Personal Effectiveness**

Conquering Stress and Anxiety through Mind/Body Awareness  
Critical Thinking and Creative Problem-Solving  
Personal Effectiveness through Emotional Intelligence  
Practical Time and Workload Management  
Continuous Improvement for Superior Results  
The Art and Science of Evaluating Programs  
Integrated Business Planning  
Managing Your Career for Short and Long Term  
Using Social Media  
The Time and Stress Management Workshop  
The Creative Problem-Solving and Decision-Making  
Managing Projects On-Time, On-Budget  
Creative Techniques for the Classroom  
The Conflict Management Workshop  
Corporate Social Responsibility: Influencing Positive Change in You

## **Professional & Personal Development**

Facilitation Skills for IT Professionals - JAD and Business Requirements  
Gathering and Validation W  
Influencing Others - Managing Expectations and Outcomes for IT Professionals  
Internal Consulting Skills for Information Technology Professionals

## **Interpersonal & Communication Skills**

Improving IT Service Response to Business Demands  
Active Listening Skills  
Assertiveness and Conflict Resolution  
Dealing with Difficult People  
Generations in the Workplace  
Powerful Negotiation Skills  
Using Positive Influencing Skills in the Workplace  
Telephone Skills for Superior Customer Satisfaction  
Managing the Human Dynamics of Change & Transition  
Managing Skills for Non-Managers  
Critical Thinking and Creative Problem-Solving  
Conducting an HR Audit  
Thriving on Change  
Thriving in a Time of Change: Tools for Working in a Changing Organization  
People Skills for Project Managers  
Influencing Others to Achieve Results  
Advanced Facilitation Skills for Trainers

## **Interpersonal & Communication Skills (continued)**

Presenting for Success  
Managing Change without Pain  
Five Star Customer Service Excellence  
Effective Communication and Feedback Skills  
Negotiation Skills for IT Professionals  
Presentation Skills for IT Professionals  
ESL: Accent Improvement Training

## **Supervisory & Management**

Building High-Performing Teams  
Coaching for a High Performance Team  
Delegation Skills for the Workplace  
Making the Transition from Co-Worker to Team Leader  
Managing for Superior Results I: The Fundamentals of Supervision  
Effective Team Facilitation  
Managing Individual Performance  
Integrated Risk Management  
Managing Change  
Managing by Metrics  
Strategically Managing the Training Function  
Performance Management  
Masterful Leadership and Motivation  
Designing Performance-Based Instruction  
Designing and Delivering High-Impact Training  
Delivering Training with Impact  
Identifying Training Needs  
Coaching for Performance  
Technical Leadership: Business, Strategic, and Operational Value  
Recruitment and Interviewing Techniques for Managers  
Coaching Skills for the IT Professionals  
Leadership for IT Professionals

## **Six Sigma and Lean**

Six Sigma White Belt  
Lean Six Sigma Yellow Belt  
Lean Six Sigma Green Belt  
Lean Six Sigma Black Belt  
Lean Bronze Test Prep and Lean Foundations Training



## **Technical & Business Writing**

Writing Technical Information Effectively  
Business Writing for Impact and Influence  
Advanced Workshop for Technical Writers  
Advanced Business Writing  
Documenting Business and Technical Requirements  
Practical English Grammar Skills  
Writing Strategies for the Web  
Proofreading and Editing  
User Guides that Get Used  
Proposal and Report Writing  
Proposals with the Competitive Edge  
Writing Effective Briefing Notes  
Conducting a Successful User Needs Analysis  
Writing Technical Descriptions, Requirements & Procedures  
Writing for the Web and Mobile Devices  
Business Writing for Managers

## **Social Media for Business**

Social Networking Strategies & Tactics for Business Success  
Google Search Strategies & Tactics for Business Success  
LinkedIn Strategies & Tactics for Business Success  
Twitter Strategies & Tactics for Business Success  
Facebook Strategies & Tactics for Business Success

## **Business Analysis, Design & Agile**

Business Analysis  
Business Analysis Essentials  
Business Analysis for IT Professionals  
Business Analysis and Requirements Gathering  
High Quality Business Requirements  
Consulting Skills for the Business Analyst  
Project Management Skills for the Business Analyst  
Modeling Techniques for the Business Analyst  
Preparation for the CBAP Certification Exam  
Preparation for the CCBA Certification Exam  
Writing Effective Requirements  
Writing Effective Business Cases  
PBA04 - PMI Professional in Business Analysis (PMI-PBA) Exam Preparation Course  
BA26 Requirements Eliciting

## **Design Requirements**

- Introduction to UML
- Object Oriented Analysis & Design with UML
- Domain Analysis and Design using UML
- UML, OO, Java and RUP Fundamentals
- Gathering and Documenting Requirements with Use Cases
- RUP Overview
- Use Case Workshop

## **Data Modeling**

- Introduction to Master Data Management Design
- Data Domains Master Data Management
- Agile DataBase Design Techniques
- Introduction to Data Modeling and Design Using Embarcadero ER/Studio
- Collaborative Data Modeling Using ER/Studio and Repository
- Foundations of Data Modeling and Design using ERwin R9.x
- Collaborative Data Modeling Using ERwin R9.x
- Introduction to Data Modeling

## **Agile Development**

- Implementing an Agile Project
- Agile for Business Analysts
- Planning and Managing Agile Projects
- Managing SW Projects Using Scrum
- Managing the Agile Product Development Life Cycle
- Certified Scrum Master (CSM)
- Certified Scrum Product Owner (CSPO)
- Certified Scrum Developer (CSD)
- Professional Scrum Foundations (PSF)
- Professional Scrum Master (PSM)
- Professional Scrum Product Owner (PSPO)
- Leading SAFe (SA)
- SAFe Program Consultant (SPC) Training & Certification Course
- SAFe Product Owner (SPMPO)
- Professional Scrum Developer (PSD)

## **Service Oriented Architecture (SOA)**

- Introduction to SOA and Web Services
- Understanding SOA: A Technical Overview
- SOA Overview for Non-Technical Managers
- SOA Architecture and Design Principles
- Service-Oriented Modeling & Architecture (SOMA)
- Service-Oriented Architecture -SOA Analysis

## **User Interface/User Experience- UI/UX**

UI/UX Interaction Design Intensive  
UI/ UX Mobile Design Foundational-fast track  
UX Webinars: Special Topics in UX  
UI/UX Foundational- Fast Track  
Design Thinking for Mobile Innovation  
User Research- Desktop (Social/Web/Web App)  
Usability Testing- desktop (social/web/web app)  
Mobile User Research  
Mobile Usability Testing  
Applied Project- UX A-Z with real deliverable



# Leadership and Supervisory Skills

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Building a Collaborative Relationship with your Peers  
Building a Constructive Relationship with Your Manager  
Business Requirements Management  
Building Strong Teams  
Clarifying Team Roles and Responsibilities  
Coaching: Bringing Out the Best in Others  
Coaching for First-line Supervisors  
Coaching for Optimal Performance  
Coaching for the Supervisor  
Collaboration and Negotiation  
Collaborative Relationships  
Communicating to Collaborate  
Communication for Technical People  
Communication for First-Line Supervisors  
Conflict Management  
Communication Strategies  
Communication – Oral, Written and Email  
Conflict Management and Coaching  
Conflict Resolution and Crisis Management  
Constructive Criticism & Discipline Skills for Managers  
Consulting and Communication Skills for the IT Professional  
Consulting Skills Refresher Sessions  
Critical Thinking  
Cultural Competency  
Customer Satisfaction, Excellence in  
Dealing with Emotional Behavior  
Design of Experiments (DOE 1)  
Diversity Awareness Workshop  
Documenting Business and Technical Requirements  
Effective Appraisal of Employee Performance  
Effective Discipline  
Effective Oral and Written Communication  
Effective Written Communication and Email  
Effective Problem Solving  
Emotional Intelligence  
Emotional Intelligence in Leadership  
Employment Interviewing  
Enterprise Architecture  
Entrepreneurial Spirit – Operational Ownership  
Establishing Performance Expectations  
Executive Level  
Strategic Facilitation  
Top Management RENEWAL: Vision, Mission, Values, Guiding Principles  
Setting of Annual and Quarterly Goal and Action Plans Market Analysis

## **Leadership and Supervisory Skills (continued)**

Voice of the Customer  
Creation of Balanced Scorecard and Strategy Map  
Certified Executive Coaching for Current and Next Level Succession Planning  
Speaking, Image, Crisis  
Speechwriting Project SME Support (strategic, financial, operations)  
Think Tank (primary and secondary research, white papers)  
Lean and Six Sigma Certification for Sponsors  
PMO and Portfolio Management – Setting Up the Office for Strategic Implementation  
Finance in Capital Markets  
Finance for the Non-Financial Leader  
Fostering Accountability in Self and Others  
Frontline Leadership  
Function Point Training  
Fundamentals for Production: Front-line Leader Tool Set  
Gaining Commitment to Preset Goals  
Getting Your Ideas Across  
Human Dynamics of Change and Transition  
Identifying Work Priorities and Setting Goals  
Improving IT Service Response to Business Demands  
Information Technology Executive and Managerial Skills  
Interview Techniques – “The Fact Finding Mission”  
IT Strategy, Enterprise Architecture and Marketplace Transformation  
Kepner-Tregoe Decision Making – Structured Problem Solving Technique  
Knowledge Management and Succession Planning  
Leadership Architecture  
Leadership and Executive Coaching  
Leadership, Executive Coaching and Strategy  
Leadership and Self-deception  
Leadership for First-Line Supervisors  
Leading and Coaching a High Performance Organization  
Legal Matters for Supervisors  
Maintaining a Positive and Proactive Attitude  
Managing Change  
Managing in Difficult and Challenging Times  
Managing IT Projects  
Managing Supplier Partnerships  
Managing with Metrics  
Managing Remote Workers  
Marketing the IT Organization Internally  
Meetings, Effective  
Meeting Techniques  
Motivation and Employee Management  
Multi-Generational Teamwork

## **Leadership and Supervisory Skills (continued)**

Negotiation & Assertiveness Skills  
Operations Management  
Performance Management  
Personal Productivity  
Politics of IT Project Management  
Powerful Presentations  
Presentation and Communication Skills for the IT Professional  
Principles of Supervision and Leadership  
Principles of Workflow Management  
Proactive Listening  
Problem Solving and Decision Making  
Project Management 101  
Resolving Team Conflicts  
Setting and Achieving Metrics and Milestones  
Strategic Leadership for Emerging Leaders  
Stress Management  
Supervisor Effectiveness, Improving  
Survey Design – “Using Surveys Polling for Information”  
Taking Corrective Action  
Teambuilding  
Teambuilding Adventure Challenge  
Teambuilding/Project/Project Team Improvement Using “5 Dysfunctions of Teams” and DISC Approach  
Teambuilding Training Intervention  
Technical and Legal Writing  
Technical Leadership for Architects  
Technical Teambuilding & Technical Leadership Development Using DISC Methodology  
Team Effectiveness, Improving  
Team Facilitation, Effective  
Team Oriented Problem Solving – 8 Disciplines Workshop  
Telephone Skills for Superior Customer Satisfaction  
Time Management  
Time Management for IT Professionals  
TSP Coach Training  
Value Stream Mapping  
Walkthrough Project  
Writing Technical Information Effectively



# Logistics and Supply Chain Management

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Just-in-Time: Supply Chain, Logistics, Inventory and Production Using World-Wide JIT Principles

Logistics and Supply Chain

Supply Chain Management: Process, Methods, and Strategy Warehousing

## International Supply Chain Management

Building Safety and Diversity in Supply Base

Campus Location and Supplier Communities of Excellence

Commodity Management

Cross-Docking, Routes, and Modes

Error Proofing and Supply Chain (RFID, ILS, Bar Code)

Freight, Shipping, and Tax

Global Supply Chain: Business and Regulatory Considerations

Supply Chain Management: Software and Process Excellence

Leadership: Buyer and Lead Buyer Best Practices

Process Innovation and Procurement

Metrics and indicators for GP&S

Supply Chain: Globalization and Localization

Supply Chain: Risk vs. Lean

Logistics: 3<sup>rd</sup> and 4<sup>th</sup> Party Solutions and Lead Logistics Providers

Negotiations with Suppliers

Total Cost of Ownership

Value Stream Mapping Supply Logistics, Engineering, Manufacturing, and Procurement

Terms and Cost of Capital

Volume Discounts and Length of Deal

International Supply and Demand Foundations

Leveraging the Enterprise Resource Planning (ERP) Software and Process

Lead Time Reduction

Stochastic Models and Value Management

Scale and Robust Supply Chain Principle

Supplier Scorecard: Quality, Cost, Timing, Risk, and Innovation Gains

Introduction to Imports and Exports

# Manufacturing Technology and Processes

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AC /DC Electrical Diagrams, Components, Test Equipment and Troubleshooting Fundamentals  
AC/ DC Electronics  
Arc Flash  
Automotive Fundamentals  
Basic G code  
Basic M code  
Biofuels Technology: Ethanol  
Blue Print Reading  
Blue Print Reading and Schematics and Metrology  
Boiler Plant Operations and Maintenance  
Calibration  
CMMI & SPICE Requirements  
Computer Literacy  
Computer Numerical Control (CNC)  
Confined Space  
Conveyor Transfer Systems  
Cranes and Rigging  
Design for Manufacturability (DFM)  
Development of Fixtures and Gages for MSA, Poke-Yoke, Ergonomics (not CAD)  
Electrical Print Reading  
Electrical Troubleshooting  
Electricity and Electronics Fundamentals  
Electromagnetic Compatibility (EMC)  
EXCEL for Industry – Developing SPC, GRR, Capability Template, Scrap Reports, Pivot Tables, etc.  
Fanuc Operations and Spot Tool Programming  
Fluid Power  
Framing Systems  
Gage R&R (MSA)  
Gear Design  
Geometric Dimensioning and Tolerancing (GD&T)  
GD&T for Design  
GD&T and Metrology  
Green Construction  
Health and Safety  
HVAC  
Hydraulics Fundamentals  
Industrial Vacuum Technology  
Injection Mold Process  
Introduction to Test Equipment and Troubleshooting  
Measurement Uncertainty  
Manual Lathe



## **Manufacturing (continued)**

Manual Mill  
Laser welding and cutting systems  
Lean Manufacturing  
Leak, cold and Torque test stations  
Machine Tool  
Maintenance and Repair  
Mechanical Systems and Drives  
Mechanical Systems and Drives and Power Transmission  
Mechatronics  
Medium Voltage Circuit Breaker Maintenance  
Metrology Basics  
Millwright Basics  
Motor Controls and Relay Logic Circuits  
Optimizing Speed and Feeds  
PC DMIS  
Piercing fixtures  
Pipefitting  
Pipefitting and Tube Bending  
PLC and Communication Devices  
PLC and Control – RS Logix 5000  
PLC Fundamentals  
PLC Maintenance and Troubleshooting – RSLogix 5000  
PLC Programming Software AB, Siemens, Mitsubishi etc.  
PLC Program Design  
Pneumatic Gage  
Pneumatics and Hydraulics  
Pneumatics Fundamentals  
Predictive and Preventative Maintenance  
Principles of Manufacturing  
Power Generation Protective Relay Maintenance  
Power Transmission  
Principles of Manufacturing  
Process Optimization  
PROFIBUS and NET PRO Introduction  
Program Metrology  
Project Management  
Protective Relay Maintenance  
Pumps, Seals, Bearings and Lubrication  
Quality  
Rigging/ Heavy Truck  
Rigging and Machine Leveling  
Robotic or manual sealant applications, urethane, adhesive, foam  
Robotics  
Robotics – Advanced Fanuc Operations and Programming

## **Manufacturing (continued)**

Robotics – Electrical Trouble shooting  
Robotics – Mechanical Troubleshooting  
Robotics – Operations and Programming  
Robots Operation, Mechanical and Electrical Troubleshooting  
RS LOGIX 5000 and Communications  
Scissor Lift  
Seals  
Sheet Metal Fabrication  
Sheet steel blanking systems  
Shop Math and Blueprint Reading  
Siemens SIMATIC S5 to S7  
Siemens SIMATIC S7 and Communication Devices  
Siemens CNC – D Series Controls  
Smart Grid Power Distribution Systems  
Thermoforming  
Tool Selection  
Weldgun repair  
Welding  
Welding and Fabrication  
Welding systems, both resistance welding and heavy  
exposition wire systems, theory and application



# **Project and Program Management**

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## **Project Management Advanced**

Emotional Intelligence and Leadership for PMs  
Project Management Boot Camp  
Advanced Project Management for the Experienced Practitioner  
Controlling Project Risk: Managing Threats and Promoting Opportunities  
Project Scope and Risk Management  
Procurement and Cost Management  
Design and Implementation of the Next Generation PMO  
Leadership Skills for the Project Professional  
Managing Change Initiatives  
When Good Projects Go Bad  
Rescuing Troubled Projects  
Managing Projects Well  
Human Resources, Stakeholder and Communications Management  
Time Management and Scheduling  
Managing a Project with Your Team  
PM25 - Tools for Conducting Effective Meetings

## **Project Management Foundations**

Project Management for Executives  
Project Management Fundamentals  
Executive IT Portfolio and Program Management  
PgMP Bootcamp  
Essentials of Program Management  
Quality Management and Project Integration  
Getting Project Results without Authority

## **PM Certification**

Preparation for the PMP Exam  
Preparation for the CAPM Exam  
PMI Agile Certified Practitioner

## **Project Portfolio Management**

What Project Portfolio Management Can Do for Your Business  
Essentials of Project Portfolio Management  
Project Portfolio Management: What Every Executive Must Know  
Executive's Guide to Project Portfolio Management  
Implementing Practical Project Portfolio Management  
Reach Your Strategic Goals: Getting the Most out of Projects  
Advanced Project Topics for the Business Manager

## **Microsoft Project Management Tools**

MOC 55054 A Mastering Microsoft Project 2013  
MOC 55077 A Project Server 2013 Development  
MOC 55107 A Managing Projects with Project Server 2013

## **Program and Project Management**

Advanced Project Management  
Applied Project Management with Risk Management  
Breakthrough Planning  
Business Analysis for IT Professionals  
Business Process Modeling  
Business Process Reengineering  
Continuous Improvement  
CRM – Customer Relationship Management  
Defining and Managing User Requirements  
Enterprise Architecture  
Estimating and Cost Control  
Formulating and Controlling Project Requirements  
Function Point Training  
General Project Management to PMP Certification  
Human Resources  
Human Resources and Communications Management  
High Quality Business Requirements  
Information Technology Project Management  
Innovation and Practical Problem Solving  
Keeping Focus - Building Trust and Accountability  
Microsoft Project 2010  
Negotiating for Results  
Operational Finances  
Organization Development  
Preparation for the CBAP Certification Exam  
Principles of Workflow Management  
Procurement, Contract and Cost Management  
Professional and Career Development  
Program and Project Management  
Program Management Fundamentals  
Project Estimating and Scheduling  
Project Leadership/Team Effectiveness  
Project Management Foundations  
Project Management I – Fundamentals  
Project Management Fundamentals for IT Projects  
Project Management and Business Analysis  
Project Management and IT Application Rollout  
Project Management Institute

## **Program and Project Management (continued)**

Project Management Leadership Skills  
Project Management Principles and Techniques  
Project Management Professional (PMP) Preparation  
Project Management Skills for the Business Analyst  
Project Management – Managing IT Projects  
Project Planning  
Project Requirements Management  
Project Scope and Risk Management  
Quality Management and Project Integration  
Requirements Analysis  
Reviewing Requirements and Design Adequacy  
Risk Management  
Setting and Achieving Metrics and Milestones  
Specialty Training Programs and Certificate Programs  
The Program Management Office Function  
Time Management  
Time Management and Scheduling  
Twenty One Ways to Review Requirements Adequacy



# Quality/Lean/Six Sigma/ISO

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## ISO

AS 9100-2004 Management Overview  
Auditing TS Core Tools  
Control Planning Workshop  
Implementing AS 9100-2004 Workshop  
Implementing ISO TS 16949-2002  
Implementing ISO TS 16949-2002 Workshop  
Implementing ISO 9001-2008 Workshop  
Implementing ISO 13485-2003 Workshop  
Implementing ISO TS 16949-2002 Workshop  
Implementing ISO 14001-2004 Management Overview  
Implementing ISO 14001-2004 Workshop  
ISO 9000 Internal Auditing  
ISO 9001:2000  
ISO 9001 Quality Management System  
ISO 9001-2008 Internal Auditor Workshop  
ISO 9001-2008 Management Overview  
ISO 13485-2003 Management Overview  
ISO 13485 Medical Device Standard  
ISO 14001 EMS  
ISO 14001 Executive Overview  
ISO 14001 Environmental Management System – Responsible Care  
ISO 14001 Environmental Management Systems – Construction Projects  
ISO 14001 Integrating QMS – Automotive Industry  
ISO 14001-2004 Internal Auditor Workshop  
ISO 14001-2004 Management Overview  
ISO 14001 Gap Analysis  
ISO 14001-2004 Internal Auditor Workshop  
ISO 14001-2004 Management Overview  
ISO 14001 Workshop – Aspects and Impacts Determination  
ISO 14001 Workshop – Environmental Management Programs  
ISO 14001 Workshop – Setting Objectives and Targets  
ISO 16949 Automotive Standards  
ISO 17025 Calibration Laboratories  
ISO 18001 Accident Reduction and Prevention  
ISO 20000 IT Service Management  
ISO 27001 IT Security Techniques  
ISO 29001 Petrochemical Industry  
ISO TS 16949-2002 Internal Auditor Workshop  
ISO TS 16949-2002 Management Overview  
ISO TS 16949:2009  
ISO TS 16949:2009 Process Mapping  
ISO TS 16949:2009 Procedure Upgrade

## **ISO (continued)**

Understanding ISO TS 16949-2002  
Understanding ISO 9001-2008

## **Lean**

Advanced Lean  
Business Process Reengineering  
Hoshin-Kanri: Aligning Strategy and Operations  
Kaizen: Conducting a Lean Improvement On-site  
Lean Overview  
Lean Accounting  
Lean Certification I & II  
Lean Engineering  
Lean ERP  
Lean Finance  
Lean Government  
Lean Health Care  
Lean IT  
Lean Management Systems  
Lean Manufacturing  
Lean Marketing  
Lean Maturity Model  
Lean Office and Corporate Assessment  
Lean Pharm  
Lean Principles and Tools  
Lean Tools  
Lean Toolset Overview  
Lean Services, Call Center and Banking  
Lean Six Sigma  
Organizational Lean Assessment  
Organization Around Lean: 5S  
Advanced Lean: Kaizen

## **Six Sigma**

DMAIC or DFTS Principles of Design for Six Sigma  
Six Sigma Overview  
Six Sigma Green Belt Overview  
Six Sigma Green Belt  
Six Sigma Green Belt Project  
Six Sigma Black Belt  
Six Sigma Master Black Belt  
Six Sigma White/Yellow Belt  
Six Sigma the Human Side of Lean

## **Quality**

Advanced Product Quality Planning (APQP) – Overview  
Advanced Product Quality Planning (APQP) – How to Workshop  
APQP, FMEA & Control Plans  
APQP & FMEA for Tooling and Equipment Manufacturing  
Ambiguity Analysis and Design  
Application LM Quality Center v11  
Automotive/Production Core Tools  
Business Improvement Processes  
Capturing Baseline Metrics  
Comprehensive Quality Overview for the Banking Industry  
Control Planning Workshop  
Control Plans and Planning  
Corrective Action Workshops  
Cost of Quality  
Design FMEA  
Design of Experiments  
Design Verification Plan and Report (DVP&R)  
Developing ST Strategies and Cases  
Effective Problem Solving – Corrective Actions, Root Cause Analysis, 8D, 7 Step and 5Why  
Error Proofing Workshop  
First Piece Inspection  
FMEA Potential Failure Mode and Effects Analysis  
FMEA Workshop  
Geometric Dimensioning and Tolerancing (GD&T)  
GDT for Design  
Introduction to Statistical Process Control  
Measurement Systems Analysis (MSA)  
OHSAS 18001  
PPAP Overview  
Process FMEA with Control and Reaction Plans  
Process Improvement Simulation  
Process Mapping Workshop  
Problem Identification and Trouble Shooting  
Point of Cause: Fishbone Diagram and the “Five Why’s”  
Production Part Approval Process (PPAP)  
Quality Assurance Fundamentals  
Quality Assurance and Control  
Quality Function Deployment  
Seven Wastes: Identifying and Removing “Muda”  
Special Process Assessment  
Statistical Process Control (SPC)  
Sustainability of Value Capture  
The Capability Maturity Model Integrated  
Value Stream Mapping



**Quality (continued)**

Voice of the Customer  
5 S Workshop  
7 Step Corrective Action Process  
Total Productive Maintenance and Reliability



## Sales and Customer Service

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Achieving Service Excellence  
Business Acceleration and Growth Through SPIN Selling  
Call Center Overview  
Communication Strategies  
Connecting with Customers  
Conquering Customer Conflicts  
Consulting Skills for the IT Professional  
Customer Service Excellence Workshop  
Developing Customer Service Skills with IT Professionals  
Guiding Customer Conversations  
Handling Challenging Customers Effectively  
Healing the Customer Relationship  
Mastering Service  
Meeting the Unspoken Customer Needs  
Multi-Generational Teamwork  
Negotiating for Results  
Reaching for Stellar Service  
Resolving Issues that Impact the Customer  
Sales Training  
Selling and Marketing  
The Service Difference  
Voice of the Customer

