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1. **CAD/CAM/Product Life Cycle Management (PLM)**

   **CATIA**
   - V5 Fundamentals, Advanced Modeling, Surface Design, and Manufacturing
   - V6 Fundamentals & Manufacturing
   - SmarTeam
   - V6 ENOVIA

   **Unigraphics NX**
   - Fundamentals
   - Intermediate NX Design and Assemblies
   - Advanced Assemblies
   - Free Form
   - NX 7.5 Update

   **Pro Engineer**
   - Introduction to Pro/Engineer
   - Advanced Part & Surfacing
   - Mold Design

   **SolidWorks**
   - Essentials
   - Advanced Part, Assembly, and Surface Modeling
   - SolidWorks Enterprise PDM

   **AutoCAD**
   - AutoCAD/AutoCAD LT Fundamentals
   - Revit

2. **Courseware Development and Technical Writing**

   - Advanced Workshop for Technical Writers
   - Conducting a Successful User Needs Analysis
   - Documenting Business and Technical Requirements
   - Proposals with the Competitive Edge
   - User Guides That Get Used
   - Writing Strategies for the Web
   - Writing Technical Information Effectively

3. **Environmental Safety**

   **Industrial Safety**
   - Accident and Incident Investigation
   - Aerial Lift
   - Back and Lifting
   - Bloodborne Pathogens
   - Confined Space
   - Cranes and Slings
   - Electrical
   - Fall Protection
Industrial Safety Continued...
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
OSHA Recordkeeping
Personal Protective Equipment
Powered Industrial Trucks
Safety Committee
Scaffolding
Slips, Trips and Falls
Welding and Cutting
OSHA 10 Hour Certification
OSHA 30 Hour Certification
Safety Awareness

4. Leadership and Supervisory Skills
   Building a Collaborative Relationship with your Peers
   Building a Constructive Relationship with Your Manager
   Clarifying Team Roles and Responsibilities
   Coaching: Bringing Out the Best in Others
   Coaching for Optimal Performance
   Coaching for the Supervisor
   Collaborative Relationships
   Communication Strategies
   Communication – Oral, Written and Email
   Conflict Management and Coaching
   Conflict Resolution and Crisis Management
   Dealing with Emotional Behavior
   Effective Oral and Written Communication
   Effective Written Communication and Email
   Effective Problem Solving
   Emotional Intelligence
   Emotional Intelligence in Leadership
   Enterprise Architecture
   Entrepreneurial Spirit – Operational Ownership
   Establishing Performance Expectations
   Finance for the Non-Financial Leader
   Frontline Leadership
   Fundamentals for Production: Front-line Leader Tool Set
   Gaining Commitment to Preset Goals
   Getting Your Ideas Across
   Identifying Work Priorities and Setting Goals
Leadership and Supervisory Skills Continued...
Knowledge Management and Succession Planning
Leadership and Executive Coaching
Leadership, Executive Coaching and Strategy
Maintaining a Positive and Productive Attitude
Managing Change
Managing in Difficult and Challenging Times
Motivation and Employee Management
Multi-Generational Teamwork
Personal Productivity
Principles of Supervision and Leadership
Proactive Listening
Problem Solving and Decision Making
Resolving Team Conflicts
Setting and Achieving Metrics and Milestones
Taking Corrective Action
Teambuilding
Teambuilding Adventure Challenge
Time Management

COMMUNICATION & INTERPERSONAL SKILLS
Customer Satisfaction, Excellence in
Meetings, Effective
Telephone Skills for Superior Customer Satisfaction
Negotiation & Assertiveness Skills
Team Effectiveness, Improving
Stress Management
Supervisor Effectiveness, Improving
Conflict, Managing
Time Management for IT Professionals Workshop
Information Technology Executive and Managerial Skills
Constructive Criticism & Discipline Skills for Managers
Human Dynamics of Change & Transition, Managing
Team Facilitation, Effective

TECHNICAL WRITING
Writing Technical Information Effectively
Workshop for Technical Writers, Advanced
Business and Technical Requirements, Documenting
Writing Strategies for the Web
User Guides that Get Used
Proposals with the Competitive Edge
User Needs Analysis, Conducting a Successful
Writing Technical Descriptions, Requirements & Procedures
Writing Testable Software Requirements and Use Cases
5. **Logistics and Supply Chain Management**
   - Just-in-Time: Supply Chain, Logistics, Inventory & 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: 3rd and 4th 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

6. **Manufacturing**

   **AC/DC Electrical Diagrams, Components, Test Equipment and Troubleshooting Fundamentals**
   - AC/ DC Electronics
   - Automotive Fundamentals
   - Blue Print Reading
   - Blue Print Reading and Schematics and Metrology
   - Computer Literacy
   - Computer Numerical Control (CNC)
   - Conveyor Transfer Systems
   - Electrical Print Reading
   - Electrical Troubleshooting
   - Electromagnetic Compatibility (EMC)
   - Fluid Power
   - Framing Systems
   - Geometric Dimensioning and Tolerancing (GD&T)
   - Green Construction
AC/DC Electrical Diagrams, Components, Test Equipment and Troubleshooting Fundamentals Continued...

Health and Safety
HVAC
Hydraulics Fundamentals
Industrial Vacuum Technology
Injection Mold Process
Introduction to Test Equipment and Troubleshooting
Laser welding and cutting systems
Leak, cold and Torque test stations
Machine Tool
Maintenance and Repair
Mechanical Systems and Drives
Mechanical Systems and Drives and Power Transmission
Mechatronics
Metrology Basics
Motor Control
Piercing fixtures
Pipefitting
Pipefitting and Tube Bending
PLC and Communication Devices
PLC and Communication Devices and Power Transmission
PLC Programming Software AB, Siemens, Mitsubishi, etc.
PLC Program Design
Pneumatic Gage
Pneumatics and Hydraulics
Pneumatics Fundamentals
Principles of Manufacturing
Program Metrology
Rigging/Heavy Truck
Rigging and Machine Leveling
Robotic or manual sealant applications; urethane, adhesive, foam
Robotics
Robotics – Electrical Trouble shooting
Robotics – Mechanical Troubleshooting
Robotics – Operations and Programming
Sheet Metal Fabrication
Sheet steel blanking systems
Thermoforming
Welding gun repair
Welding
Welding and Fabrication
Welding systems, both resistance welding & heavy deposition wire systems, theory & application
7. **Project Management**

**PROJECT MANAGEMENT-PMI R.E.P. TRACK**
- Business Analysis for IT Professionals
- High Quality Business Requirements
- Project Management Skills for the Business Analyst
- Project Management Fundamentals for IT Projects
- Project Scope and Risk Management
- Time Management and Scheduling
- Human Resources and Communications Management
- Procurement, Contract and Cost Management
- Quality Management and Project Integration
- Preparation for the PMP Exam

**PROJECT MANAGEMENT - GENERAL TRACK**
- Project Management Principles and Techniques
- Requirements Analysis
- Estimating and Cost Control
- Formulating and Controlling Project Requirements
- Project Management Leadership Skills
- Risk Management
- Project Requirements, Managing
- Applied Project Management with Risk Management
- QA Fundamentals
- Defining and Managing User Requirements
- Reviewing Requirements and Design Adequacy
- Twenty One Ways to Review Requirements Adequacy

**PROJECT MANAGEMENT TOOLS**
- Microsoft Office Project 2007 (Standard)
- Project Professional 2007 for Project Managers
- Configuring Project Server 2007 for Administrators
- Project Web Access 2007 for Team Members
- Microsoft Portfolio Server 2007
- Microsoft Visio Professional 2007: Level 1
- Microsoft Visio Professional 2007: Level 2
- Advanced Project Management
- Continuous Improvement
- CRM – Customer Relationship Management
- Enterprise Architecture
- Function Point Training
- General Project Management to PMP Certification
- Human Resources
- Information Technology Project Management
- Innovation and Practical Problem Solving
- Keeping Focus - Building Trust and Accountability
- Negotiating for Results
- Organization Development
- Principles of Workflow Management
- Professional and Career Development
Project Management Tools Continued...

Program and Project Management
Project Leadership/Team Effectiveness
Project Management I – Fundamentals
Project Management and Business Analysis
Project Management and IT Application Rollout
Project Management Institute
Project Planning
Setting and Achieving Metrics and Milestones
Specialty Training Programs and Certificate Programs
The Program Management Office Function
Time Management

8. Quality/Lean/Six Sigma/ISO

ISO
AS 9100 Management Overview
Implementing AS 9100 Workshop
Implementing ISO TS 16949 Workshop
Implementing ISO 9001 Workshop
Implementing ISO 13485 Workshop
Implementing ISO 14001 Management Overview
Implementing ISO 14001 Workshop
ISO 9001 Quality Management System
ISO 9001 Internal Auditor Workshop
ISO 9001 Management Overview
ISO 13485 Management Overview
ISO 13485 Medical Device Standard
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 Internal Auditor Workshop
ISO 14001 Management Overview
ISO 14001 Gap Analysis
ISO 14001 Internal Auditor Workshop
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 Internal Auditor Workshop
ISO TS 16949 Management Overview
Understanding ISO TS 16949
Understanding ISO 9001
OHSAS 18001
Lean
Advanced Lean
Hoshin-Kanri: Aligning Strategy and Operations
Lean Overview
Lean Accounting
Lean Engineering
Lean ERP
Lean Finance
Lean Health Care
Lean Management Systems
Lean Manufacturing
Lean Marketing
Lean Office
Lean Principles
Organization Around Lean: 5S
Advanced Lean: Kaizen

Six Sigma
Six Sigma Overview
Six Sigma Green Belt Overview
Six Sigma Green Belt
Six Sigma Blackbelt

Quality
Advanced Product Quality Planning (APQP) – Overview
Advanced Product Quality Planning (APQP) – How to Workshop
Automotive/Production Core Tools
Capturing Baseline Metrics
Comprehensive Quality Overview for the Banking Industry
Control Plans and Planning
Cost of Quality
Design FMEA
Design of Experiments
Design Verification Plan and Report (DVP&R)
Effective Problem Solving
Error Proofing Workshop
FMEA Potential Failure Mode and Effects Analysis
FMEA Workshop
Geometric Dimensioning and Tolerancing (GD&T)
GD&T 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
Problem Identification and Trouble Shooting
Point of Cause: Fishbone Diagram and the “Five Why’s”
Production Part Approval Process (PPAP)
Quality Assurance and Control
Quality Continued...
Seventeen Wastes: Identifying and Removing “Muda”
Special Process Assessment
Statistical Process Control
Sustainability of Value Capture
Value Stream Mapping
5 S Workshop
7 Step Corrective Action Process

9. Sales and Customer Service

Business Acceleration and Growth Through SPIN Selling
Call Center Overview
Communication Strategies
Connecting with Customers
Conquering Customer Conflicts
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
The Service Difference
Voice of the Customer

10. Information Technology

Analysis and Design

Service Oriented Architectures
Service Oriented Architecture Introduction
SOA and Web Services Introduction, Business Integration Overview, and Development Introduction
Business Process Modeling (BPEL and BPEL4WS) Introduction
Developing Integration Solutions & Introduction to Integrating and Managing SOA Solutions
SOA Architecture and Design Principles
Service-Oriented Modeling & Architecture (SOMA)

Object Oriented Design
Object Oriented and UML Overview
UML Introduction
Object Oriented Analysis & Design with UML
Object Oriented Design Patterns for Java Programmers
RUP Overview
RUP for Object-Oriented Design
Gathering and Documenting Requirements with Use Cases
Modeling in an Object Oriented Environment
Agile Development
Agile Project Management
Managing Software Projects Using Scrum
Iterative Project Management with the Unified Process Version 7

Business Analysis and Design
Business Analysis for IT Professionals
Consulting Skills, Project Management, and Modeling Techniques for the Business Analyst
Process Modeling Workshop
Structured Systems Analysis and Design
Tailoring the SDLC Process to Your Organization
Structured Program Design and Development
Streamlining the SDLC Process
Business Process Modeling Introduction
Modeling Essential Business Processes
Business Process Reengineering
Executive Workshop on Software Architecture
Software Architectures Introduction
Software Architecture for Practitioners
Joint Application Design

Software Testing and Quality
Software Configuration Management (SCM)
Software Testing Effective Methods
Structured Testing Fundamentals, Building an Effective Environment
Software Quality Assurance
Seven Low Overhead Software Process Improvements
Proactive Software Quality Assurance and Testing
Proactive Testing: Risk Based Test Planning, Design, and Automation
Just In Time (JIT) Testing
Acceptance Testing Fundamentals

Data Modeling
Data Modeling and Database Design Introduction
Data Modeling and Design Using ERwin R7 Introduction & Advanced
ERwin Release 7 - New Functions and Features
Modeling Essential Business Data

Databases and Business Intelligence

Oracle Programming
Oracle 11g
Oracle AS Discoverer 10g Create Queries and Reports
Building Enterprise Portals with Oracle AS 10g Portal
Oracle Forms I & II
Oracle Reports
Oracle BI Publisher
Oracle Administration  
Oracle 10g  
Performance Tuning Oracle and RAC on Windows  
Oracle Application Server 10g R1 to R3 Administration

DB2 UDB for Z/OS  
DB2 UDB for Z/OS  
QMF - Query Management Facility

DB2 UDB for UNIX/Windows  
DB2 UDB for UNIX/Windows

Data Mining & Data Warehousing  
Data Warehouse ETL Toolkit  
Relational and Dimensional Data Warehouse Design  
Data Mining Introduction

SQL  
SQL Basics & Advanced

CRYSTAL REPORTS  
Crystal Reports Level I & II Version XI

BUSINESS OBJECTS  
Business Objects Reporting  
Business Objects v6.x Advanced Reporting  
Business Objects XI R2 Designer  
Business Objects XI Web Intelligence Reporting Introduction

HYPERION  
Hyperion Analyzer & Web Analysis  
Hyperion Interactive Reporting, Basic & Advanced  
Essbase Fundamentals Builder, System Administration, ASO Builder, and Advantage Bootcamp  
Essbase Spreadsheet Toolkit, Advanced  
Essbase Spreadsheet Reporting, Basic & Advanced

MICROSOFT SQL SERVER  
Microsoft SQL Server for Administrators & Developers  
SQL Server Programming  
Writing Queries Using Microsoft SQL Server  
SQL Server Reporting, Analysis, and Integration Services
IBM, Mainframe and Midrange

**Z/OS**
- Understanding Workload Manager (WLM)
- Capacity Planning
- Mainframe Data Storage Management z/OS Operational Changes
- MVS Skill Pack (TSO, JCL)
- TSO/ISPF Introduction
- MVS JCL Workshop
- z/OS Diagnostics, Debugging Fundamentals, Architectural Changes, and Installation Parallel Sysplex Overview
- Advanced Operations & Recovery z/OS Parallel Sysplex Concepts for System Programmers
- DFSMS Implementation and Management
- Mode Migration
- z/OS WLM and Workload Licensing Changes
- z/OS Performance Tuning and Control with WLM Performance Management using TMON/MVS
- z/OS Boot Camp
- z/OS UNIX Systems Services Introduction & Implementation
- z/VM and Linux on System z Architecture Seminar
- z/VM Training and Systems Programming Workshop
- z/VM and Linux Networking Overview
- Linux on z/VM Systems Programming
- MVS System Operations
- VTAM Facilities and Operations

**DB2 UDB for Z/OS**
- DB2 Concepts and Facilities & Application Programming and Design
- DB2 for Programmers, Advanced
- DB2 Database Administration
- DB2 UDB Stored Procedures for z/OS
- DB2 V8 Performance and Tuning for Programmers
- QMF - Query Management Facility

**Z/OS Security**
- RACF Administration
- CA-ACF2 Basics
- CA-ACF2 CICS Interface

**COBOL**
- COBOL Application Programming
- Making the Transition: COBOL to Java

**CICS**
- CICS Command Level Programming & Advanced Programming Workshop
- CICS/TS Application Debugging Workshop
- CICS/TS: XML, SOAP and Web Services
- CICS Structure & Problem Analysis
- CICS for z/OS Version 3.1
- CICS for System Programmer
- CICS/TS V3.1 Overview and Migration
- CICS/TS Web Services
- CICS Concepts and Commands for Operations
VSAM
VSAM Introduction, Application Performance, and Tuning

APPLICATION TOOLS
Abend-Aid
File-Aid for TSO/ISPF & Batch Xpediter/CICS
InterTest for Batch & CICS Testing and Debugging

SAS
SAS Programming Workshop
SAS Advanced Processing Workshop
SAS & SAS ODS Report Writing Workshop
SQL in SAS Programming

EASYTRIEVE
Easytrieve Plus for Business Professionals & Programmers

OPERATIONS
CICS Concepts and Commands for Operations
DB2 Operations
IMS Operator Training
MVS System Operation
NetView for Operators
VTAM Facilities and Operations

IMS
IMS Basic & Advanced Programming Techniques
IMS Teleprocessing Techniques
IMS Operator Training

AS/400
AS/400 Concepts and Facilities
AS/400 Concepts with Control Language
AS/400 Control Language Programming
AS/400 System Operator’s Workshop
RPG/400 Programming Workshop Introduction
RPG IV Introduction

ASSEMBLER
Assembler Language, Introduction, Intermediate, and Advanced
Internet Development

.NET
Visual Studio .NET Concepts for Technical Managers
ASP.NET Workshop
.NET Programming with VB and C#
ADO.NET Workshop
Test-Driven Development Using Visual Studio
Object-Oriented Programming in C#
ASP.NET AJAX Using C#
WPF Using C# Introduction
Object-Oriented Programming in Visual Basic
ASP.NET AJAX Using Visual Basic
WPF Using Visual Basic,
Developing Applications Using Microsoft Visual

JAVA
Java Programming Essentials
Java for the COBOL Programmer
Java Wireless Programming
Java Development using Ant
Programming Swing and the Java Foundation Classes (JFC)
Java Development for Secure Systems
Spring Framework
Design Patterns in Java Software Version
Developing & Securing Java Web Services
JDBC Programming

J2EE
J2EE Technology Overview for Managers
J2EE Web Application Development using Eclipse
JavaServer Faces
Enterprise Java Application Performance
J2EE, Design Patterns
Hibernate
Java Persistence with Hibernate
Java Spring Framework Fundamentals
J2EE Effective Coding for Performance
J2EE Server Effective Performance Tuning
EJB Introduction
JavaServer Pages Programming with Eclipse
JSP Standard Tag Library
Java Message Service
Struts Framework
XML
XML Executive Overview
XML Introduction
Programming using Java XML
XML Comprehensive
XML Schema

COLDFUSION
Core ColdFusion
ColdFusion: Components, Error Handling and Complex Objects
ColdFusion: XML, External Data and File System Advanced
ColdFusion and Reporting
ColdFusion and Ajax
What’s New in Adobe ColdFusion
ColdFusion MX: Web Services and XML
Fusebox Techniques with ColdFusion MX
Building Data-Driven Websites with Dreamweaver (With ColdFusion MX, PHP, ASP. NET or ASP)
Integrating Flash MX and ColdFusion MX - Flash Remoting MX

WEBSITE DEVELOPMENT
HTML and Web Page Design
HTML, Advanced
JavaScript, Introduction & Advanced
Building Rich Web Applications with AJAX and DHTML
PHP Programming
MySQL Administration and Management
Python Programming
Intro to Section 508
Section 508- Deep Dive
XSLT Version

WEBSPHERE/Rational Application Developer (RAD)
J2EE Struts Programming Using RAD
Java Programming Essentials Using RAD
J2EE Web Application Development Using RAD
EJB Development Using RAD
Web Services Development Using RAD
Transitioning to RAD
Portal Application Development Using RAD
WebspHERE Portal Server Administration
WebSphere Network Deployment Administration
WEBSHERE MQ
WebSphere MQ Introduction
WebSphere MQ for MVS and Distributed Systems
WebSphere MQ for Architects and Developers
WebSphere MQ Bootcamp for System Administrators & Application Programmers
WebSphere Message Broker Migration
WebSphere Message Broker Workshop
WebSphere Message Broker Update
WebSphere Message Broker for System Administrators

WEBLOGIC
BEA AquaLogic ESB Development
AquaLogic BPM Programming Essentials & integration
BEA SOA Architecture
Developing Web Services using BEA WebLogic
J2EE Web Application Programming using BEA WebLogic
Java/J2EE Servlet Programming with BEA WebLogic

WEB SERVICES
Developing Web Services with BEA WebLogic

WEBLOGIC
Java Server Pages Programming with BEA WebLogic
WebLogic Server System Administration
Weblogic Performance Tuning
WebLogic System Administration
WebLogic Server System Administration
WebLogic Advanced Server System Administration
WebLogic New Features/Upgrading

WEB SERVER
Apache Web Server Administration
Apache Tomcat Administration

AUTHORIZED JBOSS
RHD451 JBoss Rules
JB170 JBoss: SEAM Essentials
JB453 JBoss ESB
JB161 JBoss and EJB3 for Java Developers
JB163 JBoss Portal
JB167 JBoss Hibernate Essentials
RHD261 JBoss for Advanced J2EE Developers
RHD267 JBoss Advanced Hibernate
JB336 JBoss for Administrators
RHD439 JBoss Clustering
RHD449 JBoss JBPM
Microsoft, Network and Security

**MICROSOFT OPERATIONS MANAGER**
- Operations Manager Installation and Configuration
- Operations Manager for ‘Operators’
- Operations Manager Fundamentals
- Operations Manager: Management Pack & Report Authoring
- Operations Manager: Monitoring Security with ACS

**MICROSOFT SHAREPOINT**
- Exploring SharePoint
- Microsoft SharePoint for Administrators
- Microsoft SharePoint for Developers
- Microsoft SharePoint Business Processes
- Microsoft SharePoint Portals
- Microsoft SharePoint Web Content

**MICROSOFT SQL SERVER**
- Microsoft SQL Server for Administrator
- Microsoft SQL Server for Developers
- SQL Server Programming
- SQL Server: Additional Topics
- Writing Queries Using Microsoft SQL Server
- SQL Server Reporting Services
- SQL Server Analysis Services
- SQL Server: Integration Services

**TCP/IP**
- Enterprise TCP/IP, Introduction & Advanced
- DNS Fundamentals
- Storage Networking over TCP/IP
- TCP/IP Administration for Linux

**CISCO ROUTING & INTERNETWORKING**
- Routing Protocols
- Cisco Router Configuration
- CISCO Certified Network Associate Boot Camp

**NETWORK SECURITY**
- ISSO Boot Camp
- CISSP Exam Preparation Boot Camp
- VoIP Boot Camp

**PC APPLICATIONS**
- Experience the Microsoft Office System
- Getting Started with the Microsoft Office System
- Deploying MS Windows Vista and Office System A+ Certification
VMWARE
VMWare Overview
VMWare ESX Server: Administration Fundamentals

MICROSOFT WINDOWS SERVER 2003
MS Windows Server Network Infrastructure
Implementing and Managing Exchange Server
Windows Server Active Directory Infrastructure
Planning and Maintaining a MS Windows Network Infrastructure
Windows Server Troubleshooting, Monitoring and Administration
Windows Server 2003 Clustering

Programming Languages

J2EE
J2EE Technology Overview for Managers
J2EE Web Application Development using Eclipse
JavaServer Faces
Enterprise Java Application Performance
J2EE Design Patterns
Hibernate
J2EE Effective Coding for Performance
J2EE Server Performance Tuning
JavaServer Pages Programming with Eclipse

.NET
Visual Studio .NET Concepts for Technical Managers
ASP.NET 2.0 Workshop
.NET 2008 Programming with VB and C#
ADO.NET Workshop
Test-Driven Development Using Visual Studio
Object-Oriented Programming in C#
ASP.NET AJAX Using C#
WPF Using C# Introduction
WCF Using C# Introduction
Object-Oriented Programming in Visual Basic
ASP.NET AJAX Using Visual Basic
WPF Using Visual Basic Introduction
WCF Using Visual Basic Introduction
Developing Applications Using Microsoft Visual C#: What’s New
Developing Applications Using Microsoft Visual Basic: What’s New

JAVA
Java Programming Essentials Using Eclipse
Java Programming, Advanced
Java for the COBOL Programmer
Java Development using Ant
Programming Swing and the Java Foundation Classes (JFC)
Java Developers -Effective Coding for Performance
PERL
Perl Introduction
Perl Programming, Advanced
Perl CGI Programming

C & C++ PROGRAMMING
C Programming Introduction & Advanced
C++ Programming Introduction & Advanced
CORBA Development in C++ Environment

COBOL
COBOL Application Programming
New Features of Enterprise COBOL for z/OS
Making the Transition: COBOL to Java

POWERBUILDER
PowerBuilder Programming, Basic & Advanced

REXX
REXX in a Multi-Platform Environment
REXX Programming
Object REXX Programming, Introduction
TSO/ISPF Dialog Manager Development

SAS
SAS Programming Workshop
SAS Advanced Processing Workshop
SAS Report Writing Workshop
SAS ODS Reporting Workshop
SQL in SAS Programming

ASSEMBLER
Assembler Language, Introduction, Intermediate, and Advanced
Service Management

**ITSM/ITIL**
- ITSM/ITIL Foundation Certification
- ITSM/ITIL to v3 Foundation Certification Bridge
- ITSM/ITIL: A Journey to Excellence Web-based Training
- ITSM/ITIL Awareness: Executive Overview
- ITSM/ITIL Foundation Certification: Accelerated Delivery
- ITSM/ITIL Foundation with Certification & Case Study
- ITSM/ITIL Practitioner: Support and Restore (IPSR)
- ITSM/ITIL Practitioner: Release and Control (IPRC)
- ITSM/ITIL Practitioner Certification: Agree & Define (IPAD)
- ITSM/ITIL Service Manager
- ITSM/ITIL Executive Workshop: How to Succeed with ITIL
- ITSM/ITIL Implementation Workshop: Support & Restore
- ITSM/ITIL Implementation Workshop: Release & Control
- ITSM/ITIL Implementation Workshop: Plan & Improve ITSM/ITIL Implementation Workshop: Agree & Define

**CA OPERATIONS MANAGEMENT**
- Unicenter CA-SYSVIEW Realtime Performance Monitor
- IMOD Processing
- Exploiting SYSVIEW and GSS using REXX
- Unicenter CA-AutoSys JM Release for UNIX
- CA VM: Operator & VM: Schedule Introduction
- CA-Dynam/TLMS Release Administrator Training
- Unicenter CA-Scheduler Job Management Release Administrator & Operational Training
- CA-Dispatch Release Administrator & Operator Training
- CA-Dispatch Release End User (Reports)
- CA-Jobtrac Concepts and Facilities
- CA-1 Operations Overview
- Unicenter NetMaster Network Management for TCP/IP

**CA-OPS/MVS**
- Understanding Unicenter CA-OPS/MVS RDF and SSM
- Unicenter CA-OPS/MVS, Operating
- Securing & Installing Unicenter CA-OPS/MVS
- Configuring Unicenter CA-OPS/MVS MSF
- Converting to System State Manager Global Application
- Understanding and Using Unicenter CA-OPS/MVS
- Constructing Unicenter CA-OPS/MVS Applications
- CA-OPS/MVS Event Management and Automation R11
- Using CA-OPS/MVS with CA-Unicenter
- Installing and Unleashing Unicenter Automation Point
TIVOLI
IBM Monitoring Bootcamp
Tivoli Identity Manager System Administration
TAM for e-business System Administration
Tivoli Framework
Tivoli Storage Manager Basics
Tivoli Storage Manager Disaster Recovery Manager
Tivoli Workload Scheduler Concepts and Facilities

SA/390 & OPC
Tivoli System Automation for z/OS Essentials & Advanced
Operating SA z/OS Managed Systems
OPC/ESA Training

BMC CONTROL
CONTROL O Automation
Constructing CONTROL O Applications
Control-M & Control-M/Restart Introduction
Control-M/Enterprise Manager Introduction

MICROSOFT OPERATIONS MANAGER
Operations Manager Installation and Configuration
Operations Manager for ‘Operators’
Operations Manager Fundamentals
Operations Manager: Management Pack & Report Authoring
Operations Manager: Monitoring Security with ACS

CHANGE MANAGEMENT
CA-AllFusion Endevor Change Manager User Instruction & Administration
Essentials of Rational ClearCase

UNIX (AIX/SOLARIS/HP-UX/LINUX)

UNIX
UNIX and Linux System Basics I & II
UNIX Shell Programming Essentials & Advanced
Korn Shell Programming Essentials & Advanced
Bourne Shell Programming
UNIX Systems Administration

LINUX
Linux System Administration I & II
Pthreads Programming in Linux
Linux Application Programming

HP-UX
HP-UX System Administration
AIX
Executive Overview of AIX
AIX Introduction
Programmer’s Introduction to AIX
AIX Systems Administration Lite
AIX Systems Administration I
AIX Storage Management

PERL
Perl Introduction
Perl Programming, Advanced
Perl CGI Programming

RED HAT LINUX
Red Hat Linux Kernel Internals
Red Hat Linux Application Development and Porting
Red Hat Enterprise Linux Update Course
Red Hat Linux Device Drivers
Red Hat Enterprise Linux Update Course (and RHCE Exam)
Red Hat Linux Essentials for Windows and other Operating Systems
Red Hat Linux System Administration
Red Hat Linux Networking and Security
Red Hat RHCE Rapid Track w/RHCE Exam
Red Hat Enterprise Certificate Management
Red Hat Enterprise Deployment, Virtualization, and Systems Management
Red Hat Enterprise Directory Services and Authentication
Red Hat Enterprise Linux Virtualization
Red Hat Enterprise System Monitoring and Performance Tuning
Red Hat Enterprise Clustering and Storage Management
Red Hat Enterprise SELinux Policy Administration

SOLARIS
Solaris System Administration Part 1 - Administration Essentials
Solaris Systems Administration Part 2 - Networking Administration Essentials
Solaris Advanced System Administration
Solaris Update Workshop