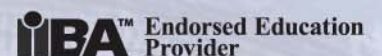


Pro Tech
protechtraining.com

**Course Brochure
Technical Skills Training
2012 - 2013**

**“Charting the Course...
...to Your Success!”**

ProTech Professional Technical Services, Inc.



Introduction

Who is ProTech?

ProTech Professional Technical Services, Inc. is organized into services practices; ProTechTraining, ProTechConsulting and ProTech's Software group.

ProTech is an international provider of technology consulting, training and services. Since 1990, we have been delivering enterprise systems management and data center automation consulting services and have expanded our training curriculum and delivery methods to meet the growing needs of our customers. We now deliver training through public classroom, on-site, virtual and self-paced course deliveries.

ProTech provides ongoing services to leaders in a broad range of industries such banking, retail, telecom, insurance, manufacturing and government, military, and law enforcement agencies at all levels. We have currently worked with over 60% of the Fortune 500.

How does ProTech deliver its training?

ProTech's training practice offers expert-led private and public courses throughout North America to over 10,000 students each year. Our Course Catalog contains over 500 different titles in a very broad range of topics. We also support an integrated learning approach with a full curriculum of self-paced e-learning courses for clients seeking a blended or alternative delivery method. Instructor-led courses can be taught onsite or offsite using ProTech's lab environment or online in our virtual classroom, ProTech AnyPlace.

Benefits of training with ProTech....

Hands-On Labs: Our courses provide students with an optimum environment using a mix of lecture and intensive hands-on lab time to reinforce the learning experience.

Post-Class Support: ProTech provides free post-class support to all of our students who have attended a course. Please send your questions to support@protechtraining.com and one of our instructors will answer your technical questions within 24 hours.

Flexibility: ProTech delivers classes either onsite, offsite or as open enrollment events. We can also customize our deliveries to meet your specific requirements. Public classes may also be scheduled in your area by request.



Virtual Learning

About Our Virtual Classroom

ProTech AnyPlace... Blended In-Class and/or Remote Students using Virtual Classroom Technology.

ProTech offers courses in more than 30 cities across North America, and now across the globe! Due to popular demand from our clients in diverse locations, ProTech is now proud to offer “ProTech AnyPlace”.

Now our clients are able to join in our publicly scheduled instructor-led classes from “AnyPlace” and still feel as though they are part of the live classroom experience.

ProTech was a pioneer in the use of live virtual classrooms and has now blended them with our successful in-class instructor-led public classes to provide a realistic environment and even more delivery options.

Labs: Execute and perform the same labs as the in class students as if you were there with one of our world-class instructors.

Participation: View slides, notes and examples in real time. Raise your hand, share your lab work with the instructor.

Questions & Answers: Join in, ask questions and participate in live class discussions with VOIP or teleconferencing.

Technical Support: ProTech will provide support prior to class. We prepare you for what to expect and make sure there are no technical issues during the event to interrupt the experience.

Course Materials: ProTech will ship all course manuals, textbooks and provide a headset to the remote students prior to class.

Global Access: Our virtual classroom allows you to schedule your students from your offices across the globe at the most convenient time. We can break classes up into half-day or teach off-hours even weekends!

Cost Effectiveness: ProTech AnyPlace also helps to minimize your training costs by avoiding the added expense and inconvenience of travel for either your students or the instructor.

More Flexibility: Virtual classroom technology allows you to have more options. Schedule any course with all remote students, a mix of in-class and remote or virtualize into a live classroom event taking place in another city. You select the delivery method that works best for you!



ProTech Difference

How is ProTech different from other providers?

Core Competencies: 20 year history of specializing in Enterprise IT (Mainframe, UNIX/Linux, open-standards technologies such as Java, XML, Web Services, SOA and complex Enterprise Architectures) with core on-staff expert instructors utilizing a proprietary courseware build process (in-house courseware).

Advanced Delivery Methods: Blended and robust course offerings in live virtual classroom and self-paced elearning delivery modalities to complement and enhance our traditional instructor-led classroom training. Over 100 courses adapted to our “ProTech AnyPlace” delivery with more added on an ongoing basis.

Certifications & Accreditations: IBM Business Partner, CA Education Partner, Red Hat Authorized Partner, Microsoft Certified Partner for Learning Solutions, IIBA Endorsed Education Provider and PM curricula approved by PMI.

Breadth of Resources: In addition to our full-time staff instructors (core competencies), an instructor database with over 5,000 contract IT instructors with detailed records and active performance history kept on over 200 select instructors.



Stringent Quality Controls: Rigorous instructor screening process and third-party courseware review team. Continuous improvement controls to maintain the highest standards in course delivery (currently 4.54/5.0 overall).

Client Support: In-house courseware production/shipping staff with proprietary CRM/ERP system for seamless delivery of services to over 10,000 students annually, all dynamically tied into a database-driven Web2.0 website with MyProTech student portal and client reporting facilities.

Significant Infrastructure: Raised floor data center with several IBM mainframes (zSeries), midrange systems (iSeries, DecAlpha, HP-NonStop) and UNIX/Linux and Wintel/VMware servers. Dedicated professional training centers (Toronto and Pittsburgh) with a national network of third-party centers and conference facilities, mobile labs, etc.

Above all, Service: Our Account Managers, seasoned training professionals averaging over 16 years each, have experience working with both corporate and government clients. They are committed to meeting your training goals and schedule. Additionally, they are supported by an executive management team with nearly two centuries of combined industry experience and a top-notch administrative and support staff.

Course List

IT Service Management & ITIL

Course Name	Duration (Days)
ITIL Foundations	
ITSM/ITIL v3 Foundation Certification	3
ITSM/ITIL v2 to v3 Foundation Certification Bridge.2	
ITSM v3 Awareness: Executive Overview	1
ITSM/ITIL Simulation Polestar	1
ITIL Service Lifecycle Track	
ITSM/ITIL v3 Service Lifecycle: Continual Service Improvement (CSI)	3
ITSM/ITIL v3 Service Lifecycle: Design	3
ITSM/ITIL v3 Service Lifecycle: Operation	3
ITSM/ITIL v3 Service Lifecycle: Strategy	3
ITSM/ITIL v3 Service Lifecycle: Transition	3
ITIL Service Capability Track	
ITSM/ITIL v3 Service Capability Operational Support & Analysis (OSA)	5
ITSM/ITIL v3 Service Capability: Planning, Protection & Optimization (PPO)	5
ITSM/ITIL v3 Service Capability: Release, Control & Validation (RCV)	5
ITSM/ITIL v3 Service Capability: Service Offerings & Agreements (SOA)	5
ITIL Expert Certification	
ITSM/ITIL v3 Service Manager Bridge	5
ITSM/ITIL v3 Managing Across the Lifecycle	4

Service Assurance Tools

IBM Tivoli	
Tivoli System Automation for z/OS Essentials	3
SA z/OS Managed Systems, Operating	1
Tivoli System Automation for z/OS Programming, Advanced	3
IBM Monitoring Bootcamp	5
Tivoli Storage Manager 5.2 Basics	5
Tivoli Storage Manager 5.2 Disaster Recovery Manager	5
Tivoli Workload Scheduler Concepts and Facilities	1
CA-OPS/MVS II	
CA-OPS/MVS, Operating	1
CA-OPS/MVS, Understanding & Using	2
Understanding CA-OPS/MVS RDF & SSM	2
System State Manager V2 Global Application, Converting	2
Installing CA-OPS/MVS	3
Securing CA-OPS/MVS	1
Configuring CA-OPS/MVS MSF	1
CA-OPS/MVS with CA-Unicenter, Using	2
CA-OPS/MVS Applications, Constructing	3
Installing and Unleashing Unicenter Automation Point	5

CA-Operations Management

Unicenter CA-SYSVIEW Realtime Performance Monitor	3
IMOD Processing	2
Exploiting SYSVIEW and GSS using REXX	3
Unicenter CA-AutoSys JM Release 11 for Windows 2000/2003 Server	2
Unicenter CA-AutoSys JM Release 11 for UNIX	3
CA VM:Operator & VM:Schedule, Introduction to	3
CA-Dynam/TLMS Release 11.5 Administrator Training	2
Unicenter CA-Scheduler Job Management Release 11 Administrator Training	3
Unicenter CA-Scheduler Job Management Release 11 Operational Training	1
CA-Dispatch Release 11 Administrator Training	3
CA-Dispatch Release 11 Operator Training	1
CA-Dispatch Release 11 End User (Reports)	4
CA-1 Operations Overview	2
Unicenter NetMaster Network Management for TCP/IP	3
CA-Automation Point Notification Manager Essentials	2
CA SiteMinder	
CA SiteMinder 6.0 Basic Training	5
CA SiteMinder Application Integration	3
CA SiteMinder 6.0 and BEA WebLogic 8.1 Advanced Integration	3

BMC CONTROL

CONTROL O Automation	2
CONTROL O Applications, Constructing	3
Control-M & Control-M/Restart, Introduction to	3
Control-M/Enterprise Manager, Introduction to	4

Project & Portfolio Management

Project Management Foundations

Project Management Overview	1
Project Management Overview for Managers	1
Foundation in Project Management for Senior Managers	2

"Great Course! A lot of Material in a short time. Great instructor for understanding and test preparation." - George M.

Project Management Foundations

Project Management Fundamentals for IT Projects	2
Project Management, Effective	3
Foundation in Project Management	5
Essential Project Skills for Teams	2
Project Scope and Risk Management	2
Time Management and Scheduling	2
Human Resources and Communications Management	2
Procurement, Contract and Cost Management	1
Quality Management and Project Integration	1
Leadership Skills for the Project Professional	2

Project Management Advanced

Project Management Bootcamp	6
Project Management for the Experienced Practitioner, Advanced	4



People in Projects: Foundation for Project Success	2
Create Opportunity in Your Project NOW!	1
Controlling Project Risk: Managing Threats and Promoting Opportunities	3
Stakeholder Expectations, Managing	1
and Applied Project Management, Advanced	3
Design and Implementation of the Next Generation PMO	2

Project Portfolio Management

What Project Portfolio Management Can Do for Your Business	1
Essentials of Project Portfolio Management	1
Project Portfolio Management: What Every Executive Must Know	2
Executive's Guide to Project Portfolio Management	3
Implementing Practical Project Portfolio Management	4
Reaching Your Strategic Goals: Getting the Most out of Projects	2
Project Topics for the Business Manager, Advanced	2

PMP Exam Prep

Preparation for the PMP Exam	4
Launch into Project Management Updated for PMBOK Version 4	5

Project Management Tools

MOC 5927 Microsoft Office Project 2007-Managing Projects	3
MOC 5928 Microsoft Office Project Server 2007-Managing Projects	3
MOC 5929 Microsoft Office Project Server 2007, Managing Projects and Programs	5
Project Web Access 2007 for Team Members	1
Microsoft Portfolio Server 2007	2
CA Clarity Project Management Training	2
Project Portfolio Planning with CA Clarity	1
Solutions Resource Management with CA Clarity	2

Communication & Business Skills

Supervisory & Management

Coaching for a High Performance Team	2
Delegation Skills for the Workplace	1
Making the Transition from Co-Worker to Boss	1
for Superior Results I: The Fundamentals of Supervision, Managing	2
for Superior Results II: Managerial Leadership, Managing	2
Individual Performance, Managing	1
Supervisor Effectiveness, Improving	3
Constructive Criticism & Discipline Skills for Managers	1

Business Writing

Business Writing, Advanced	1
Business Writing for Impact and Influence	1
English Grammar Skills, Practical	1
Proofreading and Editing	1
Proposal and Report Writing	1
Writing Effective Briefing Notes	1

Technical Writing

Writing Technical Information Effectively	2
Workshop for Technical Writers, Advanced	2
Business and Technical Requirements, Documenting	2
Writing Strategies for the Web	2
User Guides that Get Used	3
Proposals with the Competitive Edge	2
User Needs Analysis, Conducting a Successful	1
Writing Technical Descriptions, Requirements & Procedures	3

Course List

Communication & Business Skills

Interpersonal & Communication Skills

IT Service Response to Business Demands, Improving	4
Active Listening Skills	1
Assertiveness and Conflict Resolution	2
Dealing with Difficult People	1
Generations in the Workplace	1
Powerful Negotiation Skills	2
Positive Influencing Skills in the Workplace, Using	1
Customer Satisfaction, Excellence in	1
Telephone Skills for Superior Customer Satisfaction	1

"Very Good Class. Excellent Instructor. Perfect pace, excellent examples and superior knowledge. THANKS!" - Pam A.

Professional & Personal Development

Conquering Stress and Anxiety through Mind/Body Awareness	1
Stress Management	1
Critical Thinking and Creative Problem-Solving	1
Team Effectiveness, Improving	2
Team Facilitation, Effective	1
Personal Effectiveness through Emotional Intelligence	1

Professional & Personal Development

Time and Workload Management, Practical	1
Conflict, Managing	1
Helping Technical People Become Better Mentors	1
Human Dynamics of Change & Transition, Managing the	1
How to Stay Motivated in Challenging Times	2

Software Testing & Tools

Software Testing & Quality

Software Quality Assurance	3
Seven Low Overhead Software Process Improvements	1
Proactive Software Quality Assurance and Testing	3

Software Testing & Tools

Software Testing & Quality

Proactive Testing: Risk Based Test Planning, Design, and Automation	2
Writing Testable Software Requirements and Use Cases	2
Unit Testing, Fundamentals of	3

Rational Products

of IBM Rational ClearCase for UNIX, Basic	1
of IBM Rational ClearCase UCM for UNIX, Basic	1
IBM Rational ClearCase for UNIX, Intermediate	1
of IBM Rational ClearCase for Windows, Basic	1
of IBM Rational ClearCase UCM for Windows, Basic	1
IBM Rational ClearCase for Windows, Intermediate	1
IBM Rational ClearCase, Advanced	2
IBM Rational ClearQuest, Introduction to	1
IBM Rational ClearQuest Administration	2
Rational Robot Essentials	1
Rational TestManager Essentials	1

HP Quality Center (Mercury)

Test Framework Using Quality Center v10.0	2
Site Administration for Quality Center 10.x Workshop	1
Project Customization for Quality Center 10.x Workshop	1
Test Framework using QC 9.x Workshop	1
Site Administration for QC 9.x Workshop	1
Project Customization for QC 9.x Workshop	1
Dashboard for QC 9.x Workshop, Using	1

HP Quick Test Professional (Mercury)

QuickTest Pro First Steps Windows	3
Scripting QuickTest Pro Basic	2
Scripting QuickTest Pro Advanced	3
Mastering QuickTest Pro	3
QuickTest Professional First Steps Web v10.0	3
QuickTest Pro First Steps Web	3
QuickTest Pro Mastering the Web	3
QuickTest Pro VB Workshop	2
QuickTest Pro Mastering .NET Extended	2

HP LoadRunner (Mercury)

LoadRunner-Managing Effective Application Performance	1
Load Test with LoadRunner Controller	1
LoadRunner-Load Test with VuGen	2
Lab for LoadRunner Workshop, Practical	1

Business Analysis & Design

Business Analysis

Business Analysis for IT Professionals	4
High Quality Business Requirements	3
Consulting Skills for the Business Analyst	2
Business Analysis and Requirements Gathering	3
Project Management Skills for the Business Analyst	2
Modeling Techniques for the Business Analyst	4
Preparation for the CBAP® Certification Exam	3

Design Requirements

Defining and Managing User Requirements	2
Reviewing Requirements and Design Adequacy	2
Twenty One Ways to Review Requirements Adequacy	1
Object Oriented Analysis & Design with UML	5
Domain Analysis and Design using UML	5

Agile Development

Software Projects Using Scrum, Managing	2
Design and Development in an Agile Environment	5
Agile Data Base Design Techniques	5
Test Driven Development and Refactoring	3

Service Oriented Architecture (SOA)

SOA Overview for Non-Technical Managers	1
Understanding SOA: A Technical Overview	1
SOA and Web Services, Introduction to	2
SOA Architecture and Design Principles	2
Service-Oriented Modeling & Architecture (SOMA)	5

Data Modeling

Logical Data Modeling	2
Data Modeling and Design Using Erwin R7.3, Introduction to	4
Data Modeling Using Erwin R7.3, Advanced	3

Java & Open-Source

Java

Java 5 Programming Essentials using Ganymede EE Eclipse	5
Java Using Galileo Eclipse, Advanced	5
Java for the COBOL Programmer	5
Java Wireless Programming	4
JDBC Programming Version 5.0	1
Java Software Version 5.0, Design Patterns in Programming Swing and the Java Foundation Classes (JFC)	3
Overview of Java EE Development v5.0	1
Java EE Web Application Development using Ganymede Eclipse	5

Java EE Development using Ant	2
Enterprise Java, Advanced	5
Java EE Memory Management Performance	3
J2EE Server Performance Tuning, Effective	5
JavaServer Pages Programming with Eclipse	4
J2EE Effective Coding for Performance	5
Core JavaServer Faces (with Spring and Hibernate Overview) Developer's Workshop	5
Integrating Struts 2.0 and JavaServer Faces (JSF)	5
Java Message Service Version 1.2	1
Enterprise Java Beans (EJB3 Programming)	4

Frameworks

Struts Framework Version 1.3	4
Integrating Spring and Hibernate Developers Workshop (Spring Emphasis)	4
Spring-MVC Web Applications v2.5	5
Web Application Development with Wicket	3
Java Persistence with Spring v2.5	3
Spring Web Flow	5
Hibernate	5
Integrating Hibernate and Spring Developer's Workshop (Hibernate Emphasis)	5

XML

XML Executive Overview	1
XML, Introduction to	3
XML Programming using Java	3
XML, Comprehensive	5
XML Schema Version 1.0.6	2
XSLT Version 1.2	4

Website Development

HTML and Web Page Design	3
JavaScript, Introduction to	3
JavaScript, Advanced	2
Rich Web Applications with AJAX and DHTML, Building	4
Python Programming	4
PHP & mySQL for Non Programmers, Introduction to	4



Course List

Java & Open-Source

Website Development

GWT Training, Comprehensive 5

ColdFusion

Core ColdFusion 8 3

ColdFusion 8: Components, Error Handling and
Complex Objects, Advanced 2

ColdFusion 8: XML, External Data and File
System, Advanced 2

ColdFusion 8 and Reporting 2

ColdFusion 8 and Ajax 2

Adobe ColdFusion 8, What's New in 2

Weblogic

BEA SOA Architecture, Introduction to 2

J2EE Web Application Programming using BEA
WebLogic 5

Java/J2EE Servlet Programming with BEA
WebLogic 4

Developing Web Services using BEA WebLogic 4

Java Server Pages Programming with BEA
WebLogic 4

WebLogic 10 New Features/Upgrading from
Version 8 3

WebLogic 10 Server System Administration 5

WebLogic 10 Advanced Server System
Administration 5

Weblogic V10 Performance Tuning 3

WebLogic Troubleshooting 2

Oracle WebLogic 11g Server System
Administration 5

Developing Oracle Weblogic 10.3 Portal
Applications 4

WebSphere/RAD

Java Programming Essentials using IBM
Rational Application Developer 5

J2EE Web Application Development Using RAD
v7.0 5

J2EE Struts Programming Using RAD 5

EJB Development Using RAD v7.0 4

Web Services Development Using RAD v7.0 5

Transitioning to RAD 7.0 & WAS 6.1 2

Rational Application Developer 7.5, Using
IBM WebSphere Application Server V7.0

Administration on Windows 5

Portal Application Development Using RAD v7.0 5

Web Services

Core Web Services and SOA for J2EE
Developers 4

WebServices, JSF, and Spring 5

Securing Java Web Services v5.0 4

Developing Java Web Services v2.1 5

Web Server

Apache Web Server Administration 2

Apache Tomcat Administration 3

Authorized JBoss

RHD451 JBoss Rules 2

JB170 JBoss: SEAM Essentials 3

JB453 JBoss ESB 2

JB161 JBoss and EJB3 for Java Developers 4

RHD261 JBoss for Advanced J2EE Developers 4

JB163 JBoss Portal 3

JB167 JBoss Hibernate Essentials 3

RHD267 JBoss Advanced Hibernate 2

JB336 JBoss for Application Administrators 4

JBoss Administration 2

RHD449 JBoss jBPM 3

RHD439 JBoss Clustering 4

.NET & Programming Languages

VB.NET, C#.NET, .NET Framework

Visual Studio .NET Concepts for Technical
Managers 1

.NET 2008 Concepts for Technical Managers 1

Test-Driven Development Using Visual Studio 1

.NET 3.5 New Features 5

Windows Development

MOC 6460 Visual Studio 2008: Windows
Presentation Foundation 3

MOC 50151 Windows Presentation Foundation:
Developer Boot Camp 5

ASP.NET

MOC 2310 Developing MS ASP.NET Web Apps
using Visual Studio .NET 5

MOC 6463 Visual Studio 2008: ASP.NET 3.5 2

ASP.NET AJAX Using C# 3

ASP.NET AJAX Using Visual Basic 3



Silverlight
MOC 50277 Advanced Topics in Silverlight 3
 Development 2
MOC 50278 Silverlight 3 - Best Practices 1
MOC 50279 Silverlight 3 Development 3
MOC 50280 What's New in Silverlight 3 2

VS Team Foundation Server & Team System
MOC 6214 Effective Team Development Using
 Microsoft Visual Studio Team System 3
MOC 6215 Implementing and Administering
 MS Visual Studio 2008 Team Foundation Server.. 2

C & C++ Programming
C Programming, Introduction to 5
C Programming, Advanced 5
C++ Programming, Introduction to 5
C++ Programming, Advanced 4
CORBA Development in C++ Environment 4

SAS
SAS Programming Workshop 5
SAS Report Writing Workshop 3
SAS Enterprise Guide.. 1

PowerBuilder
PowerBuilder 11 Programming, Basic 5
PowerBuilder Programming, Advanced 5

Perl
Perl, Introduction to 5
Perl Programming, Advanced 5
Perl CGI Programming 2

VB.NET, C#.NET, .NET Framework
MOC 2956 Core Foundations of Microsoft .NET
 2.0 Development 3
MOC 2957 Advanced Foundations of Microsoft
 .NET 2.0 Development 3
MOC 4994 Introduction to Programming Microsoft
 .NET Applications with Microsoft Visual Studio 2 . 5
MOC 4995 Programming with the Microsoft .NET
 Framework using Microsoft Visual Studio 2005 5
MOC 6367 Introduction to Object Oriented
 Programming using Microsoft Visual Studio 2008 3
MOC 6368 Programming with the Microsoft .NET
 Framework using Microsoft Visual Studio 2008 5
MOC 6461 Visual Studio 2008: Windows
 Communication Foundation 3
MOC 6462 Visual Studio 2008: Windows Workflow
 Foundation 2
MOC 6464 Visual Studio 2008: ADO.NET 3.5 2
MOC 50066 LINQ with C# 3.0 2

"Excellent class with a lively, upbeat tempo conducive to learning the technical ins and outs."

Databases & Business Intelligence

SQL
SQL Basics 3
SQL, Advanced 2

DB2 UDB FOR UNIX/Windows
DB2 UDB for UNIX/Windows Application
 Development 5
DB2 System Performance and Tuning for LINUX,
 UNIX and Windows 4
DB2 Administration for Linux, UNIX and
 Windows 5
DB2 SQL PL Stored Procedure Language 3

DB2 UDB for Z/OS
DB2 Concepts and Facilities 1
DB2 Operations 2
DB2 Application Programming and Design 5
DB2 for Programmers, Advanced 3
DB2 Database Administration 5
DB2 UDB Stored Procedures for z/OS 2
DB2 V9 Performance and Tuning for Programmers 3

DB2 UDB for Z/OS
QMF - Query Management Facility 3
DB2 for z/OS Data Sharing Implementation 3
DB2 for z/OS Data Sharing Recovery and
 Restart 2
DB2 for z/OS Data Sharing Performance and
 Tuning 4
DB2 v9 Transition 2
pureXML for DB2 for z/OS v9 1

Oracle Programming
Oracle 11g Concepts and Facilities 2
Oracle 11g SQL & SQL*Plus 5
Oracle 11g PL/SQL Programming 3
Oracle 11g Advanced PL/SQL Programming 2
Oracle 11g Advanced SQL Queries 2
Oracle 11g Application Tuning 3
Oracle Forms I 4
Oracle Forms II 3
Oracle Reports 4
Application Express v3.1, Introduction to 3
Application Express (APEX) v3.1, Advanced 3
Oracle SQL Developer 2

Course List

Databases & Business Intelligence

Oracle Administration

Oracle 11g Database Administration Lite	3
Oracle 11g Database Administration	5
Oracle 11g New Features for Administrators	4
Oracle Database 11g RAC for Administrators	5
Oracle Maximum Availability with Data Guard	3
Performance Tuning Oracle and RAC on Linux & UNIX	4

Oracle Administration

Performance Tuning Oracle and RAC on Windows	4
Oracle VM for Administrators	4
Oracle Grid Control: Implementation & Administration	5
Oracle Privacy Security Auditing	1
Mastering Automatic Storage Management (ASM)	1

Microsoft SQL Server & SQL BI

MOC 2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	3
MOC 6231 Maintaining a Microsoft SQL Server 2008 Database	5
MOC 6158 Updating Your SQL Server 2005 Skills to SQL Server 2008	3
MOC 6232 Implementing a Microsoft SQL Server 2008 Database	5
MOC 6234 Implementing and Maintaining Microsoft SQL Server 2008 Analysis Services ..	3
MOC 6235 Implementing and Maintaining Microsoft SQL Server 2008 Integration Services ..	3
MOC 6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services ..	3
MOC 6317 Upgrading Your SQL Server 2000 Database Administration (DBA) Skills to SQL Server 2008 ..	3
MOC 50068 Microsoft SQL Server 2008 for the Experienced Oracle Database Administrator ..	4
MOC 50263 Introduction to Microsoft Business Intelligence from SQL 2008 through SharePoint and	4

Sybase

Logical Database Design for Sybase	3
Sybase Adaptive Server, Introduction to	4
System Admin for Sybase Adaptive Server, Practical SQL and Optimization for Sybase, Advanced	4

Data Mining & Data Warehousing

Data Mining, Introduction To	3
Data Warehouse ETL Toolkit, The	3
Relational Database Design	1
Data Warehousing, Introduction to	5
Relational and Dimensional Data Warehouse Design ..	3
Informatica PowerCenter 7/8	5

Business Objects

Crystal Reports 2008 Level I	2
Crystal Reports 2008 Level II	2
Desktop Intelligence 3.0/3.1 Foundations	1
WebIntelligence 3.0/3.1 Basic Reporting	1
WebIntelligence 3.0/3.1 Intermediate Reporting	1
WebIntelligence 3.0/3.1 Advanced Reporting	1
WebIntelligence 3.0/3.1 Rich Client Reporting	1
BusinessObjects 3.0/3.1 Scheduler	2
BusinessObjects 3.0/3.1 Designer	2
BusinessObjects Enterprise 3.0/3.1 Administrator Workshop	2



Hyperion

Hyperion System 9 BI & Interactive Reporting	2
Hyperion System 9 BI+ Interactive Reporting Advanced Designing Dashboards Using Dashboard Studio	1
Hyperion System 9 BI+ Interactive Reporting Designing Advanced Queries and Reports ..	1
Hyperion System 9 BI+ Interactive Reporting Designing Dashboards Using Dashboard Studio ..	1
Essbase Fundamentals Builder	2
Essbase System Administration	2
Essbase ASO Builder	1
Essbase Advantage Bootcamp	4
Essbase Spreadsheet Reporting, Basic	1
Essbase Spreadsheet Toolkit, Advanced	2

UNIX, Linux & Certified RedHat

UNIX & Linux

UNIX and Linux System Basics I	3
UNIX and Linux System Basics II	2
UNIX Shell Programming	5
Korn Shell Programming Essentials	3
Korn Shell Programming, Advanced	2
Bourne Shell Programming	5
UNIX Systems Administration	4
Linux System Administration I	5
Linux System Administration II	5

Authorized Red Hat Linux

RH033 Red Hat Linux Essentials for Windows and other Operating Systems	5
RH133 Red Hat Linux System Administration	5
RH184 Red Hat Enterprise Linux Virtualization	2
RH253 Red Hat Linux Networking and Security	4
RH300 Red Hat RHCE Rapid Track w/RHCE Exam	5
RH401 Red Hat Enterprise Deployment, Virtualization, and Systems Management	4
RH423 Red Hat Enterprise Directory Services and Authentication	4

Authorized Red Hat Linux

RH436 Red Hat Enterprise Clustering and Storage Management	4
RH442 Red Hat Enterprise System Monitoring and Performance Tuning	4
RHS429 Red Hat Enterprise SELinux Policy Administration	4
RHS435 Red Hat Enterprise Certificate Management	4
RHD221 Red Hat Linux Device Drivers	5
RHD236 Red Hat Linux Kernel Internals	5
RHD256 Red Hat Linux Application Development and Porting	4
RHUP304 Red Hat Enterprise Linux Update Course (and RHCE Exam)	4
RHUP305 Red Hat Enterprise Linux Update Course	3

AIX

AIX, Introduction to	5
AIX System Administration	5
AIX System Administration, Advanced	3
AIX6 System Administration Update	2

Solaris

Solaris 10 System Administration Part 1 - Administration Essentials	5
Solaris 10 Systems Administration Part 2 - Networking Administration Essentials	2
Solaris 10 Administration Topics	5
Solaris 10 Advanced System Administration	3
Solaris 10 Update Workshop	2

Microsoft Infrastructure & OS

Windows Desktop OS & Office

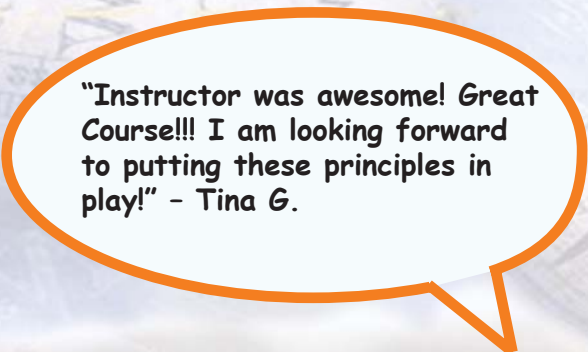
MOC 5015 Deploying Microsoft Windows Vista Business Desktops	3
MOC 5058 Deploying Microsoft Office 2007 Professional Plus	2
MOC 5117 Installing, Configuring, Troubleshooting, and Maintaining Windows Vista	3
MOC 5119 Supporting the Microsoft Windows Vista Operating System and Applications	2
MOC 6288 Deploying Windows 7 Beta Business Desktops by Using the Microsoft Deployment Toolkit 2010.	3
MOC 6289/6290 First Look: Windows 7 Beta for IT Professionals Lecture and Hands-on Lab	1
MOC 6291 Updating Your Technology Knowledge of Microsoft Windows XP to Windows 7 Beta	3
MOC 6292 Installing and Configuring Windows 7 Client	3
MOC 6294 Planning and Managing Windows 7 Desktop Deployments and Environments	5
MOC 7197 Managing Enterprise Desktops using the Microsoft Desktop Optimization Pack (MDOP)	5
MOC 50218 Windows 7 Training for Developers	4
MOC 50219 Introduction to Windows 7 for Developers	1

Windows Server 2003

MOC 2273 Managing and Maintaining a Microsoft Windows Server 2003 Environment Course 2273	
MOC 2277 Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure	5
MOC 2279 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory	5

Windows Server 2008

MOC 6416 Updating your Network Infrastructure and Active Directory Technology Skills to Windows Server 2008	5
MOC 6417 Updating your Applications Infrastructure Technology Skills to Windows Server 2008	3
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"Awesome class, Edna was a wonderful instructor, with a great balance of technical and teaching skills"

Sara H.

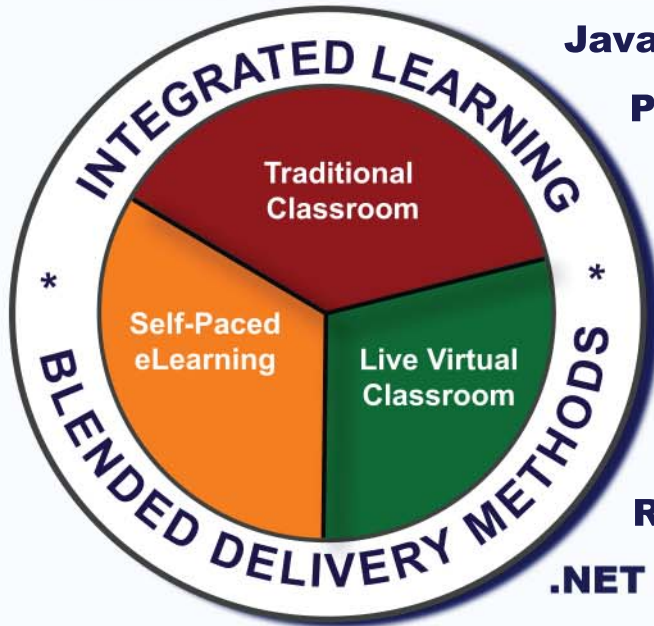
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