

TECHNOLOGY SKILLS PORTFOLIO

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Citywide Learning & Development offers a full compilation of software offerings, including Microsoft Office products, Adobe products, IT Certifications, and others.

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Microsoft Office Products — Access 2013

Access 2013, Part 1

In this course, participants will learn how to use Access 2013 to manage their data, including: creating a new database, constructing tables, designing forms and reports, and building queries to join, filter, and sort data.

Objectives:

- Get to know the layout of Access 2013
- Work with table data
- Query a database
- Create advanced queries
- Generate reports
- Customize the Access environment
- Design a relational database
- Join tables
- Organize a database for efficiency
- Share data across applications
- Explore advanced reporting

Target Audience: Employees who wish to establish a foundational understanding of Microsoft Office Access 2013

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T4061	2	Feb 20-21	\$300	1.2/16
Prerequisite: Basic knowledge of computer applications				

Access 2013, Part 2

Participants will practice advanced Access 2013 features such as database management, form design, packaging a database, encrypting a database, preparing a database for multi-user access and more.

Objectives:

- Restructure data into appropriate tables to ensure data dependency and minimize redundancy
- Write advanced queries to analyze and summarize data
- Create macros
- Customize reports by using various Access features
- Maintain your database using Access tools

Target Audience: Database administrators or prospective database administrators who have experience working with Access 2013 and need to learn advanced skills

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T4062	2	Mar 12-13	\$300	1.2/16
Prerequisite: Access 2013, Part 1				



Microsoft Office Products — Access 2016

Access 2016, Part 1

In this course, participants will use Access 2016 to manage their data, including creating a new database; constructing tables; designing forms and reports; and creating queries to join, filter, and sort data.

Objectives:

- Create and manage an Access 2016 database
- Navigate within the Microsoft Access application environment
- Create a simple database
- Customize Access configuration options
- Organize and manage data stored in Access tables
- Use queries to join, sort, and filter data from different tables
- Use forms to make it easier to view, access, and input data
- Create and format custom reports

Target Audience: Employees who wish to establish a foundational understanding of Microsoft Office Access 2016

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T4071	2	Apr 9-10	\$300	1.2/16
Prerequisite: Basic knowledge of computer applications				

Access 2016, Part 2

This course builds on the foundational skills obtained by attending the Access 2016, Part 1 course. The participants will implement advanced form design; will share data across applications; will use macros and Advanced Database Management. Topics such as usage of Visual Basic for Applications (VBA), a distribution and securing of a database, and managing switchboards will be covered.

Objectives:

- Create and manage a fundamental Access 2016 database
- Customize a form layout to improve usability and efficiency of data entry
- Share data across applications
- Use macros to improve user interface design and VBA to enhance tasks
- Organize data into appropriate tables to ensure data dependency and minimize redundancy
- Lockdown and prepare a database for distribution to multiple users
- Create and modify a database switchboard and set the startup options

Target Audience: Database administrators or prospective database administrators who have experience working with Access 2016 and need to learn advanced skills

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T4072	2	Jan 16-17; Apr 23-24	\$300	1.2/16
Prerequisite: Access 2016, Part 1				

Microsoft Office Products — Excel 2013

Excel 2013, Part 1

In this course, participants will use Microsoft Office Excel 2013 to create spreadsheets and workbooks that you can use to store, manipulate, and share your data.

Objectives:

- Get familiar with Excel 2013
- Perform basic calculations
- Modify and format a worksheet
- Managing and printing workbooks

Target Audience: Employees who wish to gain the foundational understanding of Microsoft Office Excel 2013 that is necessary to create and work with electronic spreadsheets

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T3064	1	Feb 28; May 1	\$150	.6/8
Prerequisite: Basic knowledge of computer applications				

Excel 2013, Part 2

Participants will build upon the foundational Microsoft Office Excel 2013, Part 1 course. The main topic of this class will be learning to create advanced workbooks and worksheets, including advanced formulas, tables, Pivot Tables, Pivot Charts, and data filtering.

Objectives:

- Customize the Excel environment
- Create advanced formulas
- Analyze data with functions and conditional formatting
- Organize and analyze data sets and tables
- Visualize data with basic charts
- Examine data with Pivot Tables, slicers, and Pivot Charts

Target Audience: Employees who already have the foundational knowledge of Excel 2013, and who wish to take advantage of some of the higher-level Excel functionality to analyze and present data

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T3065	1	Mar 2; Apr 14; May 11	\$150	.6/8
Prerequisite: Excel 2013, Part 1				

Excel 2013, Part 3

In this course, participants will explore some of the more advanced features of Excel, including automating common tasks, auditing workbooks to avoid errors, sharing data with other people, analyzing data, and using Excel data in other applications.

Objectives:

- Work with multiple worksheets and workbooks simultaneously
- Share and protect workbooks
- Automate workbook functionality
- Apply conditional logic
- Audit worksheets
- Use automated analysis tools
- Present data visually

Target Audience: Employees who have experience working with Excel, and would like to learn more about creating macros, working with shared documents, analyzing data, and auditing worksheets

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T3066	1	Jan 3; Mar 10; Apr 30; May 15	\$150	.6/8
Prerequisite: Excel 2013, Part 2				



Excel 2013, Data Analysis with Pivot Tables

Analyzing data and gaining insight is important. You have experience creating Pivot Tables, but Excel can do more. In this course, participants will learn how to organize data in a way that can be meaningfully presented to others using Pivot Tables.

Objectives:

- Prepare data and create Pivot Tables
- Analyze data using Pivot Tables
- Working with Pivot Charts

Target Audience: Employees taking this course are experienced Excel users who are seeking to advance their data analysis capabilities by using Pivot Tables

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T3071	1	Jan 6; Jan 27; Feb 14	\$150	.6/8
Prerequisite: Participants should have experience working with Excel 2013 and Pivot Tables				

Microsoft Office Products — Excel 2016 Excel 2016, Part 1

This course aims to provide participants with a foundation for Excel knowledge and skills, which they can build upon to eventually become an expert in data manipulation.

Objectives:

- Get to know the layout of Excel 2016
- Perform calculations
- Modify and format a worksheet
- Manage and print workbooks

Target Audience: Employees who wish to gain the foundational understanding of Microsoft Office Excel 2016 necessary to create and work with electronic spreadsheets

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T3074	1	Feb 19; Mar 2; Apr 14; May 18	\$150	.6/8
Prerequisite: Basic knowledge of computer applications				

Excel 2016, Part 2

This course builds upon the knowledge presented in the Microsoft Office Excel 2016, Part 1 course and helps start participants down the road to creating advanced workbooks and worksheets.

Objectives:

- Work with functions
- Work with lists
- Analyze data
- Visualize data with charts
- Examine data with Pivot Tables and Pivot Charts

Target Audience: Employees who already have foundational knowledge and of Excel 2016, and want to take advantage of some of the higher-level Excel functionality to analyze and present data

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T3075	1	Mar 11; Apr 21; May 22	\$150	.6/8
Prerequisite: Excel 2016, Part 1				



Excel 2016, Part 3

This course builds off the foundational and intermediate knowledge presented in Excel 2016 Part 1 and 2. This interactive class will help you get the most out of your Excel experience. The ability to collaborate with colleagues, automate complex or repetitive tasks, and use conditional logic to construct and apply elaborate formulas and functions will put the full power of Excel right at your fingertips. The more you learn about how to get Excel to do the hard work for you, the more you will be able to focus on getting the answers you need from the vast amounts of data your organization generates.

Objectives:

- Work with functions
- Work with lists
- Analyze data
- Visualize data with charts
- Examine data with Pivot Tables and Pivot Charts

Target Audience: Employees who already have foundational knowledge and of Excel 2016, and want to take advantage of some of the higher-level Excel functionality to analyze and present data

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T3076	1	Jan 8; Mar 18; Apr 27	\$150	.6/8
Prerequisite: Excel 2016, Part 2				

Excel 2016, Data Analysis with Pivot Tables

Analyzing data and gaining insight is important. You have experience creating Pivot Tables, but Excel can do more. In this course, participants will learn how to organize data in a way that can be meaningfully presented to others using Pivot Tables.

Objectives:

- Prepare data and create Pivot Tables
- Analyze data using Pivot Tables
- Working with Pivot Charts

Target Audience: Employees taking this course are experienced Excel users who are seeking to advance their data analysis capabilities by using Pivot Tables

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T3078	1	Mar 30; May 8; May 28	\$150	.6/8
Prerequisite: Participants should have experience working with Excel 2016 and Pivot Tables				

Microsoft Office Products — Outlook 2013

Outlook 2013, Part 1

Participants will learn the necessary skills needed to start using Outlook 2013 to manage email communications, calendar events, contact information, tasks, and notes.

Objectives:

- Get to know the layout of Outlook 2013
- Compose, read, respond, and manage your messages
- Manage your calendar and contacts
- Work with tasks and notes
- Customize the Outlook environment

Target Audience: Staff at all levels

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T7061	1	Apr 7	\$150	.6/8
Prerequisite: Basic knowledge of computer applications				



Outlook 2013, Part 2

In this course, participants will explore Outlook interface's advanced features such as advanced messaging, calendar, and contacts management. They will practice overseeing their activities, sharing their workspace with others and managing Outlook data files.

Objectives:

- Configure advanced message options
- Explore advanced message management
- Practice advanced contact and calendar management
- Use tasks and journal entries
- Share workspaces with others
- Manage Outlook data files

Target Audience: Employees who have a basic understanding of Microsoft Windows and Microsoft Office Outlook 2013 and want or need to know how to perform more advanced tasks in Outlook

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T7062	1	Apr 24	\$150	.6/8
Prerequisite: Outlook 2013, Part 1				

Microsoft Office Products — Outlook 2016

Outlook 2016, Part 1

In this course, participants will use Outlook to send, receive, and manage email messages, manage their contact information, schedule appointments and meetings, create tasks and notes, and customize the Outlook interface to suit their working style.

Objectives:

- Compose, read, and respond to emails
- Schedule appointments and meetings
- Manage contact information
- Create notes and schedule tasks
- Customize message response options and organize your mail
- Attach files and insert illustrations to messages
- Use flags, categories, and folders to organize messages
- Work with contacts

Target Audience: Employees who need to know how to use Outlook as an email client to manage their communications, appointments, contact information, and other communication tasks

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T7071	1	Feb 27	\$150	.6/8
Prerequisite: Basic knowledge of computer applications				

Outlook 2016, Part 2

In this course, participants will customize command sets, configure mail accounts, set global options, perform advanced searches, apply filters to intercept mail and control spam, create rules to automate many management tasks within Outlook.

Objectives:

- Modify messages and set global options
- Organize, search, and manage messages
- Manage your mailbox
- Automate message management
- Work with calendar settings
- Create groups and manage contacts
- Plan your activities with tasks and notes
- Share workspaces with others
- Configure Outlook data files

Target Audience: Employees who want to know how to use Outlook's advanced features to manage their email communications, calendar events, contact information, search functions, and other communication tasks

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T7072	1	Mar 4	\$150	.6/8
Prerequisite: Outlook 2016, Part 1				

Microsoft Office Products — PowerPoint 2013

PowerPoint 2013, Part 1

In this course, participants will use PowerPoint 2013 to begin creating engaging, dynamic multimedia presentations.

Objectives:

- Get to know the layout of PowerPoint 2013
- Develop a PowerPoint presentation
- Perform advanced text editing
- Add graphical elements, tables, and charts to your presentation
- Modify objects in your presentation
- Prepare to deliver the presentation

Target Audience: Employees who wish to gain the foundational understanding of Microsoft Office PowerPoint 2013 that is necessary to create and develop an engaging multimedia presentation

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T6051	1	Mar 17	\$150	.6/8
Prerequisite: Basic knowledge of computer applications				

PowerPoint 2013, Part 2

In this course, participants will enhance their presentation by using features that will transform it into a powerful means of communication. They will customize the PowerPoint interface to suit the requirements and use features to create presentations.

Objectives:

- Customize the PowerPoint environment Tailor a design template
- Add SmartArt graphics and special effects to your presentation
- Modify a slide show
- Collaborate on a presentation
- Secure and distribute a presentation

Target Audience: Employees who have a foundational working knowledge of PowerPoint 2013, who want to take advantage of the application's higher-level usability, security, collaboration, and distribution functionality

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T6052	1	Apr 22	\$150	.6/8
Prerequisite: PowerPoint 2013, Part 1				

Microsoft Office Products — PowerPoint 2016

PowerPoint 2016, Part 1

In this course, participants will use PowerPoint 2016 to begin creating engaging, dynamic multimedia presentations.

Objectives:

- Get to know the layout of PowerPoint 2016
- Develop a PowerPoint presentation
- Perform advanced text editing
- Add graphical elements, tables, and charts to your presentation
- Modify objects in your presentation
- Prepare to deliver the presentation

Target Audience: Employees who wish to gain the foundational understanding of Microsoft Office PowerPoint 2016 that is necessary to create and develop an engaging multimedia presentation

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T6061	1	May 4	\$150	.6/8
Prerequisite: Basic knowledge of computer applications				



PowerPoint 2016, Part 2

In this course, participants will enhance their presentation by using features that will transform it into a powerful means of communication. They will customize the PowerPoint interface to suit the requirements and use features to create presentations.

Objectives:

- Customize the PowerPoint environment Tailor a design template
- Add SmartArt graphics and special effects to your presentation
- Modify a slide show
- Collaborate on a presentation
- Secure and distribute a presentation

Target Audience: Employees who have a foundational working knowledge of PowerPoint 2016, who want to take advantage of the application's higher-level usability, security, collaboration, and distribution functionality

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T6062	1	May 29	\$150	.6/8
Prerequisite: PowerPoint 2016, Part 1				

Microsoft Office Products — Project 2013

Project 2013, Part 1

In this course, participants will be familiarized with the essential features and functions of Microsoft Project Professional 2013 so that they can use it effectively and efficiently in a real-world environment. Topics will include managing project time frames and tasks, working with and managing project resources, and delivering a project plan.

Objectives:

- Start a project
- Change working time and project timeframes
- Add summary tasks and milestones
- Manage project resources
- Deliver a project plan

Target Audience: Employees who manage projects and wish to learn the fundamentals of Project 2013

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T6053	1	Feb 26	\$150	.6/8
Prerequisite: Basic knowledge of computer applications				

Project 2013, Part 2

In this course, participants will exchange project plan data with other applications, update project plans, create visual reports, and reuse project plan information.

Objectives:

- Manage the project environment
- Change task structures
- Generate project views
- Produce project reports
- Analyze your project

Target Audience: Employees who manage projects and wish to learn the advanced features and functions of Project 2013

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T6054	1	Apr 6	\$150	.6/8
Prerequisite: Project 2013, Part 1				



Microsoft Office Products — Project 2016

Project 2016, Part 1

In this course, participants will be familiarized with the essential features and functions of Microsoft Project Professional 2016 so that they can use it effectively and efficiently in a real-world environment. Topics will include managing project time frames and tasks, working with and managing project resources, and delivering a project plan.

Objectives:

- Start a project
- Change working time and project timeframes
- Add summary tasks and milestones
- Manage project resources
- Deliver a project plan

Target Audience: Employees who manage projects and wish to learn the fundamentals of Project 2016

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T6063	1	Jan 7; Mar 5	\$150	.6/8
Prerequisite: Basic knowledge of computer applications				

Project 2016, Part 2

In this course, participants will exchange project plan data with other applications, update project plans, create visual reports, and reuse project plan information.

Objectives:

- Manage the project environment
- Change task structures
- Generate project views
- Produce project reports
- Analyze your project

Target Audience: Employees who manage projects and wish to learn the advanced features and functions of Project 2016

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T6064	1	Jan 30; May 20	\$150	.6/8
Prerequisite: Project 2013, Part 1				

Microsoft Office Products — Visio Professional 2013

Visio Professional 2013, Part 1

Participants will learn to create a professional-looking visual product, including workflows and flowcharts, using various shapes in Visio Professional 2013.

Objectives:

- Get to know the layout of Visio 2013
- Create a workflow diagram
- Create an organization chart
- Make a floor plan
- Create a cross-functional flowchart
- Create a network diagram
- Style a diagram

Target Audience: Employees who are new to Visio, and who will use this application to create basic workflows and perform end-to-end flowcharting

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T6440	1	Mar 5	\$150	.6/8
Prerequisite: General computer proficiency and knowledge of Windows 8 and above to access programs, files, and folders				

Visio Professional 2013, Part 2

Participants will learn the advanced features of Visio Professional 2013 to create sophisticated graphics and illustrations, that may be linked to an external data source and may be inserted into other Microsoft Office files.

Objectives:

- Enhance the look of drawings
- Create shapes, stencils, and templates
- Connect drawings to external data
- Leverage development tools
- Share drawings

Target Audience: Graphic designer, subject matter specialist, or other employees with basic Visio 2013 skills who need to use this application to create sophisticated graphics and illustrations that may be linked to external data sources

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T6441	1	Jan 13; Apr 16	\$150	.6/8
Prerequisite: Visio 2013, Part 1				

Microsoft Office Products — Visio Professional 2016

Visio Professional 2016, Part 1

Participants will learn to create a professional-looking visual product, including workflows and flowcharts, using various shapes in Visio Professional 2016.

Objectives:

- Get to know the layout of Visio 2016
- Create a workflow diagram
- Create an organization chart
- Make a floor plan
- Create a cross-functional flowchart
- Create a network diagram
- Style a diagram

Target Audience: Employees who are new to Visio, and who will use this application to create basic workflows and perform end-to-end flowcharting

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T6450	1	Mar 6	\$150	.6/8
Prerequisite: General computer proficiency and knowledge of Windows 8 and above to access programs, files, and folders				

Visio Professional 2016, Part 2

Participants will learn the advanced features of Visio Professional 2016 to create sophisticated graphics and illustrations, that may be linked to an external data source and may be inserted into other Microsoft Office files.

Objectives:

- Enhance the look of drawings
- Create shapes, stencils, and templates
- Connect drawings to external data
- Leverage development tools
- Share drawings

Target Audience: Graphic designer, subject matter specialist, or other employees with basic Visio 2016 skills who need to use this application to create sophisticated graphics and illustrations that may be linked to external data sources

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T6451	1	Feb 4; Apr 13	\$150	.6/8
Prerequisite: Visio 2016, Part 1				

Microsoft Office Products — Word 2013

Word 2013, Part 1

In this course, participants will learn how to use Word 2013 to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

Objectives:

- Get to know the layout of Word 2013
- Edit a document
- Format text and paragraphs
- Add tables
- Manage lists
- Insert graphic objects
- Control page appearance
- Proof a document
- Customize the Word environment

Target Audience: Employees who want to learn essential Word 2013 skills and a variety of techniques for improving the appearance and accuracy of the content of their document

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T2074	1	Apr 29	\$150	.6/8
Prerequisite: Basic knowledge of computer applications				

Word 2013, Part 2

In this course, participants will learn to use Word 2013 more efficiently by automating some tasks and creating compound documents that include lists, tables, charts, graphics, and newsletter layouts and will merge data to personalize correspondence and labels.

Objectives:

- Work with tables and charts
- Customize formats using styles and themes
- Place images in a document and create custom graphics elements
- Insert content using Quick Parts
- Control text flow
- Use templates, mail merge, and macros

Target Audience: Employees who want to learn the advanced functions of Word 2013

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T2075	1	May 6	\$150	.6/8
Prerequisite: Word 2013, Part 1				



Microsoft Office Products — Word 2016

Word 2016, Part 1

In this course, participants will learn how to use Word 2016 to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

Objectives:

- Navigate and perform everyday tasks in Word 2016
- Format text and paragraphs
- Perform repetitive operations
- Enhance lists
- Create and format tables
- Insert graphic objects Control page appearance
- Proof a document
- Customize the Word environment

Target Audience: Employees who want to learn about Word 2016 to improve the appearance and accuracy of document content

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T2078	1	Feb 25, May 13	\$150	.6/8
Prerequisite: Basic knowledge of computer applications				

Word 2016, Part 2

In this course, participants will learn the new features which enable them to create complex documents with a consistent look and feel. Participants will also learn how to automate tedious tasks such as preparing a letter to send to every customer of your organization.

Objectives:

- Create and modify complex documents
- Organize content using tables and charts
- Customize formats using styles and themes
- Insert content using Quick Parts
- Use templates to automate document formatting
- Control the flow of a document
- Simplify and manage long documents
- Create letters, envelopes, and labels by using mail merge

Target Audience: Employees who wish to use Word 2016 to create and modify complex documents and use tools that allow them to customize those documents

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T2079	1	Jan 14; May 20	\$150	.6/8
Prerequisite: Word 2016, Part 1				

Adobe CC Products

Adobe Illustrator CC 2019, Part 1

In this course, participants, who are designers or in marketing fields, will create illustrations, logos, advertisements, or other graphic documents. The objectives covered in this class will help them prepare for the Adobe Certified Associate (ACA) exam.

Objectives:

- Get to know the layout of Adobe Illustrator CC 2019
- Create documents containing basic shapes and customized paths
- Work on graphics containing customized text
- Customize objects and basic shapes
- Prepare documents for deployment

Target Audience: Designers, publishers, pre-press professionals, marketing communication professionals, or employees switching to a design job or taking on design responsibilities

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T7419	2	Feb 20-21	\$300	1.2/16
Prerequisite: Basic knowledge of computer applications				

Adobe InDesign CC 2019, Part 1

In this course, participants will learn to design, and publish a broad range of documents in print, online, and mobile devices with this desktop publishing tool. They will create and deliver eye-catching professional page layout and designs for documents by identifying and customizing InDesign Interface components.

Objectives:

- Get to know the layout of Adobe InDesign CC 2019
- Design a document
- Customize a document
- Work with page elements
- Build tables and prepare a document for delivery

Target Audience: Employees who want to use the basic tools and features of InDesign for creating professional page layouts and designs

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T6331	2	Apr 2-3	\$300	1.2/16
Prerequisite: Basic knowledge of computer applications				

Adobe Photoshop CC 2019, Part 1

In this course, participants, who may be photographers or are interested in working toward obtaining Adobe Photoshop CC certification, will focus on some of the basic features of Photoshop allowing them to navigate the environment using Photoshop tools to work with photographic images.

Objectives:

- Get to know the layout of Adobe Photoshop CC 2019
- Create basic images
- Manage selections and layers
- Adjust and refine images
- Manage files in a production workflow

Target Audience: Employees switching to a photographer job or taking on the responsibilities of such; who want to use the robust features of Photoshop to enhance, modify, and organize the images and photo reproductions

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T6742	2	Jan 23-24; May 26-27	\$300	1.2/16
Prerequisite: Basic knowledge of computer applications				



Crystal Reports Products

Crystal Reports 2016, Part 1

Organizations use reporting tools to access data sources and generate customized reports. Crystal Reports 2016 enhances report building and report processing techniques with a variety of features that add value to a presentation. In this course, participants will create a basic report by connecting to a database and modifying the report's presentation.

Objectives:

- Explore the Crystal Reports interface
- Work with reports
- Use formulas in reports
- Build parameterized reports Build parameterized reports
- Group report's data
- Enhance a report
- Create a report from Excel data
- Distribute data

Target Audience: Employees who need to build the advanced reports from a database

Course Code	Days of Training	Dates	Cost	CEUs/CPEs
T9560	2	Mar 18-19	\$300	1.2/16
Prerequisite: Basic knowledge of computer applications				

IT Professional & Certification Courses

BUSINESS INTELLIGENCE AND DATA VISUALIZATION TOOLS

Tableau Desktop

Tableau Desktop Level 1: Introduction

Tableau has emerged as one of the most popular Business Intelligence solutions in recent times, thanks to its powerful and interactive data visualization capabilities.

This course provides learners to take full advantage of Tableau 10's features regardless of experience. Starting with the fundamentals, such as data preparation, the user will learn how to customize their own data visualizations and dashboards, which is essential for high-level visibility and effective data storytelling. This course will also cover how to use clustering and distribution models for trend analysis and forecasting to inform the analytics at hand.

Target Audience: Beginner Tableau user

Course Code	Days of Training	Dates	Cost	CEUs
18501	2	Jan 21-22; Feb 18-19; Mar 23-24; Apr 20-21; May 18-19; Jun 22-23	\$880	1.2

Tableau Desktop Level 2: Intermediate

In this intermediate level course, the user will learn to master Tableau by exploiting many new features introduced in Tableau 10.

This course provides learners with valuable methods utilizing advanced calculations to solve complex problems. These techniques include using different types of calculations such as row-level, aggregate-level, and more. The user will be armed with an arsenal of advanced chart types and techniques to present information to a variety of audiences using clear, efficient, and engaging dashboards.

Target Audience: Individuals with experience with the fundamental concepts of Tableau who want to take their skills to the next level or want to prepare themselves to be a Tableau power user

Course Code	Days of Training	Dates	Cost	CEUs
18502	2	Jan 23-24; Feb 20-21; Mar 25-26; Apr 22-23; May 20-21; Jun 24-25	\$880	1.2

Analyzing Data with Power BI

This course will provide the user with a comprehensive understanding of how to analyze data with Power BI. The course includes creating visualizations, the Power BI Service, and the Power BI Mobile App. It starts with the introduction to Self-Service BI Solutions and Business Intelligence. Some of the topics included: Introduction to Data Analysis and Data Visualization, viewing reports, creating a Power BI report and dashboard, using Excel and Databases as your Data Sources for Power BI, shaping and combining Data, and many others.

Target Audience: The primary audience for this course is BI professionals who need to analyze data utilizing Power BI. The secondary audiences for this course are technically proficient business users.

Course Code	Days of Training	Dates	Cost	CEUs
11078	3	Jan 21-23; Mar 16-18; Apr 13-15; May 18-20; Jun 15-17	\$1080	1.8

DATABASE EXPERTISE

Microsoft Certified Solutions Associate (MCSA): SQL 2016 Database Administration

Administering a SQL Database Infrastructure (SQL Server 2017)

This course provides learners with the knowledge and skills to maintain a Microsoft SQL Server 2017 database. The course focuses on teaching individuals how to use SQL Server 2017 product features and tools related to maintaining a database.

This course is designed for customers who are interested in learning SQL Server 2017. It covers the new features in SQL Server 2017, but also the critical capabilities across the SQL Server data platform.

Target Audience: The primary audience for this course is individuals who administer and maintain SQL Server databases. These individuals perform database administration and maintenance as their primary area of responsibility or work in environments where databases play a key role in their primary job. The secondary audience for this course is individuals who develop applications that deliver content from SQL Server databases.

Course Code	Days of Training	Dates	Cost	CEUs
I20764	5	Feb 3-7; Mar 2-6; Apr 6-10; May 4-8; Jun 1-5	\$1800	3.0
Exam Code	Dates		Cost	CEUs
70764	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$165	N/A

Provisioning SQL Databases (SQL Server 2017)

This course provides learners with the knowledge and skills to install, upgrade and manage a Microsoft SQL Server 2017 database. The course focuses on teaching individuals how to use SQL Server 2017 product features and tools related to maintaining a database.

It is designed for customers who are interested in learning SQL Server 2017. The course covers the new features in SQL Server 2017, but also the important capabilities across the SQL Server data platform, including working with databases, managing a database storage options, planning to deploy and migrating a SQL Server to Microsoft Azure, managing databases in the Cloud.

Target Audience: The primary audience for this course is individuals who administer and maintain SQL Server databases. These individuals perform database administration and maintenance as their primary area of responsibility or work in environments where databases play a key role in their primary job. The secondary audience for this course is individuals who develop applications that deliver content from SQL Server databases.

Course Code	Days of Training	Dates	Cost	CEUs
I20765	5	Feb 10-14; Mar 9-13; Apr 13-17; May 11-15; Jun 8-12	\$1800	3.0
Exam Code	Dates		Cost	CEUs
70765	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$165	N/A

Certification and Exams

The MCSA: SQL 2016 Database Administration certification candidate must pass two exams.

Certification	Exams
MCSA: SQL 2016 Database Administration	70764: Administering a SQL Database Infrastructure 70765: Provisioning SQL Databases

HELPDESK EXPERTISE

CompTIA A+ Certification

CompTIA A+ Certification Preparation Course 1

CompTIA A+ Certification Prep course is designed for the new 220-1001 exam. CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world. It is the only industry recognized credential with performance-based items to prove pros can think on their feet to perform critical IT support tasks in the moment. It is trusted by employers around the world to identify the go-to person in end point management and technical support roles. CompTIA A+ is regularly re-invented by IT experts to ensure that it validates core skills and abilities demanded in the workplace.

The Official CompTIA A+ Core 1 (Exam 220-1001) course provides the background knowledge and skills you will require to be a successful A+ technician. It will help you prepare to take the CompTIA A+ Core Series certification examination (Exam number 220-1001), in order to become a CompTIA A+ Certified Professional.

Target Audience: Individuals who have basic computer user skills and who are interested in obtaining a job as an entry-level IT technician

Course Code	Days of Training	Dates	Cost	CEUs
1421	5	Jan 6-10; Feb 3-7; Mar 2-6; Apr 6-10; May 4 -8; Jun 1-5	\$1800	3.0
Exam Code	Dates		Cost	CEUs
2201001	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$219 (ea.)	N/A

Certification and Exams

An A+ certification candidate must pass two exams. All candidates must pass the A+ Essentials exam and one additional exam depending on the area of specialty.

Certification	Exams
CompTIA A+	CompTIA A+ 2201001

CompTIA A+ Certification Preparation Course 2

CompTIA A+ Certification Prep course is designed for the new 220-1002 exam. CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world. It is the only industry recognized credential with performance-based items to prove pros can think on their feet to perform critical IT support tasks in the moment. It is trusted by employers around the world to identify the go-to person in end point management and technical support roles. CompTIA A+ is regularly re-invented by IT experts to ensure that it validates core skills and abilities demanded in the workplace.

The Official CompTIA A+ Core 2 (Exam 220-1002) course provides the background knowledge and skills you will require to be a successful A+ technician. It will help you prepare to take the CompTIA A+ Core Series certification examination (Exam number 220-1002), in order to become a CompTIA A+ Certified Professional.

Target Audience: Individuals who have basic computer user skills and who are interested in obtaining a job as an entry-level IT technician

Course Code	Days of Training	Dates	Cost	CEUs
I422	5	Jan 13-17; Feb 10-14; Mar 9-13; May 11-15; Jun 8-12	\$1800	3.0
Exam Code	Dates		Cost	CEUs
2201002	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$219 (ea.)	N/A

Certification and Exams

An A+ certification candidate must pass two exams. All candidates must pass the A+ Essentials exam and one additional exam depending on the area of specialty.

Certification	Exams
CompTIA A+	CompTIA A+ 2201002

Microsoft Dynamics 365

Microsoft Dynamics 365 Customization and Configuration

This course provides students with detailed hands-on experience of setting up, customizing, configuring and maintaining the CRM components of Microsoft Dynamics 365.

Attendees of this course will gain an in-depth understanding of the Dynamics 365 security model, learn how to customize the Dynamics 365 framework, create and maintain powerful workflows and business process flows and use solutions to package and deploy customizations across multiple Dynamics 365 environments.

Target Audience: This course is intended for Information workers, IT Professionals and Developers

Course Code	Days of Training	Dates	Cost	CEUs
I55242	3	Jan 21-23; Feb 18-20; Mar 16-18; Apr 20-22; May 11-13; Jun 15-17	\$1080	1.8
Exam Code	Dates		Cost	CEUs
MB2716	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$165	N/A

INFORMATION SECURITY EXPERTISE

CompTIA Security+ Certification

Security+ Certification

CompTIA Security+ is the primary course you will need to take if your job responsibilities include securing network services, devices, and traffic in your organization. You can also take this course to prepare for the CompTIA Security+ certification examination. In this course, you will build on your knowledge of and professional experience with security fundamentals, networks, and organizational security as you acquire the specific skills required to implement basic security services on any computer network.

Target Audience: This course is targeted toward the information technology (IT) professional, who has networking and administrative skills in Windows®-based Transmission Control Protocol/Internet Protocol (TCP/IP) networks; familiarity with other operating systems, such as Mac OS X®, Unix, or Linux; and who wants to further a career in IT by acquiring foundational knowledge of security topics; prepare for the CompTIA Security+ certification examination; or use Security+ as the foundation for advanced security certifications or career roles

Course Code	Days of Training	Dates	Cost	CEUs
I551	5	Feb 3-7; Mar 16-20; Apr 6-10; May 4-8; Jun 8-12	\$1800	3.0
Exam Code	Dates		Cost	CEUs
SY0501	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$339	N/A

Certification and Exams

The Security+ certification candidates must pass one exam. Although not required, it is strongly recommended that candidates have their A+ Certification and Network+ certification or equivalent on-the-job experience.

Certification	Exams
CompTIA Security+,	SY0501: Security+

CompTIA PenTest+ Certification

CompTIA PenTest+ Certification

CompTIA PenTest+ is a certification for intermediate level cybersecurity professionals who are tasked with penetration testing to identify, exploit, report, and manage vulnerabilities on a network. PenTest+ assesses the most up-to-date penetration testing, and vulnerability assessment and management skills necessary to determine the resiliency of the network against attacks.

Successful candidates will have the intermediate skills and best practices required to customize assessment frameworks to effectively collaborate on and report findings and communicate recommended strategies to improve the overall state of IT security.

Target Audience: This course is targeted at Security officers, Auditors, Security professionals, Network Administrators, Firewall Administrators, Site administrators, Individuals concerned about the integrity of the network infrastructure

Course Code	Days of Training	Dates	Cost	CEUs
166656	5	Jan 6-10; Feb 10-14; Mar 16-20; Apr 6-10; May 18-22; Jun 8-12	\$1800	3.0

CISSP: Certified Information Systems Security Professional

Certified Information Security Systems Professional (CISSP)

The CISSP has become the key certification for security professionals. Corporations are demanding experienced information security professionals, with the certifications to prove it, to protect their information and assets.

(ISC)2 CISSP is more than just the best way to refresh and review your knowledge base for the CISSP certification exam. It's also the best way to maintain your access to the latest news regarding information system security issues, concerns, and countermeasures. This course is your best bet for making sure you're adequately prepared to take on the challenges inherent in a world of constantly evolving information.

Target Audience: The CISSP certification program is targeted at professionals with at least four years of experience in two domains and a college degree, or five years' experience in two domains without a college degree

Course Code	Days of Training	Dates	Cost	CEUs
I9022	5	Feb 10-14; Apr 20-24; Jun 22-26	\$2200	3.0

NETWORKING EXPERTISE

CompTIA Network+ Certification

Network+ Certification Preparation for N10007

The CompTIA Network+ certification is an international industry credential that validates the knowledge of networking professionals. This course teaches the fundamentals of networking and prepares students for the Network+ certification exam. Through hands-on training and exercises, students learn the vendor-independent skills and concepts necessary for all networking professionals.

This training addresses the latest skills needed by technicians, such as basic principles on how to secure a network. It focuses on the topics covered in the exam, including network technologies, media, and topologies, devices, management, tools and security.

Target Audience: Network+ Certification is suited for computer technicians who are searching for a challenging career in the administration and support of complex internetworking environments. Anyone who wants to learn about the fundamentals of Networking and TCP/IP

Course Code	Days of Training	Dates	Cost	CEUs
I492	5	Jan 13-17; Feb 10-14; Feb 24-28; Mar 9-13; Apr 13-17; May 11-15; Jun 8-12	\$1800	3.0
Exam Code	Dates		Cost	CEUs
N10007	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$319	N/A

Certification and Exams

The Network+ certification candidate must pass a single exam. Although not required, it is strongly advised to have your A+ Certification prior to taking the Network+ exam.

Certification	Exams
Network+	N10007: Network+

Cisco CCNA Certification

Implementing and Administering Cisco Solutions (CCNA) v1.0

The Implementing and Administering Cisco Solutions (CCNA) v1.0 course gives you a broad range of fundamental knowledge for all IT careers. Through a combination of lecture and hands-on labs, you will learn how to install, operate, configure, and verify a basic IPv4 and IPv6 network. The course covers configuring network components such as switches, routers, and Wireless LAN Controllers; managing network devices; and identifying basic security threats. The course also gives you a foundation in network programmability, automation, and software-defined networking.

This course helps you prepare to take the 200-301 Cisco Certified Network Associate (CCNA) exam. By passing this one exam, you earn CCNA certification. The 200-301 CCNA exam goes live on February 24, 2020.

Target Audience: This course is intended for Network administrators, Network specialists, Network engineer associate, Network support engineers, Network analyst, Network specialist

Course Code	Days of Training	Dates	Cost	CEUs
I1006	5	Jan 27-31; Feb 24-28; Mar 23-27; Apr 20-24; May 18-22; Jun 22-26	\$2200	3.0
Exam Code	Dates		Cost	CEUs
100105	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$165	N/A

Certification and Exams

The Cisco CCNA requires a single exam

Certification	Exams
Cisco® Certified Network Associate (CCNA)	200301 CCNA exam

Microsoft Certified Solutions Associate (MCSA): Windows Server 2016

Installation, Storage, and Compute with Windows Server 2016

This course is designed primarily for IT professionals who have some experience with Windows Server. It is designed for professionals who will be responsible for managing storage and compute by using Windows Server 2016, and who need to understand the scenarios, requirements, and storage and compute options that are available and applicable to Windows Server 2016.

This course will be beneficial for Windows Server administrators who are relatively new to Windows Server administration and related technologies, and who want to learn more about the storage and compute features in Windows Server 2016.

Target Audience: IT professionals with general IT knowledge, who are looking to gain knowledge about Windows Server, especially around storage and compute technologies in Windows Server 2016

Course Code	Days of Training	Dates	Cost	CEUs
I20740	5	Mar 2-6; Mar 23-27; Apr 20-24; May 4-8; May 18-22	\$1800	3.0
Exam Code	Dates		Cost	CEUs
70740	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$165	N/A

INFORMATION ANALYSIS / INFRASTRUCTURE EXPERTISE

CompTIA Train the Trainer (CTT+) Certification

CompTIA Train the Trainer (CTT+)

CompTIA Certified Technical Trainer (CTT+) certification is a cross-industry credential that provides recognition that an instructor has attained a standard of excellence in the training industry. CompTIA CTT+ is a highly interactive and participant-driven course designed to cultivate the technical training and concept delivery skills in trainers, technicians, Subject Matter Experts, presenters, sales and support staff in any organization. The participants will connect abilities, theories and situations to create their most effective instructional styles. Microsoft and ProSoft accept this course towards their MCT.

Target Audience: This certification is targeted towards all training professionals and can be applied to all industries that provide technical and non-technical training and education

Course Code	Days of Training	Dates	Cost	CEUs
I507	5	Feb 10-14; Apr 13-17; Jun 8-12	\$1800	3.0
Exam Code	Dates		Cost	CEUs
TK0201 and TK0202 or TK0203	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		TK0201 \$319, TK0202 and TK0203 \$339 (ea.)	N/A

WEB PUBLISHING / ONLINE COLLABORATION EXPERTISE

Microsoft Certified Solutions Expert (MCSE): Productivity Certification (SharePoint 2016)

Planning and Administering SharePoint 2016

This course will provide you with the knowledge and skills to configure and manage a Microsoft SharePoint Server 2016 environment. This course will teach you how to configure SharePoint Server 2016, as well as provide guidelines, best practices, and considerations that will help you optimize your SharePoint server deployment. It is the first course in a sequence of two courses for IT Professionals and will align with the first exam in the SharePoint Server 2016 IT Pro certification.

Target Audience: The course is targeted at experienced IT Professionals interested in learning how to install, configure, deploy and manage SharePoint Server 2016 installations in either the data center or the cloud

Course Code	Days of Training	Dates	Cost	CEUs
I20391	5	Jan 6-10; Feb 3-7; Mar 2-6; Apr 6-10; May 4-8; Jun 1-5	\$1800	3.0
Exam Code	Dates		Cost	CEUs
70331	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$165	N/A

Advanced Technologies of SharePoint 2016

This five-day course examines how to plan, configure, and manage a Microsoft SharePoint Server 2016 environment. Specific areas of focus include implementing high availability, disaster recovery, service application architecture, Business Connectivity Services, social computing features, productivity and collaboration platforms and features, business intelligence solutions, enterprise content management, web content management infrastructure, solutions, and apps. The course also examines how to optimize the Search experience, how to develop and implement a governance plan, and how to perform an upgrade or migration to SharePoint Server 2016.

Target Audience: The course track is targeted at experienced IT Professionals interested in learning how to install, configure, deploy and manage SharePoint Server 2016 installations in either the data center or cloud. In addition, Business Application Administrators (BAAs) who are engaged in the administering line-of-business (LOB) projects in conjunction with internal business customers would benefit from the understanding of managing SharePoint Server 2016

Course Code	Days of Training	Dates	Cost	CEUs
I20392	5	Jan 13-17; Feb 10-14; Mar 9-13; Apr 13-17; May 11-15; Jun 8-12	\$1800	3.0
Exam Code	Dates		Cost	CEUs
70332	When applying, enter your selected date and time. It must be between Monday to Friday from 10AM to 3PM.		\$165	N/A

Certification and Exams

The Microsoft Certified Solution Developer: Web Applications candidate must pass two exams - for more information, please visit the Microsoft Certifications website.

Certification	Exams
Microsoft Certified Solutions Expert (MCSE): Productivity (SharePoint 2016)	<p>70331: Core Solutions of Microsoft SharePoint Server</p> <p>70332: Advanced Solutions of Microsoft SharePoint Server</p>

PROJECT MANAGEMENT EXPERTISE

PMI: Project Management Professional (PMP)

The Project Management Professional (PMP)® Certification program is led by the industry's top PMP instructors, who prepares you to pass the PMP® exam, earning one of the most valued credentials around.

The PMP® exam content is majorly focused on A Guide to the Project Management Body of Knowledge - Sixth Edition, (PMBOK® Guide) and other sources, this program features a wide variety of proven learning tools and study aids.

What you will receive:

- Expert-led lectures
- Real-life examples
- 35 PMI PDUs (Based on course delivery & assignment hours)
- Tips and tricks to conquer the exam
- Assistance with the PMI application process

To become a certified Project Management Professional, a student must have:

- A bachelor's degree and 4,500 hours of Project Management experience, and 35 hours of classroom instruction that relate to project management objectives (NetCom's PMP training satisfies this requirement) - OR - a High School diploma or equivalent and 7,500 hours of Project Management experience
- Supporting Documentation is required for the above qualifications.
- Pass the PMP exam, which consists of 200 multiple-choice questions to be completed in 4 hours. NetCom's Project Management Professional (PMP) Certification course will prepare you for this exam

Target Audience: Project Managers, Associate Project Managers, Project Coordinators, Project Analysts, Project Leaders, Senior Project Managers, Team Leaders, Product Managers, Program Managers, Project team members seeking the PMP certification

Course Code	Days of Training	Dates	Cost	CEUs
1445	5	Jan 13-17; Feb 10-14; Mar 16-20; Apr 13-17; May 11-15; Jun 15-19	\$2200	3.0

ARCHITECTURAL DESIGN EXPERTISE

AutoDesk AutoCAD 2020

AutoCAD 2020 Level 1: Essentials

Learn to design and shape the world around you using the powerful, flexible features found in AutoCAD® design and documentation software, one of the world's leading 2D and 3D CAD tools.

In this course, you will learn to navigate the AutoCAD user interfaces and use the fundamental features of AutoCAD. You will learn to use the precision drafting tools in AutoCAD to develop accurate technical drawings and you will also discover the ways to present drawings in a detailed and visually impressive way.

Target Audience: Professionals who want unparalleled creative freedom, productivity, and precision for producing superb 3D modeling

Course Code	Days of Training	Dates	Cost	CEUs
18801	3	Jan 13-15; Feb 10-12; Mar 16-18; Apr 13-15; May 18-20; Jun 15-17	\$1080	1.8

AutoCAD 2020 Level 2: Intermediate

Discover the powerful tools and techniques for drawing, dimensioning, and printing 2D drawings in this course that enables you to reuse content and extract information from your drawings. With an understanding of the tools and concepts you'll learn in class, you can begin to streamline the design process and become more productive with AutoCAD.

Target Audience: Professionals who want unparalleled creative freedom, productivity, and precision for producing superb 3D modeling

Course Code	Days of Training	Dates	Cost	CEUs
18802	2	Jan 16-17; Feb 13-14; Mar 19-20; Apr 16-17; May 21-22; Jun 18-19	\$720	1.2

AutoCAD 2020 Level 3: Advanced

AutoCAD 2020: Advanced introduces advanced techniques and teaches you to be proficient in your use of the AutoCAD software. It is done by teaching you how to recognize the best tool for the task, the best way to use that tool, and how to create new tools to accomplish tasks more efficiently.

Target Audience: Professionals who want to excel expertise in AutoCAD

Course Code	Days of Training	Dates	Cost	CEUs
18803	3	Mar 23-25; Apr 20-22; Jun 22-24	\$1080	1.8