

OAKLAND COMMUNITY COLLEGE

Economic and Workforce Development



COURSE LIBRARY

2018 EDITION



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Introduction

Oakland Community College – Economic and Workforce Development

Oakland Community College has a long-standing history of collaboration and partnerships with both private and public entities to bring coordinated and cost-effective customized training and services to companies of any sizes. OCC is committed to providing the highest quality technical training. All instructors have experience working in the dynamic world of education and are hand selected to meet each client's specific training needs. Our instructors possess the latest certifications, degrees and industry experience and are recognized nationally for the breadth and scope of their instructional abilities.

The training available through Economic and Workforce Development covers the full spectrum of subjects relevant in today's world of business and industry. This Course Library contains hundreds of topics we offer. For more information – or to learn how we can customize training programs to fit your specific business needs- contact the experts at Economic and Workforce Development.

Training Options

Oakland Community College has the ability to provide training remotely at the client site, on-line or at any one of the five campuses throughout Oakland County. Campuses are located in Auburn Hills, Waterford, Farmington Hills, Royal Oak and Southfield. Campuses are generally open from 6:30am – 10:00pm, Monday through Friday and Saturday from 7:00am – 4:00pm. Our commitment is to provide clients with the flexibility and customized service needed to make their training a success.

Course Descriptions and Cost

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

Contact Us

Economic and Workforce Development
2900 Featherstone Road Auburn Hills, MI 48326
Phone: 248-232-4173
E-mail: m-tec@oaklandcc.edu
Website: www.oaklandcc.edu/wfdev

CAD/CAM/Product Life Cycle Management (PLM)

CATIA

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

Unigraphics NX

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

Creo (formerly Pro/Engineer)

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

Windchill

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

AutoCAD

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



Courseware Development and Technical Writing

Custom Courseware Development

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

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

Technical Writing

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



Environmental Safety

Industrial Safety

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



Computer and Information Technology

ITIL, Governance and IT Service Management:

Governance & Best Practices

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

ITIL Foundations

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

ITIL Service Lifecycle Track

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

ITIL Service Capability Track

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

Service Assurance Tools:

CA-OPS/MVS

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

CA-Operations Management

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

IBM Tivoli

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

Software Quality, Testing & Tools:

HP Products

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

Software Testing & Quality

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

Rational Products

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

Microsoft Visual Studio .NET and SharePoint:

Visual Studio 2012 & .NET Framework 4.5

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

Visual Studio & .NET Framework (pre2012/4.5)

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

Visual Studio, ALM, TFS & Testing

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

.NET Application Security

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

SharePoint Design and Development

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

SharePoint System Administration

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

SharePoint User and Site Administration

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

SharePoint User and Site Administration (continued)

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

Databases & Business Intelligence:

Big Data

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

SQL

SQL Basics
Intermediate SQL
Advanced SQL

Data Mining & Data Warehousing

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

Microsoft SQL Server

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

Microsoft SQL BI

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

DB2 UDB FOR Linux, UNIX & Windows

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

DB2 for Z/OS

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

Oracle Administration

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

Oracle Programming

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

Oracle E-Business

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

Sybase

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

Informix

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

Cognos

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

SAP Business Objects

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

Hyperion

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

SAS

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

Java, Open-Source & Mobile Development:

Java

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

Java (continued)

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

Java EE

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

XML

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

C/C++ Development

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

Frameworks

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

Mobile Development

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

Java Application Security

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

WebLogic

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

Website Development

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

Web Services

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

Web Server

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

Web Server (continued)

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

WebSphere/RAD/MQ

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

UNIX/Linux & Perl:

UNIX & Linux

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

Perl

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

Authorized SUSE Linux

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

AIX

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

HP-UX

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

Solaris

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

Microsoft Infrastructure, Operating Systems & Desktop Applications:

Windows Server

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

Desktop Support & OS

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

Desktop Support & OS (continued)

MOC 6294 A Planning and Managing Windows 7 Desktop Deployments and Environments

MOC 20415 B Implementing a Desktop Infrastructure

MOC 20416 B Implementing Desktop Application Environments

Microsoft Exchange and Lync

MOC 20336 B Core Solutions of Microsoft Lync Server 2013

MOC 20337 B Enterprise Voice and Online Services with Microsoft Lync Server 2013

MOC 20341 B Core Solutions of Microsoft Exchange Server 2013

MOC 20342 B Advanced Solutions of Microsoft Exchange Server 2013

Microsoft System Center

MOC 10747 D Administering System Center 2012 Configuration Manager

MOC 10748 C Planning and Deploying System Center 2012 Configuration Manager

MOC 10964 B Cloud & Datacenter Monitoring with System Center Operations Manager

MOC 10965 C IT Service Management with System Center Service Manager

MOC 55007 A System Center 2012 Orchestrator

MOC 20696 B Managing Enterprise Devices and Apps using System Center Configuration Manager

MOC 55078 A Mobile Device Management

MOC 20246 D Monitoring and Operating a Private Cloud

MOC 20247 D Configuring and Deploying a Private Cloud

MOC 10981 A Infrastructure Provisioning with System Center Virtual Machine Manager

Microsoft Virtualization

MOC 10215 Implementing and Managing Microsoft Server Virtualization

MOC 10324 Implementing and Managing Microsoft Desktop Virtualization

MOC 20409 B Server Virtualization with Windows Hyper-V and System Center

MOC 20694 B Virtualizing Enterprise Desktops and Apps

BizTalk

BizTalk Expert Series: ESB

BizTalk Expert Series: EDI

BizTalk 2013 Administrator Deep Dive

BizTalk 2013 Developer Deep Dive

BizTalk 2013 Developer Immersion

Windows Scripting & PowerShell

MOC 2433 Microsoft Visual Basic Scripting Edition and Microsoft Windows Script Host Essentials

MOC 10962 B Advanced Automated Administration with Windows PowerShell

MOC 10961 B Automating Administration with Windows PowerShell

Forefront & Security

MOC 50382 B Implementing Forefront Identity Manager 2010

MOC 50383 B Upgrading Identity Lifecycle Manager 2007 to Forefront Identity Manager 2010

MOC 50402 Implementing Forefront Unified Access Gateway 2010

MOC 50509 Implementing Forefront Endpoint Protection 2010

Microsoft Office 2010

Microsoft Office Access 2010: Level 1

Microsoft Office Access 2010: Level 2

Microsoft Office Access 2010: Level 3

Access 2010 Programming with VBA

Microsoft Office Excel 2010: Level 1

Microsoft Office Excel 2010: Level 2

Microsoft Office Excel 2010: Level 3

Microsoft Office Excel 2010: VBAC

Microsoft Office Outlook 2010: Level 1

Microsoft Office Outlook 2010: Level 2

Microsoft Office PowerPoint 2010: Level 1

Microsoft Office PowerPoint 2010: Level 2

Microsoft Visio 2010: Level 1

Microsoft Visio 2010: Level 2

Microsoft Office Word 2010: Level 1

Microsoft Office Word 2010: Level 2

Microsoft Office Word 2010: Level 3



Microsoft Office 365 & 2013

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

Microsoft Dynamics AX

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

Microsoft Dynamics AX (continued)

MOC 80419 A Manufacturing Execution in Microsoft Dynamics AX 2012
MOC 80420 A Data Upgrade and Code Upgrade to Microsoft Dynamics AX 2012
MOC 80421 A Sales and Marketing in Microsoft Dynamics AX 2012
MOC 80422 A Intercompany Setup and Order Processing in Microsoft Dynamics AX
MOC 80423 A Master Planning in Microsoft Dynamics AX 2012
MOC 80424 A Product Configuration in Microsoft Dynamics AX 2012
MOC 80425 A Intelligent Data Management Framework in Microsoft Dynamics AX 2012
MOC 80427 A Warehouse Management in Microsoft Dynamics AX 2012
MOC 80428 A SQL Optimization for Microsoft Dynamics AX 2012
MOC 80429 A Travel and Expense Management in Microsoft Dynamics AX 2012
MOC 80430 A Vendor Management and Collaboration in Microsoft Dynamics AX 2012
MOC 80538 A Human Resources Management in Microsoft Dynamics AX 2012 R2
MOC 80541 A Payroll in Microsoft Dynamics AX 2012 R2
MOC 80544 A Warehouse Management System in Microsoft Dynamics AX 2012 R2
MOC 80583 A Retail in eCommerce Stores: Installation and Configuration for MS Dynamics AX 201
MOC 80587 A Retail in eCommerce Stores: Development and Customization for MS Dynamics AX 2012
MOC 80579 A Microsoft Dynamics AX 2012 R2 Process Manufacturing New Features
MOC 80536 A Retail Application Functionality in Microsoft Dynamics AX 2012 R2
MOC 80304 A Development II in Microsoft Dynamics AX 2012

Microsoft Dynamics CRM

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

Microsoft Dynamics GP

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

IBM Mainframe & Midrange:

z/OS Core Skills

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

z/OS Systems Programming

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

Mainframe Operations

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

z/VM & Linux for zSeries

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

z/OS Performance

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

z/OS Security

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

Cobol

COBOL Application Programming
Advanced COBOL Programming

CICS

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

REXX

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

Assembler

Introduction to Assembler Language
Intermediate Assembler Language
Advanced Assembler Language

VSAM

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

Easytrieve

Easytrieve Plus for Business Professionals
Easytrieve Plus for Programmers

IMS

IMS Basic Programming Techniques
Advanced IMS Programming
IMS Teleprocessing Techniques

Application Tools

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

i5/OS & AS/400

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

Virtualization, Cloud, VMware & Citrix:

Citrix

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

Cloud Computing

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

VMware

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

Help Desk, Apple, CompTIA, Networking & Security:

Help Desk/Support

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

CompTIA

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

Apple

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

TCP/IP & VOIP

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

Network Security

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

Cisco & Juniper Networking and Advanced Technologies:

Cisco Routing & Switching

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

Cisco Contact Center

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

Cisco Unified Communications

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

Cisco Security

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

Cisco Data Center & Storage

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

Cisco Wireless

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

Juniper Firewall/VPN

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

Juniper Routing & Switching

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

Juniper SSL VPN, and CISSP

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

Juniper Wireless

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

Authorized HP Education:

Authorized VMware

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

Blades & ProLiant

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

Business Analysis

HE551S Principles of Business Analysis

HP - Unix & Linux

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

HP Big Data

H6C60S Hadoop for Systems Administrators

HP Business Analysis

HE541S Managing IT Projects

HP Cloud Computing

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

HP Integrity

HK713S HP Integrity Superdome 2 Administration

HP Networking

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

HP NonStop

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

HP Storage

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

HP-UX

H3064S HP-UX System and Network Administration I

H4322S POSIX Shell programming

H5875S HP-UX for Experienced UNIX System Administrators

H6487S HP Serviceguard I

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

H4C11S HP Serviceguard on Linux for HP-UX Administrators



Communication & Business Skills

Personal Effectiveness

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

Professional & Personal Development

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

Interpersonal & Communication Skills

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

Interpersonal & Communication Skills (continued)

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

Supervisory & Management

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

Six Sigma and Lean

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

Technical & Business Writing

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

Social Media for Business

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

Business Analysis, Design & Agile

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

Design Requirements

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

Data Modeling

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

Agile Development

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

Service Oriented Architecture (SOA)

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

User Interface/User Experience- UI/UX

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



Leadership and Supervisory Skills

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

Leadership and Supervisory Skills (continued)

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

Leadership and Supervisory Skills (continued)

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



Logistics and Supply Chain Management

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

Logistics and Supply Chain

Supply Chain Management: Process, Methods, and Strategy Warehousing

International Supply Chain Management

Building Safety and Diversity in Supply Base

Campus Location and Supplier Communities of Excellence

Commodity Management

Cross-Docking, Routes, and Modes

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

Freight, Shipping, and Tax

Global Supply Chain: Business and Regulatory Considerations

Supply Chain Management: Software and Process Excellence

Leadership: Buyer and Lead Buyer Best Practices

Process Innovation and Procurement

Metrics and indicators for GP&S

Supply Chain: Globalization and Localization

Supply Chain: Risk vs. Lean

Logistics: 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

Introduction to Imports and Exports

Manufacturing Technology and Processes

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

Manufacturing (continued)

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

Manufacturing (continued)

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



Project and Program Management

Project Management Advanced

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

Project Management Foundations

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

PM Certification

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

Project Portfolio Management

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

Microsoft Project Management Tools

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

Program and Project Management

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

Program and Project Management (continued)

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



Quality/Lean/Six Sigma/ISO

ISO

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

ISO (continued)

Understanding ISO TS 16949-2002
Understanding ISO 9001-2008

Lean

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

Six Sigma

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

Quality

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

Quality (continued)

Voice of the Customer

5 S Workshop

7 Step Corrective Action Process

Total Productive Maintenance and Reliability



Sales and Customer Service

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

