LEARNING CATALOG **2019**

BOOST THE TECHNICAL AND LEADERSHIP SKILLS OF YOUR MOST VALUED RESOURCE.
BENEFIT YOUR WHOLE ENTERPRISE.

OUR OFFICIAL TRAINING PARTNERS

CompTIA AUTHORIZED PARTNER PLATINUM • Cisco Learning Partner • ITIL TRAINING ORGANIZATION ACCREDITED BY PEOPLECERT ON BEHALF OF AXELOS • Gold Microsoft Partner • CITRIX Partner Premier Authorized Learning Center • EC-Council Accredited Training Center • vmware PARTNER PREMIER AUTHORIZED TRAINING CENTER • ORACLE UNIVERSITY

IT & BUSINESS TRAINING FOR ALL YOUR NEEDS

MICROSOFT TECHNICAL • MICROSOFT OFFICE • CISCO • VMWARE • COMPTIA • CYBERSECURITY • IBM • AWS • SALESFORCE • CLOUDERA • CITRIX • ITSM/ITIL • JAVA • ADOBE • PROJECT MANAGEMENT • BUSINESS ANALYSIS • LEADERSHIP SKILLS • SUSE • ORACLE

New Horizons®
Computer Learning Centers

| UPGRADING
PEOPLE
EVERY DAY

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LEARNING METHODS

ILT — **INSTRUCTOR-LED TRAINING** : Certified instructors guide learners through material in a classroom setting where they can participate in group activities, complete labs, and ask questions.

OLL — **ONLINE LIVE** : New Horizons Online LIVE removes geographical boundaries from learning by bringing students and instructors together synchronously in a virtual live classroom. This innovative program provides students with all of the benefit of being in a dynamic interactive learning environment — while enabling students to study from work, home, or from a New Horizons center.

ML — **MENTORED LEARNING** : New Horizons Mentored Learning is a Microsoft Innovation Award-winning training methodology that allows students to learn at their own pace with a certified instructor from home or at work. With Mentored Learning, students choose when they want to study by leveraging flexible learning schedules that free them from being constrained by the traditional 9-5 multiday class schedule.

OD — **ON DEMAND TRAINING** : New Horizons offers training with anytime, anywhere access to course material including lecture and labs. With focused learning, one-on-one mentoring and flexible scheduling, we put time back in your hands. With our new offering of On Demand training, this self-paced format offers the same stimulating learning environment and helps you maintain employee productivity.

New Horizons Computer Learning Centers Integrated Learning is a complete method of training through all stages of the learning lifecycle – Access, Learn, Reinforce, Support and Validate – delivered through flexible learning options including Instructor-Led Classroom, Online LIVE (virtual classroom), Mentored Learning (personal instruction) and Online Anytime (self-paced e-learning). New Horizons provides you with more courses, more flexibility and scheduled more often.

CLASSROOM ILT As the foundation of our integrated learning approach, the classroom experience has become a more enriching, dynamic and valuable learning experience for students. Classroom Learning students have their own networked environments, which enable instructors to manage hands-on lab demonstrations and exercises that mirror the professional environment. Our state of the art, fully-configured live lab environment, provides students hands-on access to the systems and applications taught in our classrooms, empowering them to learn in the classroom as well as learning on their own schedules. Classroom Learning has been enhanced to include Web-based resources, such as tutorials and simulations, during and after class. A post assessment is completed by every student to gauge the return on a company's investment and measure increased productivity.

ONLINE LIVE New Horizons Online LIVE removes geographical boundaries from learning by bringing students and instructors together synchronously in a virtual live classroom. This innovative program provides students with all of the benefits of being in a dynamic interactive learning environment — while enabling students to study from work, home, or from a New Horizons center. OLL classes follow the same framework as our traditional instructor-led training. By combining lecture, group discussions, hands-on simulated labs and vendor authorized curriculum — our certified trainers provide instruction through our collaborative eLearning platform. Our fully-configured live lab environment, provides students hands-on access to the systems and to use the same applications taught in our classrooms, therefore making remote instruction seamless. With a robust schedule and varied open-enrollment training schedule, chances are the class you want to take begins next week.

MENTORED LEARNING Our newly-upgraded Mentored Learning is a Microsoft Innovation Award–winning training methodology that allows students to learn at their own pace at home or work with a certified instructor. With Mentored Learning, students choose when they want to study by leveraging flexible learning schedules that free them from being constrained by the traditional 9–5 multiday class schedule. This is accomplished through a learning environment which provides students with simultaneous access to information delivered via audio and video, a simulated production environment, and a mentor to guide them through the process and provide one-on-one support. Our real-time, cloud-based lab solution allows students to access their labs easily while they are learning. Students control the content covered and the pace at which they learn so they can focus on the specific skills they need to achieve their goals. Hands-on practice reinforces those skills and one-on-one support and guidance from a certified instructor increase comprehension and retention of course material. The result is a truly learner-centric training solution that meets the needs of a multitude of students with varying skill levels and learning preferences.

ONLINE ANYTIME is a self-paced e-learning method that is convenient and easy. You can fit learning into your busy schedule, whether you are in the office, at home, or on the road. Your courses are available when you are, any time of the day or night. Online ANYTIME is convenient and easy. Courses are available anytime from anywhere. Online ANYTIME Learning is a Web-based training platform and features the same content as our world-renowned instructor-led training.

With more than 3,000 courses, there is something for everyone, from high-level technical training to basic desktop applications and business skills. Plus, the online courses are completely searchable so when you want to learn a specific skill, you can pinpoint the exact part of the course you need to view.

ON DEMAND TRAINING New Horizons offers training with anytime, anywhere access to course material and vendor-authorized course material including lectures and labs. On Demand training is a self-paced format that offers the same stimulating learning environment in a classroom and helps you maintain employee productivity. With focused learning, one-on-one mentoring and flexible scheduling, we put time back in your hands.

Access to one-on-one expert mentoring increases understanding of the course material combined with video, reading, hands-on labs and knowledge checks to help IT Professionals and Developers build technology skills.

Visit our website at www.newhorizons.ae for a complete listing of courses.
The list of courses is updated constantly, ensuring current titles contain up-to-the-minute information!

Top Certification Training Programs

MICROSOFT CERTIFICATION: As part of the largest network of Microsoft Gold and Silver Learning Partners, New Horizons offers Microsoft certification training using only Microsoft Official Curriculum and taught by Microsoft Certified Trainers (MCTs). Certification training includes courses mapping directly to Microsoft Certified Solutions Associate (MCSA), Microsoft Certified Solutions Expert (MCSE), Microsoft Certified Solutions Developer (MCSD), Microsoft Office Specialist (MOS), and the Microsoft Technology Associate (MTA).

VMWARE CERTIFICATION: New Horizons delivers authorized VMware world-class certification training taught by VMware Certified Instructors (VCI's). Whether becoming a VMware Certified Professional (VCP), VMware Certified Advanced Professional (VCAP) or VMware Certified Implementation Expert (VCIX) or VMware Certified Design Expert (VCDX) in Data Center Virtualization, Cloud Management and Automation, Network Virtualization or Desktop & Mobility, this training is designed to validate and recognize IT professionals with the technical capabilities and real-world experience needed to effectively install, manage, deploy and support VMware products and solutions.

CISCO CERTIFICATION: Cisco certifications are one of the most sought after certifications in IT. By becoming Cisco certified, you demonstrate the unique ability to manage, secure and administer networks run on Cisco equipment. New Horizons offers authorized Cisco courses to help obtain your certification goals from CCNET and across the CCNA, CCDA, CCNP, CCDP tracks.

COMPTIA CERTIFICATION: As a platinum partner of CompTIA, New Horizons has courses that follow the exam objectives of CompTIA's certification programs developed in conjunction with its member organizations. Available certification tracks include: A+, Network+, Security+, CompTIA Advanced Security Professional (CASP), CySA+, PenTest+, Cloud+, Project+, Linux+ Powered by LPI, Server+, Cloud Essentials, and IT Fundamentals.

ORACLE CERTIFICATION: Oracle, one of the biggest technology giants in the world, offers IT products and services which are recognized and revered throughout the world.

CYBERSECURITY CERTIFICATION: New Horizons offers top cybersecurity courses and certifications. These include EC-Council's Certified Ethical Hacker (CEH) and Computer Hacking Forensic Investigator (CHFI) certifications, Certified Information Systems Security Professional (CISSP) certification from ISC², NCSF courses for NIST Cybersecurity Framework workforce development solutions and CompTIA's Security+, CySA+, CASP, and PenTest+ certifications.

CLOUDERA CERTIFICATION: The Cloudera Certified Professional (CCP) program delivers the most rigorous and recognized Big Data credential. The CCP and Cloudera advanced certifications are both tools managers can use to verify expertise as well as resources for finding or cultivating the talent they need to launch and scale their Big Data projects. New Horizons offers the full Cloudera suite of courses and certifications through partnership with ExitCertified/TechData.

CITRIX: Citrix technologies put IT professionals at the forefront of the evolving needs of todays businesses and organizations. Popular certifications include Virtualization, Networking, and Mobility credentials.

SOCIETY FOR HUMAN RESOURCE MANAGEMENT (SHRM): New Horizons is a proud Society for Human Resource Management Education Partner, offering the best of Official SHRM Curriculum for the HR Professional seeking training or certification.

HP CERTIFICATION: Through our partnership with Ingram Micro Professional and Training Services, one of HP's select global training providers, New Horizons Dubai now delivers authorized training for the design, installation, maintenance and troubleshooting of HP network and storage technology. This partnership allows us to leverage HP technical training content that is exclusive to HP's global training providers.

At New Horizons, we know that technology is integrated into every aspect of business today and is vital in helping organizations achieve and maintain a competitive advantage. IT departments must align themselves with business strategies and deliver clear value in solving business problems. It is critical that individuals in IT roles be proficiently trained and skilled to support business goals and objectives.

INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY (ITIL): ITIL is the most recognized framework for IT service management in the world. ITIL helps service providers with best-practice guidance on the provisioning of quality IT services, and the processes, functions and other capabilities needed to support them. Training in IT service management is available at the Foundation, Intermediate, Practitioner, and Expert levels.

IT SERVICE MANAGEMENT: IT Service Management (ITSM) is the implementation and management of quality IT services to meet the needs of the business. Good ITSM has become a key component of successful IT deliverables, which is critical in today's competitive business environment. New Horizons offers a complete suite of ITSM courses, including ITIL, DevOps, and others to help you leverage these processes and best practices.

PROJECT MANAGEMENT: Project Management training from New Horizons will help you keep your projects within budget and delivered on time. Whether your goal is to learn the basics of project management, become certified in project management, or learn project management software, New Horizons has the courses and training you need. New Horizons partners with leading project management vendors including the Project Management Institute (PMI) and AXELOS.

ADOBE CERTIFICATION: The Adobe Certified Expert is recognized as an industry asset—an immediate way to communicate knowledge and gain advanced skills. Becoming an Adobe Certified Expert provides a clear and focused way to tell the world about Adobe expertise and communicate proficiency in leading products from Adobe. New Horizons Training can help prepare you for this valuable certificate.

INTERNATIONAL ASSOCIATION OF INFORMATION TECHNOLOGY ASSET MANAGERS, INC. CERTIFICATION: IAITAM Certification Courses, the CSAM, CHAMP and CITAM were designed to establish a viable professional development path for the IT Asset Manager and related occupations. IAITAM courses have been accepted around the globe as the industry benchmark for excellence in IT Asset Management education and an IAITAM Certification award shows the IT world that the holder is an IT professional that is prepared to handle the tasks necessary for the role of IT Asset Manager.

AMAZON WEB SERVICES: AWS Certifications recognize IT professionals with the technical skills and expertise to design, deploy, and operate applications and infrastructure on AWS. New Horizons offers the full suite of AWS courses and certifications through partnership with ExitCertified/TechData.

SALESFORCE: Just as Salesforce technology transforms companies, Salesforce certifications transform careers. Organizations that use Salesforce-certified professionals see increases in adoption and usage, while also enjoying smoother deployments. Credentials are the best way to demonstrate the impact you make every day, while giving yourself a competitive edge that leads to new opportunities. No matter your role, New Horizons has a path to Salesforce certification for you.

NATIONAL CLOUD TECHNOLOGISTS (NCTA) CLOUDMASTER CERTIFICATION: The National Cloud Technologists Association was created in 2012 with the intent to provide vendor-agnostic cloud technology training for IT professionals within all levels of an organization. The NCTA CloudMASTER certification demonstrates real-world knowledge through practical activities and lab exercises, allowing students to learn and showcase a complete portfolio of skills on a wide range of common cloud technologies. New Horizons is an authorized provider of NCTA courses and the CloudMASTER certification.

Microsoft Technical Training

Data Management & Analytics

Course & Exam 461: Querying Microsoft SQL Server 2014

Course & Exam 462: Administering Microsoft SQL Server 2014 Databases

Course & Exam 463: Implementing a Data Warehouse with Microsoft SQL Server 2014

MCSA SQL Server

Course & Exam 761: Querying Data with Transact-SQL

Course & Exam 762: Developing SQL Databases

MCSA SQL 2016 Database Dev

Course & Exam 764: Administering a SQL Database Infrastructure

Course & Exam 765: Provisioning SQL Database

MCSA SQL 2016 Database Admin

Course & Exam 767: Implementing a SQL Data Warehouse

Course & Exam 768: Developing SQL Data Models

MCSA SQL 2016 BI Development

Course & Exam 773: Analyzing Big Data with Microsoft R

Course & Exam 774: Perform Cloud Data Science with Azure Machine Learning

MCSA Machine learning

Course & Exam 778: Analyzing and Visualizing Data with Power BI

Course & Exam 779: Analyzing and Visualizing Data with Microsoft Excel (beta)

MCSA BI Reporting

Course & Exam 775: Perform Data Engineering on Microsoft HD Insight

Course & Exam 776: Perform Big Data Engineering on Microsoft Cloud Services (beta)

MCSA Data Engineering with Azure

Choose One Course with Exam:

473: Designing and Implementing Cloud Data Platform Solutions

475: Designing and Implementing Big Data Analytics Solutions

464: Developing Microsoft SQL Server Databases

465: Designing Database Solutions for SQL Server

466: Implementing Data Models and Reports with Microsoft SQL Server

467: Designing Business Intelligence Solutions with Microsoft SQL Server

762: Developing SQL Databases

767: Implementing a SQL Data Warehouse

768: Developing SQL Data Models

773: Analyzing Big Data with Microsoft R

774: Perform Cloud Data Science with Azure Machine Learning

775: Perform Data Engineering on Microsoft Azure HDInsight

MCSE Data Management and Analytics

App Builder

Course & Exam 480: Programming in HTML5 with Javascript and CSS3

OR

Course & Exam 483: Programming in C#

Course & Exam 486: Developing ASP.NET MVC Web Applications

MCSA Web Applications

Course & Exam 483: Programming in C#

Exam 357: Developing Mobile Apps

MCSA Universal Windows Platform

Choose One Course with Exam:

535: Architecting Microsoft Azure Solutions

532: Developing Microsoft Azure Solutions

487: Developing Microsoft Azure and Web Services

488: Developing Microsoft SharePoint Server 2013 Core Solutions

489: Developing Microsoft SharePoint Server 2013 Advanced Solutions

496: Administering Microsoft Visual Studio Team Foundation Server

497: Software Testing with Visual Studio

498: Delivering Continuous Value with Visual Studio Application Lifecycle Management

MCSD App Builder

W hether you're an experienced IT professional or new to the field, we have the training and certification path that will help lead you to success. Our classes are taught by Microsoft Certified Trainers, so you can be confident that the lesson material is accurate, complete, and up to date. Great training leads to Microsoft Certification—the premier credential of IT professionals worldwide. Certification is available for a diverse spectrum of job roles and responsibilities, and validates your ability to get the job done right.

MOBILITY

Course 20698: Installing and Configuring Windows 10

Course 20697-1: Implementing and Managing Windows 10

or

Course 20697-2: Deploying and Managing Windows 10 Using Enterprise Services

+ Exam 698

+ Exam 697

MCSA Windows 10

Choose One Course with Exam:

398: Planning for and Managing Devices in the Enterprise

695: Deploying Windows Desktops and Enterprise Applications

703: Administering Microsoft System Center Configuration Manager and Cloud Services Integration

MCSE Mobility

CLOUD PLATFORM & INFRASTRUCTURE

Course & Exam 410: Installing and configuring Windows Server 2012

Course & Exam 411: Administering Windows Server 2012

Course & Exam 412: Configuring Advanced Windows Server 2012 Services

MCSA Server 2012

Course & Exam 740: Installing, Storage, and Compute with Windows Server

Course & Exam 741: Networking with Windows Server 2016

Course & Exam 742: Identity with Windows Server 2016

MCSA Server 2016

Course & Exam 533: Implementing Microsoft Azure Infrastructure Solutions

LFCS: Linux Foundation Certified System Administrator

MCSA Linux on Azure

Choose two courses with exams:
532: Developing Microsoft Azure Solutions
533: Managing Microsoft Azure Infrastructure Solutions
535: Architecting Microsoft Azure Solutions
537: Configuring and Operating a Hybrid Cloud with Microsoft Azure Stack

MCSA Cloud Platform

Choose One Course with Exam:

537: Configuring and Operating a Hybrid Cloud with Microsoft Azure Stack

535: Architecting Microsoft Azure Solutions

532: Developing Microsoft Azure Solutions

533: Managing Microsoft Azure Infrastructure Solutions

473: Designing and Implementing Cloud Data Platforms Solutions

475: Designing and Implementing Big Data Analytics Solutions

744: Securing Windows Server 2016

745: Implementing a Software-Defined Datacenter

413: Designing and Implementing a Server Infrastructure

414: Implementing an Advanced Server Infrastructure

MCSE Cloud Platform & Infrastructure

Productivity

Course 20347: Enabling Office 365 Services

+ Exams 346 & 347

MCSA Office 365

Choose Exam plus Course(s)

345: Designing and Deploying Microsoft Exchange Server 2016

339: Managing Microsoft SharePoint Server 2016

333: Deploying Enterprise Voice with Skype for Business 2015

334: Core Solutions of Microsoft Skype for Business 2015

331: Core Solutions of Microsoft SharePoint Server 2013

332: Advanced Solutions of Microsoft SharePoint Server 2013

341: Core Solutions of Microsoft Exchange Server 2013

342: Advanced Solutions of Microsoft Exchange Server 2013

MCSE Productivity

Microsoft Technical
TRAINING

New Horizons has the world's largest network of certified Microsoft Learning Partners. We offer organization and individuals the widest selection of Microsoft official curriculum titles, each one delivered by Microsoft Certified Trainers (MCTs). Microsoft training helps improve team productivity, reduce downtime, increase employee satisfaction and loyalty, and helps IT professionals and developers master technologies to improve career opportunities. Whether you are working toward certification or just enriching your knowledge, Microsoft training from New Horizons can help you reach your goals.

IT PROFESSIONAL

WINDOWS 10

(20697-1) IMPLEMENT AND MANAGING WINDOWS 10 – 5 DAYS
Students will gain the knowledge and skills required to install and configure Windows 10 desktops and devices in a Windows Server domain corporate environment.
`ILT` `OLL` `OD`

(20697-2) DEPLOYING AND MANAGING WINDOWS 10 USING ENTERPRISE SERVICES – 5 DAYS
This course, designed for administrators, provides the practical skills required to plan and implement Windows 10 deployments in large organizations. `ILT` `OLL`

(20698) INSTALLING AND CONFIGURING WINDOWS 10 – 5 DAYS
This course provides IT professionals with the knowledge and skills required to install and configure Windows 10 desktops in a Windows Server small to medium-sized AD DS domain environment. `ILT` `OLL` `OD`

(10982) SUPPORTING AND TROUBLESHOOTING WINDOWS 10 – 5 DAYS
Students acquire the knowledge required to successfully install and customize Windows 10 operating systems and apps, configure local and remote network connectivity and storage, configure security, and maintain, update, and recover Windows 10. `ILT` `OLL` `OD`

(20398) PLANNING FOR AND MANAGING DEVICES IN THE ENTERPRISE: ENTERPRISE MOBILITY SUITE (EMS) AND ON-PREMISES TOOLS – 5 DAYS
Students learn how to design and implement cloud-based and on-premises solutions for managing Windows-based, iOS, and Android devices.
`ILT` `OLL` `OD`

WINDOWS 8.1

(20687) CONFIGURING WINDOWS 8.1 – 5 DAYS
Students will learn how to install and customize Windows 8.1 operating systems and apps, integrate and control access to domains and cloud services, and migrate and synchronize settings across multiple devices. `ILT` `OLL` `ML`

(20688) SUPPORTING WINDOWS 8.1 – 5 DAYS
In this course, students will gain the knowledge and skills you need to support the Windows 8.1 operating system and solve technical troubleshooting problems in a Windows 8.1 and Windows Server 2012 R2 networking environment. `ILT` `OLL` `ML`

(20695) DEPLOYING WINDOWS DEVICES AND ENTERPRISE APPS – 5 DAYS
This course describes how to assess operating system and application deployment options, determine the most appropriate deployment strategy, and then implement a lite-touch or zero-touch deployment solution for Windows devices and apps. `ILT` `OLL` `OD`

WINDOWS SERVER 2016

WINDOWS SERVER 2016 BOOTCAMP – 5 DAYS
This course will provide experienced IT professionals who wish to either upgrade their skills for the purpose of certifying on Microsoft Windows Server 2016 or who wish to gain information on Windows Server 2016 in an accelerated fashion. `ILT` `OLL` `OD`

(20740) INSTALLATION, STORAGE, AND COMPUTE WITH WINDOWS SERVER 2016 – 5 DAYS
This course is 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. `ILT` `OLL` `OD`

(20741) NETWORKING WITH WINDOWS SERVER 2016 – 5 DAYS
This course provides the fundamental networking skills required to deploy and support Windows Server 2016 in most organizations. It covers IP fundamentals, remote access technologies, and more advanced content including Software Defined Networking. `ILT` `OLL` `OD`

(20742) IDENTITY WITH WINDOWS SERVER 2016 – 5 DAYS
This course teaches IT Pros how to deploy and configure Active Directory Domain Services (AD DS) in a distributed environment, how to implement Group Policy, how to perform backup and restore, and how to monitor and troubleshoot Active Directory–related issues with Windows Server 2016. `ILT` `OLL` `OD`

(20744) SECURING WINDOWS SERVER 2016 – 5 DAYS
This course begins by emphasizing the importance of assuming that network breaches have occurred already, and then teaches you how to protect administrative credentials and rights to ensure that administrators can perform only the tasks that they need to, when they need to. `ILT` `OLL` `OD`

(20743) UPGRADING YOUR SKILLS TO MCSA: WINDOWS SERVER 2016 – 5 DAYS
This course is for information technology (IT) professionals who want to upgrade their technical skills from Windows Server 2008 or Windows Server 2012 to Windows Server 2016. This course presumes a high level of knowledge about previous Windows Server technologies and skills equivalent to the Microsoft Certified Solutions Associate (MCSA): Windows Server 2008 or Windows Server 2012 credential. `ILT` `OLL` `OD`

WINDOWS SERVER 2012

(20410) INSTALLING AND CONFIGURING WINDOWS SERVER 2012 – 5 DAYS
This course primarily covers the initial implementation and configuration of core services including Active Directory Domain Services (AD DS), networking services, and Microsoft Hyper-V Server 2012 configuration.
`ILT` `OLL` `ML` `OD`

(20411) ADMINISTERING WINDOWS SERVER 2012 – 5 DAYS
This course focuses on the administration tasks necessary to maintain a Windows Server 2012 infrastructure such as configuring and troubleshooting name resolution, user and group management with Active Directory Domain Services (AD DS) and Group Policy. `ILT` `OLL` `ML` `OD`

(20412) CONFIGURING ADVANCED WINDOWS SERVER 2012 SERVICES – 5 DAYS
Students will learn advanced configuration and services tasks necessary to deploy, manage and maintain Windows Server 2012 infrastructure, such as identity management, rights management, Federated services, network load balancing, and failover clustering.
`ILT` `OLL` `ML` `OD`

Microsoft Technical Training

(20413) DESIGNING AND IMPLEMENTING A SERVER INFRASTRUCTURE – 5 DAYS
This course provides students with the skills and knowledge needed to plan, design, and deploy a physical and logical Windows Server 2012 Active Directory Domain Services (AD DS) infrastructure.
`ILT` `OLL` `ML` `OD`

(20414) IMPLEMENTING AN ADVANCED SERVER INFRASTRUCTURE – 5 DAYS
Students learn skills to plan and implement a highly available, secure infrastructure with focus on Active Directory Federation Service (AD FS), public key infrastructure (PKI), and Active Directory Rights Management Services (AD RMS).
`ILT` `OLL` `ML`

(20415) IMPLEMENTING A DESKTOP INFRASTRUCTURE – 5 DAYS
This course provides guidance on planning and deploying desktops by using several technologies such as User State Migration Tool (USMT), Microsoft Deployment Toolkit (MDT), Virtual Desktop Infrastructure (VDI), and more.
`ILT` `OLL` `ML`

(20416) IMPLEMENTING DESKTOP APPLICATION ENVIRONMENTS – 5 DAYS
This course provides students with the skills needed to design, deploy, and manage a physical and virtual Windows Server 2012 application management infrastructure, and focus on using Microsoft System Center 2012 Service Pack 1 (SP1).
`ILT` `OLL` `ML`

(10971) STORAGE AND HIGH AVAILABILITY WITH WINDOWS SERVER – 4 DAYS
In this course, you will learn traditional storage topologies such as Direct Attached Storage (DAS), Network Attached Storage (NAS), Storage Area Networks (SANs), and bus technologies such as Fibre Channel and Internet SCSI (iSCSI).
`ILT` `OLL`

(10972) ADMINISTERING THE WEB SERVER (IIS) ROLE OF WINDOWS SERVER – 5 DAYS
This course provides students with the fundamental knowledge to configure and manage IIS. It provides pre-requisite skills supporting a broad range of Internet web applications, security, and knowledge to help support other products that use IIS.
`ILT` `OLL` `OD`

(55021) CONFIGURING AND ADMINISTERING HYPER-V IN WINDOWS SERVER 2012 – 3 DAYS
Students will learn the history of Virtualization as it pertains to Microsoft technologies. Students will learn the new features of Hyper-V in Windows Server 2012.
`ILT` `OLL`

(10969) ACTIVE DIRECTORY SERVICES WITH WINDOWS SERVER – 5 DAYS
Students will learn the skills you need to better manage and protect data access and information, simplify deployment and management of your identity infrastructure, and provide more secure access to data from virtually anywhere.
`ILT` `OLL` `OD`

(10970) NETWORKING WITH WINDOWS SERVER – 5 DAYS
Students will learn how to automate and consolidate networking processes and resources, more easily connect private clouds with public cloud services, and more easily connect users to IT resources and services across physical boundaries.
`ILT` `OLL`

SYSTEM CENTER

(20703-1) ADMINISTERING SYSTEM CENTER CONFIGURATION MANAGER – 5 DAYS
Students will learn day-to-day management tasks, including how to manage applications, client health, hardware and software inventory, operating system deployment, and software updates by using Configuration Manager.

(20703-2) INTEGRATING MDM AND CLOUD SERVICES WITH SYSTEM CENTER CONFIGURATION MANAGER – 3 DAYS
This course focuses on both hybrid MDM using Microsoft Intune, and the on-premises MDM scenario. This course also covers integration with online services such as Microsoft Store for Business, Microsoft Office 365, and Microsoft Azure.

(20745) IMPLEMENTING A SOFTWARE-DEFINED DATACENTER – 5 DAYS
This course explains how to implement and manage virtualization infrastructure in a software-defined datacenter by using System Center 2016 Virtual Machine Manager. The course also describes how to monitor the infrastructure by using System Center Operations Manager and protect it by using Data Protection Manager.
`ILT` `OLL` `OD`

(10965) IT SERVICE MANAGEMENT WITH SYSTEM CENTER SERVICE MANAGER 2016 – 5 DAYS
This course will provide students with the key knowledge required to deploy and configure System Center 2016 Service Manager.
`ILT` `OLL` `OD`

(10748) DEPLOYING SYSTEM CENTER 2012 CONFIGURATION MANAGER – 3 DAYS
This course describes how to plan and deploy a System Center 2012 Configuration Manager hierarchy, including the central administration site, one or more primary sites and secondary sites, and all associated site systems.
`ILT` `OLL` `ML` `OD`

(20246) MONITORING AND OPERATING A PRIVATE CLOUD – 5 DAYS
This course describes how to monitor and operate a cloud with Microsoft System Center 2012 R2. It focuses on how to manage and administer a cloud environment and describes how you can monitor key infrastructure elements and applications.
`ILT` `OLL`

(20247) CONFIGURING AND DEPLOYING A PRIVATE CLOUD – 5 DAYS
This course equips students with the skills they require to configure and deploy a cloud using Microsoft System Center 2012 R2.
`ILT` `OLL`

(10964) CLOUD & DATACENTER MONITORING WITH SYSTEM CENTER OPERATIONS MANAGER – 5 DAYS
This course equips students with the skills they require to deploy and configure System Center 2012 R2 Operations Manager.
`ILT` `OLL` `OD`

WINDOWS POWERSHELL

(10961) AUTOMATING ADMINISTRATION WITH WINDOWS POWERSHELL – 5 DAYS
Learn how, with Windows PowerShell 4.0, to remotely manage single or multiple Windows-based servers and automate day-to-day management and administration tasks.
`ILT` `OLL` `OD`

(10962) ADVANCED AUTOMATED ADMINISTRATION WITH WINDOWS POWERSHELL – 3 DAYS
This course is built on Windows Server 2012 R2 and Windows 8.1 and while it is specifically focused on Windows PowerShell v4.0, is also relevant in v2.0 and v3.0 Windows PowerShell environments.
`ILT` `OLL`

(55069) POWERSHELL FOR SQL SERVER ADMINISTRATORS – 2 DAYS
This course provides candidates with the knowledge and skills needed to use PowerShell for SQL Server administration. Students will learn how to manage day-to-day and scheduled maintenance tasks.

(55202) POWERSHELL 5.0 AND DESIRED STATE CONFIGURATION – 2 DAYS
This course is designed to get you up and running with Desired State Configuration (DSC). PowerShell DSC was introduced in version 4 and has been greatly expanded and enhanced in version 5.

SHAREPOINT SERVER 2016

(20339-1) PLANNING AND ADMINISTERING SHAREPOINT 2016 – 5 DAYS
The course teaches you how to deploy, administer, and troubleshoot your SharePoint environment. This course also provides guidelines, best practices, and considerations that help you optimize your SharePoint deployment.
`ILT` `OLL` `OD`

(20339-2) ADVANCED TECHNOLOGIES OF SHAREPOINT 2016 – 5 DAYS
This five-day course will teach you how to plan, configure, and manage the advanced features in a SharePoint 2016 environment. The special areas of focus for this course include implementing high availability, disaster recovery, service application architecture, and Microsoft Business Connectivity Services.
`ILT` `OLL` `OD`

(55157) SHAREPOINT BUSINESS INTELLIGENCE – 3 DAYS
This course covers the services and features in SharePoint that offer support for Business Intelligence scenarios.

`ILT`	Instructor-Led Training
`OLL`	Online LIVE - Virtual ILT
`ML`	Mentored Learning
`OD`	On Demand

New Horizons®
Computer Learning Centers

Microsoft Technical Training

(55197) MICROSOFT SHAREPOINT SERVER 2016 FOR THE SITE OWNER/POWER USER – 2 DAYS
Students should take this course if they need to know how to manage the team collaboration, document management and social features of Microsoft SharePoint 2016 sites.

(55234) SHAREPOINT 2016 SITE COLLECTIONS AND SITE OWNER ADMINISTRATION – 5 DAYS
This course is intended for power users and IT professionals who are tasked with working within the SharePoint 2016 environment and conduct site collection and site administration.

SHAREPOINT SERVER 2013

(20331) CORE SOLUTIONS OF MICROSOFT SHAREPOINT SERVER 2013 – 5 DAYS
This course teaches how to configure SharePoint Server 2013, as well as provide guidelines, best practices, and considerations that will help optimize a SharePoint server deployment. `ILT` `OLL` `ML` `OD`

(20332) ADVANCED SOLUTIONS OF MICROSOFT SHAREPOINT SERVER 2013 – 5 DAYS
Students will learn how to plan, configure, and manage a Microsoft SharePoint Server 2013 environment. You will also learn to optimize the Search experience, how to develop and implement a governance plan and how to perform an upgrade to the server. `ILT` `OLL` `ML` `OD`

(20488) DEVELOPING MICROSOFT SHAREPOINT SERVER 2013 CORE SOLUTIONS – 5 DAYS
Students will learn core skills that are common to almost all SharePoint development activities, including server-side and client-side object models, developing and deploying features, solutions, and apps, managing identity and permissions, and querying. `ILT` `OLL` `ML` `OD`

(20489) DEVELOPING MICROSOFT SHAREPOINT 2013 ADVANCED SOLUTIONS – 5 DAYS
Students will learn how to implement SharePoint solutions using Enterprise Search, Managed Metadata Service, Business Connectivity Services, Enterprise Content Management, Web Content Management, Social Computing features and SharePoint Apps. `ILT` `OLL`

(55035) MICROSOFT SHAREPOINT SERVER 2013 FOR THE SITE OWNER/POWER USER – 2 DAYS
This class is designed for information workers or power users who serve as SharePoint Site Owners or Site Collection Administrators. Students should take this course if they need to know how to manage the team collaboration, document management and social features of Microsoft SharePoint 2013. `ILT` `OLL`

(55042) SHAREPOINT 2013 BUSINESS INTELLIGENCE – 3 DAYS
Students will learn to work with all the associated SharePoint business intelligence services including PerformancePoint Service, Excel Services, Business Connectivity Services, and Visio Services. `ILT` `OLL`

(55033) SHAREPOINT 2013 SITE COLLECTION AND SITE ADMINISTRATION – 5 DAYS
This course will provide the student with a deeper, narrowly-focused training on the important and popular skills needed to be an administrator for SharePoint site collections and sites. `ILT` `OLL`

(55049) POWER PIVOT, POWER VIEW, AND SHAREPOINT 2013 BUSINESS INTELLIGENCE CENTER FOR ANALYSTS – 2 DAYS
Students will learn PowerPivot and Power View in Excel 2013 and how to surface the workbooks and visualizations using the Business Intelligence Center in SharePoint 2013.

(55081) 55081 BASIC SHAREPOINT SERVER 2013 BRANDING – 2 DAYS
This course is intended for those interested in learning how to customize the look of SharePoint Server 2013 through the concept of Branding. Although some coding is involved we strive to keep it to a minimum in this introductory level course.

SQL SERVER 2016

(10986) UPDATING YOUR SKILLS TO SQL SERVER 2016 – 3 DAYS
This course is for existing database professionals with experience of SQL Server 2014 who want to update their skills to SQL Server 2016. Additional this course is for existing SQL Server 2014 MCSAs who want to prepare for the Upgrade exam for SQL Server 2016 certification. `ILT` `OLL` `OD`

(10985) INTRODUCTION TO SQL DATABASES – 3 DAYS
This course is for those looking to move into a database professional role or whose job role is expanding to encompass database elements. Students will learn fundamental database concepts including database types, database languages, and database designs. `ILT` `OLL` `OD`

(20761) QUERYING DATA WITH TRANSACT-SQL – 5 DAYS
The purpose of this course is to give students a good understanding of the Transact-SQL language which is used by all SQL Server-related disciplines; namely, Database Administration, Database Development and Business Intelligence. `ILT` `OLL` `OD`

(20762) DEVELOPING SQL DATABASES – 5 DAYS
This course provides students with the knowledge and skills to develop a Microsoft SQL Server 2016 database. The course focuses on teaching individuals how to use SQL Server 2016 product features and tools related to developing a database. `ILT` `OLL` `OD`

(10987) PERFORMANCE TUNING AND OPTIMIZING SQL DATABASES – 4 DAYS
This four-day instructor-led course provides students who manage and maintain SQL Server databases with the knowledge and skills to performance tune and optimize their databases. `ILT` `OLL` `OD`

(20764) ADMINISTERING A SQL DATABASE INFRASTRUCTURE – 5 DAYS
This course provides students who administer and maintain SQL Server databases with the knowledge and skills to administer a SQL server database infrastructure. Additional it will be of use to individuals who develop applications that deliver content from SQL Server databases. `ILT` `OLL` `OD`

(20765) PROVISIONING SQL DATABASES – 5 DAYS
This course provides students with the knowledge and skills to provision a Microsoft SQL Server 2016 database. The course covers SQL Server 2016 provision both on-premise and in Azure, and covers installing from new and migrating from an existing install. `ILT` `OLL` `OD`

(20767) IMPLEMENTING A SQL DATA WAREHOUSE – 5 DAYS
This course describes how to implement a data warehouse platform to support a BI solution. Students will learn how to create a data warehouse with SQL Server 2016 and with Azure SQL Data Warehouse, to implement ETL with SQL Server Integration Services, and to validate and cleanse data with SQL Server Data Quality Services and SQL Server Master Data Services. `ILT` `OLL` `OD`

(20768) DEVELOPING SQL DATA MODELS – 3 DAYS
This course is aimed at database professionals who fulfil a Business Intelligence (BI) developer role. This course looks at implementing multidimensional databases by using SQL Server Analysis Services (SSAS), and at creating tabular semantic data models for analysis with SSAS. `ILT` `OLL` `OD`

(20775) PERFORMING DATA ENGINEERING ON MICROSOFT HD INSIGHT
The main purpose of the course is to give students the ability plan and implement big data workflows on HDInsight. `ILT` `OLL` `OD`

(20778) ANALYZING DATA WITH BOWER BI – 3 DAYS
The main purpose of the course is to give students a good understanding of data analysis with Power BI. The course includes creating visualizations, the Power BI Service, and the Power BI Mobile App. `ILT` `OLL` `OD`

(10988) MANAGING SQL BUSINESS INTELLIGENCE OPERATIONS – 3 DAYS
This three-day instructor-led course is aimed at database professionals who manage Business Intelligence (BI) operations. This course looks at various options that provide the ability of business users to analyze data and share their findings, starting with managed BI data sources and expanding to personal and external/public data sources. `ILT` `OLL` `OD`

(10990) ANALYZING DATA WITH SQL SERVER REPORTING SERVICES – 3 DAYS
This course teaches students how to implement a SQL Server 2016 Reporting Services solution for data analysis in an organization. The course discusses how to use the Reporting Services development tools to create and manage reports and implement self-service BI solutions. `ILT` `OLL` `OD`

SQL SERVER 2012/2014

(20461) QUERYING MICROSOFT SQL SERVER – 5 DAYS
Students learn the technical skills to write basic Transact-SQL queries for Microsoft SQL Server 2014. This course is the foundation for all SQL Server-related disciplines; namely, Database Administration, Database Development and Business Intelligence. `ILT` `OLL` `OD`

Microsoft Software Assurance offers a broad range of value-added benefits in one program, combining the latest software with tools and resources to help you deploy, manage, and migrate software. Software Assurance Training Vouchers (SATVs) are just one benefit and can be redeemed at New Horizons for Microsoft Official Curriculum courses. Contact your Account Executive for more information.

(20462) ADMINISTERING MICROSOFT SQL SERVER DATABASES – 5 DAYS

The course focuses on teaching individuals how to use SQL Server 2014 product features and tools related to maintaining a database. `ILT` `OLL` `OD`

(20463) IMPLEMENTING A DATA WAREHOUSE WITH MICROSOFT SQL SERVER – 5 DAYS

Students will learn how to create a data warehouse with Microsoft SQL Server 2014, implement ETL with SQL Server Integration Services, and validate and cleanse data with SQL Server Data Quality Services and SQL Server Master Data Services. `ILT` `OLL` `OD`

(20464) DEVELOPING MICROSOFT SQL SERVER DATABASES – 5 DAYS

This course introduces SQL Server 2014 and describes logical table design, indexing and query plans. It also focusses on the creation of database objects including views, stored procedures, along with parameters, and functions. `ILT` `OLL`

(20465) DESIGNING A DATA SOLUTION WITH MICROSOFT SQL SERVER – 5 DAYS

The focus of this course is on planning and implementing enterprise database infrastructure solutions by using SQL Server 2014 and other Microsoft technologies. `ILT` `OLL`

(20466) IMPLEMENTING DATA MODELS AND REPORTS WITH MICROSOFT SQL SERVER – 5 DAYS

This course describes how to implement multidimensional and tabular data models, deliver reports with Microsoft SQL Server Reporting Services, create dashboards with Microsoft SharePoint Server PerformancePoint Services. `ILT` `OLL`

(20467) DESIGNING SELF-SERVICE BUSINESS INTELLIGENCE AND BIG DATA SOLUTIONS – 5 DAYS

Students will learn how to design and implement a BI infrastructure. The course discusses design, installation, and maintenance of a BI platform. `ILT` `OLL` `ML`

(10977) UPDATING YOUR SQL SERVER SKILLS TO MICROSOFT SQL SERVER 2014 – 5 DAYS

This course teaches students how to use the enhancements and new features that have been added to SQL Server and the Microsoft data platform since the release of SQL Server 2008. `ILT` `OLL`

(55232) WRITING ANALYTICAL QUERIES FOR BUSINESS INTELLIGENCE – 3 DAYS

This three-day instructor led course is about writing TSQL queries for the purpose of database reporting, analysis, and business intelligence. Specifically, this course presents TSQL within the context of data analysis – in other words, making meaning from the data rather than transaction-oriented data-tier application development.

EXCHANGE SERVER 2016

(20345-1) ADMINISTERING MICROSOFT EXCHANGE SERVER 2016 – 5 DAYS

Students will learn how to install Exchange Server 2016, and how to configure and manage an Ex-change Server environment. The course covers how to manage mail recipients and public folders, including how to perform bulk operations using Exchange Management Shell. `ILT` `OLL` `ML` `OD`

(20345-2) DESIGNING AND DEPLOYING MICROSOFT EXCHANGE SERVER 2016 – 5 DAYS

Students will learn how to design and configure advanced components in an Exchange Server 2016 deployment such as site resiliency, advanced security, compliance, archiving, and discovery solutions. `ILT` `OLL` `ML` `OD`

EXCHANGE SERVER 2013

(20341) CORE SOLUTIONS OF MICROSOFT EXCHANGE SERVER 2013 – 5 DAYS

Students will gain the knowledge and skills to plan, deploy, manage, secure, and support Microsoft Exchange Server 2013. `ILT` `OLL` `ML` `OD`

(20342) ADVANCED SOLUTIONS OF MICROSOFT EXCHANGE SERVER 2013 – 5 DAYS

Students will gain the knowledge and skills to configure and manage a Microsoft Exchange Server 2013 messaging environment. `ILT` `OLL` `ML` `OD`

SKYPE FOR BUSINESS

(20334) CORE SOLUTIONS OF SKYPE FOR BUSINESS 2015 – 5 DAYS

This course provides students with the knowledge and skills that are required to plan, deploy, configure, and administer a Skype for Business 2015 solution. Students will learn how to deploy a multi-site and highly available Skype for Business infrastructure that supports instant messaging, conferencing, Persistent Chat, archiving, and monitoring. `ILT` `OLL` `OD`

(40409) DEPLOYING VOICE WORKLOADS FOR SKYPE FOR BUSINESS ONLINE AND SERVER 2015 – 5 DAYS

This course will provide you with the knowledge and skills to design, plan, and deploy the various voice solutions available with Skype for Business Online and Skype for Business Server 2015 including, configuring and managing Cloud PBX with PSTN Calling, Cloud PBX with On-Premises PSTN Connectivity, Cloud Connector Edition, and on-premises Enterprise Voice.

MICROSOFT AZURE

(10979) MICROSOFT AZURE FUNDAMENTALS – 2 DAYS

Students learn basic cloud computing concepts, as well as key Mircosoft Azure concepts and basic implementation of Azure subscriptions, websites, virtual machines, storage, virtual networks, databases and Microsoft Azure Active Directory. `ILT` `OLL` `OD`

(10992) INTEGRATING ON-PREMISES CORE INFRASTRUCTURE WITH MICROSOFT AZURE – 3 DAYS

This course offers an overview of these services, providing the knowledge necessary to design hybrid solutions properly. It also includes a number of demonstrations and labs that enable students to develop hands-on skills that are necessary when implementing such solutions. `ILT` `OLL` `OD`

(10993) INTEGRATING ON-PREMISES IDENTITY INFRASTRUCTURE WITH MICROSOFT – 3 DAYS

This course teaches IT professionals how to integrate their on-premises AD DS environment with Azure AD and how to use Azure AD as a directory service. It also teaches candidates how to use Azure RMS to protect sensitive documents. `ILT` `OLL` `OD`

(20532) DEVELOPING MICROSOFT AZURE SOLUTIONS – 5 DAYS

This course focuses on the architectural considerations and decisions necessary when building a highly available solution in the cloud. This course also prepares the students for the 70-532: Developing Microsoft Azure Solutions certification exam. `ILT` `OLL` `OD`

(20533) IMPLEMENTING MICROSOFT AZURE INFRASTRUCTURE SOLUTIONS – 5 DAYS

This course is aimed at experienced IT Professionals who currently administer their on-premise infrastructure. The course introduces the student to Microsoft Azure and then teaches them how to manage their infrastructure in Azure rather than on premise. `ILT` `OLL` `OD`

(20535) ARCHITECTING MICROSOFT AZURE SOLUTIONS – 5 DAYS

This course is intended for architects who have experience building infrastructure and applications on the Microsoft Azure platform. Students should have a thorough understanding of most services offered on the Azure platform. The students typically work for organizations that have an active solution on Azure and are planning to enhance existing solutions or deploy more solutions to the Azure platform.

(20537) CONFIGURING AND OPERATING A HYBRID CLOUD WITH MICROSOFT AZURE STACK – 5 DAYS

This course is intended for service administrators, devops and cloud architects who are interested in using Microsoft Azure Stack to provide cloud services to their end-users or customers from within their own datacenter.

(20774) PERFORM CLOUD DATA SCIENCE WITH AZURE MACHINE LEARNING – 5 DAYS

The main purpose of the course is to give students the ability to analyze and present data by using Azure Machine Learning, and to provide an introduction to the use of machine learning with big data tools such as HDInsight and R Services. `ILT` `OLL` `OD`

(40390) MICROSOFT AZURE FOR AWS EXPERTS – 3 DAYS

This course provides an in-depth discussion and practical hands-on training of Microsoft Azure Infrastructure Services (IaaS) including Azure Virtual Machines, Storage, Virtual Networking, and deployment options. `ILT` `OLL`

(20487) DEVELOPING WINDOWS AZURE AND WEB SERVICES – 5 DAYS

In this course, students will learn how to design and develop services that access local and remote data from various data sources and how to develop and deploy services to hybrid environments, including on-premises servers and Windows Azure. `ILT` `OLL` `ML`

Microsoft Technical Training

(**99994) CLOUD FUNDAMENTALS – HALF DAY**
Welcome to Introduction to Cloud Computing. Congratulations on taking the first step toward learning about the fundamental principles and concepts of cloud computing as you consider a career in IT, or seek to add to your existing knowledge and experience. This course provides a primer to help you understand the business benefits of cloud computing solutions, become familiar with "cloud terminology," and explore the basic concepts behind the cloud. `OD`

APPLICATION DEVELOPMENT

(20480) PROGRAMMING IN HTML5 WITH JAVASCRIPT AND CSS3 – 5 DAYS
This course provides an introduction to HTML5, CSS3, and JavaScript. This course helps students gain basic HTML5/CSS3/JavaScript programming skills. `ILT` `OLL` `ML` `OD`

(20483) PROGRAMMING IN C# – 5 DAYS
This training course teaches developers the programming skills that are required for developers to create Windows applications using the C# language. `ILT` `OLL` `ML` `OD`

(20486) DEVELOPING ASP.NET MVC 4 WEB APPLICATIONS – 5 DAYS
Students will learn to develop advanced ASP.NET MVC applications using .NET Framework 4.5 tools and technologies. `ILT` `OLL` `ML`

(10975) INTRODUCTION TO PROGRAMMING – 5 DAYS
In this 5-day course, students will learn the basics of computer programming through the use of Microsoft Visual Studio 2013 and either the Visual C# or Visual Basic programming languages. `ILT` `OLL`

(10266) PROGRAMMING IN C# WITH MICROSOFT VISUAL STUDIO 2010 – 5 DAYS
The course focuses on C# program structure, language syntax, and implementation details with .NET Framework 4.0. This course describes the new enhancements in the C# 4.0 language by using Visual Studio 2010. `ILT` `OLL` `ML`

(10267) INTRODUCTION TO WEB DEVELOPMENT WITH MICROSOFT VISUAL STUDIO 2010 – 5 DAYS
This course provides knowledge and skills on developing Web applications by using Microsoft Visual Studio 2010. `ILT` `OLL` `ML`

(10550) PROGRAMMING IN VISUAL BASIC WITH MICROSOFT VISUAL STUDIO 2010 – 5 DAYS
This course teaches students Visual Basic language syntax, program structure, and implementation by using Microsoft Visual Studio 2010 and the Microsoft .NET Framework 4. `ILT` `OLL`

10958 PROGRAMMING FUNDAMENTALS – 5 DAYS
Students will learn basic web development, including CSS, plug-ins, scripting, basic data access, how to use Windows Azure for application hosting, and how to move beyond WebMatrix 2 into Visual Studio.

TEAM FOUNDATION

ADMINISTERING TEAM FOUNDATION SERVER 2017 – 3 DAYS
Provides students with the knowledge and skills to deploy, configure, and manage Microsoft Team Foundation Server 2017 and related software components.

APPLICATION LIFE CYCLE MANAGEMENT USING VISUAL STUDIO 2017 – 3 DAYS
Students will use the Application Lifecycle Management (ALM) tools found in Visual Studio and Team Foundation Server (or Visual Studio Team Services) to plan, track, design, develop, test, and deliver business value in the form of working software.

PROFESSIONAL SOFTWARE TESTING USING VISUAL STUDIO 2017 – 3 DAYS
This three-day course will introduce you to contemporary testing principles and practices used by Agile teams to deliver high-quality increments of software on regular iterations.

TEAM FOUNDATION SERVER 2017 DEVELOPER FOUNDATIONS – 2 DAYS
This two-day course will introduce you to TFS' foundational capabilities so that you can plan, track, and manage work while ensuring high-quality code in your next project.

MICROSOFT VIRTUALIZATION

(10981) INFRASTRUCTURE PROVISIONING WITH SYSTEM CENTER VIRTUAL MACHINE MANAGER – 5 DAYS
This course will cover implementing, managing, maintaining and provisioning services and infrastructure in a Windows Server 2012 and Windows Server 2012 R2 environment using System Center 2012 R2 Virtual Machine Manager. `ILT` `OLL`

(20409) SERVER VIRTUALIZATION WITH WINDOWS SERVER HYPER-V AND SYSTEM CENTER – 5 DAYS
Students will learn the skills you need to deploy and manage a Microsoft Server Virtualization infrastructure in an enterprise environment. `ILT` `OLL`

(55021) CONFIGURING AND ADMINISTERING HYPER-V IN WINDOWS SERVER 2012 – 3 DAYS
Students will learn the history of Virtualization as it pertains to Microsoft technologies. Students will learn the new features of Hyper-V in Windows Server 2012. `ILT` `OLL`

(20694) VIRTUALIZING ENTERPRISE DESKTOPS AND APPS – 5 DAYS
This course builds your skills in Microsoft Application Virtualization (App-V) Service Pack 2 (SP2), Microsoft User Experience Virtualization (UE-V), and Virtual Desktop Infrastructure (VDI) as part of Windows Server 2012 R2. `ILT` `OLL`

MICROSOFT FUNDAMENTALS

(40035) SOFTWARE DEVELOPMENT FUNDAMENTALS WITH .NET – 5DAYS
Students will learn Core Programming, Object-Oriented Programming, General Software Development, Web Applications, Databases, .NET Framework Concepts, .NET Code Compilation, I/O Classes in .NET Framework, Security, .NET Languages, and Memory Management. `ILT` `OLL`

(40365) WINDOWS SERVER ADMINISTRATION FUNDAMENTALS – 3 DAYS
This three-day MTA Training course helps students prepare for Microsoft Technology Associate Exam 98-365, and build an understanding of these topics: Server Installation, Server Roles, Active Directory, Storage, Server Performance Management, and Server Maintenance. `ILT` `OLL`

(40364) DATABASE FUNDAMENTALS – 3 DAYS
This three-day MTA Training course helps students prepare for Microsoft Technology Associate Exam 98-364, and build an understanding of these topics: Core Database Concepts, Creating Database Objects, Manipulating Data, Data Storage, and Administering a Database. `ILT` `OLL`

(40368) MOBILITY & DEVICES FUNDAMENTALS – 3 DAYS
This three-day MTA Training course helps you prepare for Microsoft Technology Associate Exam 98-368, and build an understanding of these topics: Device configurations, data access and management, device security, cloud services, and enterprise mobility. `ILT` `OLL`

(40369) CLOUD FUNDAMENTALS – 3 DAYS
This three-day MTA Training course helps you prepare for Microsoft Technology Associate Exam 98-369, and build an understanding of these topics: The cloud, enabling, using and configuring cloud services, supporting cloud users, and administering Office 365 and Microsoft Intune. `ILT` `OLL`

INTRODUCTION TO .NET FRAMEWORKS – 2 DAYS
Designed to provide a sound introduction to .NET Core for programmers who already know the C# language. `ILT` `OLL`

INTRODUCTION TO ASP.NET CORE MVC – 2 DAYS
A practical hands-on introduction to developing Web applications using ASP.NET Core MVC 6 and C#. `ILT` `OLL`

OFFICE 365

(20347) ENABLING AND MANAGING OFFICE 365 – 5 DAYS
This is a 5-day instructor-led training (ILT) course that targets the needs of IT professionals who take part in evaluating, planning, deploying, and operating Office 365 services, including its identities, dependencies, requirements, and supporting technologies. `ILT` `OLL` `OD`

(10997) OFFICE 365 ADMINISTRATION – 3 DAYS
This is a three-day Instructor Led Training (ILT) course that targets the needs of information technology (IT) professionals who take part in administering, configuring, troubleshooting, and operating Office 365 services, including its identities, dependencies, requirements, and supporting technologies. This course focuses on skills required to administer and troubleshoot Office 365 tenant and key services of Office 365, such as Exchange Online, SharePoint Online and Skype for Business. It also covers security and compliance features of Office 365. `ILT`

Office 365

Office 365 is at the heart of Digital Transformation, bringing a cloud-first suite of tools that allow robust productivity for today's business professionals.

Microsoft Azure

Microsoft Azure is the cloud platform that drives the Digital Transformation, bringing together a growing collection of services that give businesses the power to move faster and achieve more.

Windows 10

Windows 10 is the operating system that fuels the Digital Transformation, providing a foundation that is at once both familiar and remarkably innovative.

Microsoft Partner
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New Horizons is a proud Microsoft Learning Partner, offering the complete line of Official Microsoft Curriculum for the IT Professional taught by certified expert instructors.
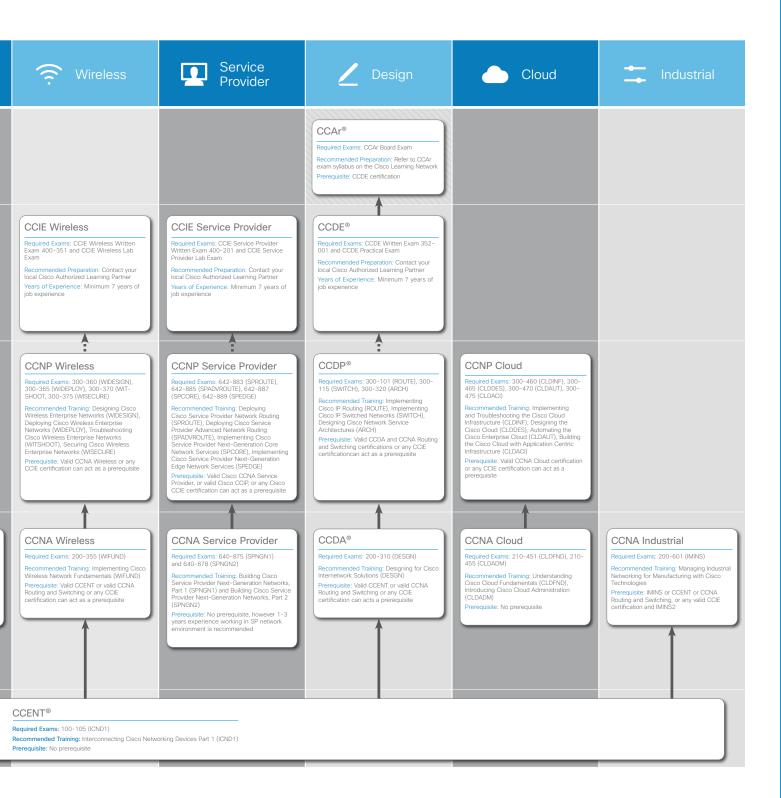Let us help you get the most out the digital transformation revolution!

Cisco Technical Training

	Data Center	Routing and Switching	Collaboration	Security	Cyber Ops
CHOOSE CAREER	Data Center	Routing and Switching	Collaboration	Security	Cyber Ops

ARCHITECT

EXPERT

CCIE® Data Center
Required Exams: 400-151 CCIE Data Center Written Exam
Recommended Preparation: Contact your local Cisco Authorized Learning Partner
Years of Experience: Minimum 7 years of job experience

CCIE Routing and Switching
Required Exams: CCIE R&S Written Exam 400-101 and CCIE R&S Lab Exam
Recommended Preparation: Cisco Expert-Level Training for CCIE R&S
Years of Experience: Minimum 7 years of job experience

CCIE Collaboration
Required Exams: CCIE Collaboration Written Exam 400-051 and CCIE Collaboration Lab Exam
Recommended Preparation: Cisco Expert-Level Training for CCIE Collaboration
Years of Experience: Minimum 7 years of job experience

CCIE Security
Required Exams: CCIE Security Written Exam 400-251 and CCIE Security Lab Exam
Recommended Preparation: Contact your local Cisco Authorized Learning Partner
Years of Experience: Minimum 7 years of job experience

PROFESSIONAL

CCNP® Data Center
Required Exams: 300-175 (DCUCI), 300-165 (DCII), 300-170 (DCVAI), 300-160 (DCID), 300-180 (DCIT)
Recommended Training: Implementing Cisco Data Center Unified Computing (DCUCI), Implementing Cisco Data Center Infrastructure (DCII), Implementing Cisco Data Center Virtualization and Automation (DCVAI), Designing Cisco Data Center Infrastructure (DCID), Troubleshooting Cisco Data Center Infrastructure (DCIT)
Prerequisite: CCNA Data Center or any CCIE certification can act as a prerequisite

CCNP Routing and Switching
Required Exams: 300-101 (ROUTE), 300-115 (SWITCH), and 300-135 (TSHOOT)
Recommended Training: Implementing Cisco IP Routing (ROUTE), Implementing Cisco IP Switched Networks (SWITCH), and Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)
Prerequisite: CCNA Routing and Switching or any CCIE certification can act as a prerequisite

CCNP Collaboration
Required Exams: 300-070 (CIPTV1), 300-075 (CIPTV2), 300-080 (CTCOLLAB), 300-085 (CAPPS)
Recommended Training: Implementing Cisco IP Telephony and Video, Part 1 (CIPTV1), Implementing Cisco IP Telephony and Video, Part 2 (CIPTV2), Troubleshooting Cisco IP Telephony and Video (CTCOLLAB), Implementing Cisco Collaboration Applications (CAPPS)
Prerequisite: Valid CCNA Collaboration certification or any Cisco CCIE certification can act as a prerequisite

CCNP Security
Required Exams: 300-206 (SENSS), 300-210 (SITCS), 300-208 (SISAS), 300-209 (SIMOS)
Recommended Training: Implementing Cisco Edge Network Security Solutions (SENSS), Implementing Cisco Threat Control Solutions (SITCS), Implementing Cisco Secure Access Solutions (SISAS), Implementing Cisco Secure Mobility Solutions (SIMOS)
Prerequisite: CCNA Security or any CCIE certification can act as a prerequisite

ASSOCIATE

CCNA® Data Center
Required Exams: 200-150 (DCICN) and 200-155 (DCICT)
Recommended Training: Introducing Cisco Data Center Networking (DCICN), Introducing Cisco Data Center Technologies (DCICT)
Prerequisite: No prerequisite

CCNA Routing and Switching
Required Exams: 200-125 (CCNAX), 100-105 (ICND1), 200-105 (ICND2)
Recommended Training: Interconnecting Cisco Networking Devices: Accelerated (CCNAX) or Interconnecting Cisco Networking Devices Part 1 (ICND1) and Interconnecting Cisco Networking Devices Part 2 (ICND2)
Prerequisite: No prerequisite

CCNA Collaboration
Required Exams: 210-060 (CICD), 210-065 (CIVND)
Recommended Training: Implementing Cisco Collaboration Devices (CICD), Implementing Cisco Video Network Devices, Part 1 (CIVND1), Implementing Cisco Video Network Devices, Part 2 (CIVND2)
Prerequisite: No prerequisite

CCNA Security
Required Exams: 210-260 (IINS)
Recommended Training: Implementing Cisco Network Security (IINS)
Prerequisite: Valid CCENT or valid CCNA Routing and Switching or any CCIE certification can act as a prerequisite

CCNA Cyber Ops
Required Exams: 210-250 (SECFND), 210-255 (SECOPS)
Recommended Training: Understanding Cisco Cybersecurity Fundamentals (SECFND), Implementing Cisco Cybersecurity Operations (SECOPS)
Prerequisite: No Prerequisite

ENTRY

REQUIRED STEP
RECOMMENDED STEP

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Cisco Certifications help you launch and advance your IT Networking career. Choose a career path that meets your goals for professional and financial rewards.

Wireless	Service Provider	Design	Cloud	Industrial

CCAr®

Required Exams: CCAr Board Exam

Recommended Preparation: Refer to CCAr exam syllabus on the Cisco Learning Network

Prerequisite: CCDE certification

CCIE Wireless

Required Exams: CCIE Wireless Written Exam 400-351 and CCIE Wireless Lab Exam

Recommended Preparation: Contact your local Cisco Authorized Learning Partner

Years of Experience: Minimum 7 years of job experience

CCIE Service Provider

Required Exams: CCIE Service Provider Written Exam 400-201 and CCIE Service Provider Lab Exam

Recommended Preparation: Contact your local Cisco Authorized Learning Partner

Years of Experience: Minimum 7 years of job experience

CCDE®

Required Exams: CCDE Written Exam 352-001 and CCDE Practical Exam

Recommended Preparation: Contact your local Cisco Authorized Learning Partner

Years of Experience: Minimum 7 years of job experience

CCNP Wireless

Required Exams: 300-360 (WIDESIGN), 300-365 (WIDEPLOY), 300-370 (WIT-SHOOT, 300-375 (WISECURE)

Recommended Training: Designing Cisco Wireless Enterprise Networks (WIDESIGN), Deploying Cisco Wireless Enterprise Networks (WIDEPLOY), Troubleshooting Cisco Wireless Enterprise Networks (WITSHOOT), Securing Cisco Wireless Enterprise Networks (WISECURE)

Prerequisite: Valid CCNA Wireless or any CCIE certification can act as a prerequisite

CCNP Service Provider

Required Exams: 642-883 (SPROUTE), 642-885 (SPADVROUTE), 642-887 (SPCORE), 642-889 (SPEDGE)

Recommended Training: Deploying Cisco Service Provider Network Routing (SPROUTE), Deploying Cisco Service Provider Advanced Network Routing (SPADVROUTE), Implementing Cisco Service Provider Next-Generation Core Network Services (SPCORE), Implementing Cisco Service Provider Next-Generation Edge Network Services (SPEDGE)

Prerequisite: Valid Cisco CCNA Service Provider, or valid Cisco CCIP, or any Cisco CCIE certification can act as a prerequisite

CCDP®

Required Exams: 300-101 (ROUTE), 300-115 (SWITCH), 300-320 (ARCH)

Recommended Training: Implementing Cisco IP Routing (ROUTE), Implementing Cisco IP Switched Networks (SWITCH), Designing Cisco Network Service Architectures (ARCH)

Prerequisite: Valid CCDA and CCNA Routing and Switching certifications or any CCIE certificationcan act as a prerequisite

CCNP Cloud

Required Exams: 300-460 (CLDINF), 300-465 (CLDDES), 300-470 (CLDAUT), 300-475 (CLDACI)

Recommended Training: Implementing and Troubleshooting the Cisco Cloud Infrastructure (CLDINF), Designing the Cisco Cloud (CLDDES), Automating the Cisco Enterprise Cloud (CLDAUT), Building the Cisco Cloud with Application Centric Infrastructure (CLDACI)

Prerequisite: Valid CCNA Cloud certification or any CCIE certification can act as a prerequisite

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CCNA Wireless

Required Exams: 200-355 (WIFUND)

Recommended Training: Implementing Cisco Wireless Network Fundamentals (WIFUND)

Prerequisite: Valid CCENT or valid CCNA Routing and Switching or any CCIE certification can act as a prerequisite

CCNA Service Provider

Required Exams: 640-875 (SPNGN1) and 640-878 (SPNGN2)

Recommended Training: Building Cisco Service Provider Next-Generation Networks, Part 1 (SPNGN1) and Building Cisco Service Provider Next-Generation Networks, Part 2 (SPNGN2)

Prerequisite: No prerequisite, however 1-3 years experience working in SP network environment is recommended

CCDA®

Required Exams: 200-310 (DESGN)

Recommended Training: Designing for Cisco Internetwork Solutions (DESGN)

Prerequisite: Valid CCENT or valid CCNA Routing and Switching or any CCIE certification can acts a prerequisite

CCNA Cloud

Required Exams: 210-451 (CLDFND), 210-455 (CLDADM)

Recommended Training: Understanding Cisco Cloud Fundamentals (CLDFND), Introducing Cisco Cloud Administration (CLDADM)

Prerequisite: No prerequisite

CCNA Industrial

Required Exams: 200-601 (IMINS)

Recommended Training: Managing Industrial Networking for Manufacturing with Cisco Technologies

Prerequisite: IMINS or CCENT or CCNA Routing and Switching, or any valid CCIE certification and IMINS2

CCENT®

Required Exams: 100-105 (ICND1)

Recommended Training: Interconnecting Cisco Networking Devices Part 1 (ICND1)

Prerequisite: No prerequisite

Cisco Technical
TRAINING

New Horizons is a Cisco Platinum Learning Partner and one of the largest providers of authorized Cisco training in the world. Award-winning training, coupled with industry-recognized Certified Cisco Systems Instructors, ensures a level of quality and depth that helps protect and maximize your Cisco investment. Whether it's in the classroom, virtually, or on-site, let New Horizons provide you with the quality Cisco training you and your personnel deserve.

Cisco learning credits may have been included along with the purchase of your company's Cisco equipment. Each Cisco Learning Credit is each worth $100 of Cisco Authorized Training. To redeem Cisco Learning Credits at New Horizons, please contact your Account Executive.

ROUTING AND SWITCHING

INTERCONNECTING CISCO NETWORKING DEVICES PART 1 V3.0 (ICND1) – 5 DAYS
Students will learn how to install, operate, configure, and verify a basic IPv4 and IPv6 network, including configuring a LAN switch, configuring an IP router, connecting to a WAN, and identifying basic security threats. **ILT** **OLL** **ML** **OD**

INTERCONNECTING CISCO NETWORKING DEVICES PART 2 V3.0 (ICND2) – 5 DAYS
Students will learn to install, configure, operate, and troubleshoot a small enterprise network, focusing on redundant topologies, configuring EIGRP and multi-area OSPF, understanding Wide Area Network technologies, device management and Cisco licensing. **ILT** **OLL** **OD**

INTERCONNECTING CISCO NETWORKING DEVICES ACCELERATED V3.0 (CCNAX) – 5 DAYS
This course is a derivative works course consisting of ICND1 and ICND2 content in its entirety, but with the content merged into a single course. **ILT** **OLL**

IMPLEMENTING CISCO IP ROUTING V2.0 (ROUTE) – 5 DAYS
ROUTE v2.0 includes major updates and follows an updated blueprint. However, note that this course does not cover all items listed on the blueprint. Some older topics have been removed or simplified, while several new IPv6 routing topics have been added. **ILT** **OLL** **OD**

IMPLEMENTING CISCO SWITCHED NETWORKS V2.0 (SWITCH) – 5 DAYS
This course is designed to help students prepare to plan, configure, and verify the implementation of complex enterprise switching solutions for campus environments using the Cisco Enterprise Campus Architecture. **ILT** **OLL** **ML** **OD**

TROUBLESHOOTING AND MAINTAINING CISCO IP NETWORKS V2.0 (TSHOOT) – 5 DAYS
TSHOOT v2.0, is a 5-day course which includes major updates and follows an updated blueprint. **ILT** **OLL** **OD**

CONFIGURING BGP ON CISCO ROUTERS V3.2 (BGP) – 5 DAYS
This course covers the theory of BGP, configuration of BGP on Cisco IOS routers, detailed troubleshooting information, and hands-on exercises that provide learners with the skills that they need to configure and troubleshoot BGP networks. **ILT** **OLL**

IPV6 FUNDAMENTALS, DESIGN AND DEPLOYMENT (IP6FD) – 5 DAYS
This course aims at enabling learners to study and configure Cisco IOS Software IP version 6 (IPv6) features. The course is a technology course covering IPv6 design and implementation topics. **ILT** **OLL**

CISCO DIGITAL NETWORK ARCHITECTURE IMPLEMENTATION ESSENTIALS (DNAIE) – 5 DAYS
DNAIE provides students an insight into Cisco Digital Network Architecture (DNA) architecture and its solution components. The course highlights the need for digitization in networks and the guiding principles of DNA, and covers Cisco APIC-EM, virtualization, analytics, and security. **OLL** **OD**

SECURITY

SECURING CISCO NETWORKS WITH THREAT DETECTION AND ANALYSIS 1.2 (SCYBER) – 5 DAYS
This course is designed to teach students how a network security operations center (SOC) works and how to begin to monitor, analyze, and respond to security threats within the network. **ILT** **OLL**

IMPLEMENTING CISCO IOS NETWORK SECURITY (IINS) 3.0 – 5 DAYS
IINS focuses on security principles and technologies, using Cisco security products to provide hands-on examples. This course allows students to understand common security concepts, and deploy basic security techniques utilizing a variety of popular security appliances within a "real-life" network infrastructure. **ILT** **OLL** **OD**

UNDERSTANDING CISCO CYBERSECURITY FUNDAMENTALS (SECFND) – 5 DAYS
SECFND is designed to teach candidates basic security principles, concepts, provide fundamental knowledge and core skills needed to begin preparing for a job in cybersecurity. **ILT** **OLL** **OD**

IMPLEMENTING CISCO CYBERSECURITY OPERATIONS (SECOPS) – 5 DAYS
Students will learn the principles and concepts of Security Operations, and gain fundamental knowledge and core skills needed to begin working in a Security Operations Center (SOC). **ILT** **OLL** **OD**

IMPLEMENTING CISCO SECURE ACCESS SOLUTIONS (SISAS) – 5 DAYS
This course provides the student with foundational knowledge and the capabilities to implement and managed network access security by utilizing Cisco ISE appliance product solution. **ILT** **OLL** **OD**

IMPLEMENTING CISCO EDGE NETWORK SECURITY SOLUTIONS V1.0 (SENSS) – 5 DAYS
The student will gain hands-on experience with configuring various perimeter security solutions for mitigating outside threats and securing network zones. **ILT** **OLL** **OD**

IMPLEMENTING CISCO SECURE MOBILITY SOLUTIONS V1.0 (SIMOS) – 5 DAYS
Students of this course will gain hands-on experience with configuring and troubleshooting remote access and site-to-site VPN solutions, using Cisco ASA adaptive security appliances and Cisco IOS routers. **ILT** **OLL** **OD**

IMPLEMENTING CISCO THREAT CONTROL SOLUTIONS V1.5 (SITCS) – 5 DAYS
The student will gain hands-on experience with configuring various advance Cisco security solutions for mitigating outside threats and securing traffic traversing the firewall. **ILT** **OLL** **OD**

IMPLEMENTING CORE CISCO ASA SECURITY V1.0 (SASAC) – 5 DAYS
This course provides update training on the key features of the post-8.4.1 release of the Cisco ASA adaptive security appliance, including 9.x features. **ILT** **OLL**

IMPLEMENTING ADVANCED CISCO ASA SECURITY V2.1 (SASAA) – 5 DAYS
This course provides update training on the key post 8.4.1 release Cisco ASA features including most 9.x features such as CX and Clustering. **ILT** **OLL**

IMPLEMENTING AND CONFIGURING CISCO IDENTITY SERVICES ENGINE (SISE) – 5 DAYS
This course discusses the Cisco Identity Services Engine (ISE) and students with the knowledge and skills to enforce security posture compliance for wired and wireless endpoints and enhance infrastructure security using the Cisco ISE. **ILT** **OLL**

Cisco Technical Training

SECURING THE WEB WITH CISCO WEB SECURITY APPLIANCE (SWSA) – 2 DAYS
This course will provide students with product information, and practical activities that will prepare them to evaluate, install, configure, and administer a Secure Web Network Appliance in SMB, and enterprise installations. `ILT` `OLL`

SECURING EMAIL WITH CISCO EMAIL SECURITY APPLIANCE (SESA) 2.1 – 3 DAYS
Prepares students to install, configure, operate, maintain and perform basic troubleshooting of the Cisco Email Security Appliance (ESA) and to maintain email security in small to medium-sized and enterprise deployments. `ILT` `OLL`

WIRELESS

IMPLEMENTING CISCO WIRELESS NETWORK FUNDAMENTALS (WIFUND) – 5 DAYS
Implementing Cisco Wireless Network Fundamentals course is designed for individuals who are involved in the technical management of Cisco wireless platforms and solutions, which involves installing, configuring, operating and troubleshooting. `ILT` `OLL` `OD`

DESIGNING CISCO WIRELESS ENTERPRISE NETWORKS (WIDESIGN) – 5 DAYS
Students will learn how to design a wireless network from the beginning to end, from customer-first contact to post-deployment reports. `ILT` `OLL` `OD`

DEPLOYING CISCO WIRELESS ENTERPRISE NETWORKS (WIDEPLOY) – 5 DAYS
Prepares students with information to deploy wireless networks using Cisco controller and unified switching architectures policies and best practices, as well as ensure the proper implementation of mobility standards and proper configuration of all aspects of wireless components. `ILT` `OLL` `OD`

TROUBLESHOOTING CISCO WIRELESS ENTERPRISE NETWORKS (WITSHOOT) – 5 DAYS
Provides students with the knowledge of troubleshooting and optimizing Enterprise wireless infrastructure and related services plus the tools and methodologies needed to identify and resolve client connectivity, performance, and RF issues. `ILT` `OLL` `OD`

SECURING CISCO WIRELESS ENTERPRISE NETWORKS (WISECURE) – 5 DAYS
Provides students with the guidelines for implementing Wi-Fi security architectures through proper configuration of Cisco wireless components. `ILT` `OLL` `OD`

IMPLEMENTING & CONFIGURING CISCO IDENTITY SERVICES ENGINE FOR WIRELESS ENGINEERS (SWISE) – 2 DAYS
This course will enable Cisco end customers and authorized Cisco System Engineers (SEs) to understand the concepts, architecture, and use cases that are related to the Cisco ISE. `ILT` `OLL`

DATA CENTER

INTRODUCING CISCO DATA CENTER NETWORKING (DCICN) – 5 DAYS
In this course, students are introduced to the three primary technologies that are used in the Cisco data center. Through hands-on labs, you will focus on the basic configuration tasks required to obtain a solid foundational knowledge. `ILT` `OLL` `OD`

INTRODUCING CISCO DATA CENTER TECHNOLOGIES (DCICT) – 5 DAYS
Students explore the Cisco technologies that make up the fundamental deployment of a data center, including unified computing, unified fabric, and network services. Through hands-on labs, you will focus on verifying configurations, making configuration changes, and designing new topologies. `ILT` `OLL` `OD`

DATA CENTER UNIFIED COMPUTING IMPLEMENTATION (DCUCI) – 5 DAYS
Students will learn how to configure and manage Cisco UCS servers with consolidated I/O networking for LAN and SAN connectivity and learn how to virtualize server properties to enable simple and rapid mobility of server images between physical servers. `ILT` `OLL` `OD`

IMPLEMENTING CISCO DATA CENTER UNIFIED FABRIC V5.0 (DCUFI) – 5 DAYS
This program designed for systems, field and consulting systems engineers, technical solutions architects, and Cisco integrators and partners who install and implement the Cisco Nexus 7000 and 5000 Switch, and the Cisco Nexus 2000 Fabric Extender. `ILT`

DESIGNING CISCO DATA CENTER UNIFIED COMPUTING (DCUCD) – 5 DAYS
In this course, you will learn how to choose and design scalable, reliable, and intelligent data center unified computing and virtualization solutions. You'll also learn how to evaluate existing data center computing solutions, determine the requirements, and design Cisco data center unified computing and virtualization solutions. `ILT` `OLL`

TROUBLESHOOTING CISCO DATA CENTER UNIFIED COMPUTING (DCUCT) – 5 DAYS
In this course, you gain the knowledge and skills to properly troubleshoot Cisco UCS B-Series and C-Series servers operating in standalone and integrated modes. Through hands-on labs, you will learn the proper configuration procedures, and become familiar with common troubleshooting scenarios and recommended solutions. `ILT` `OLL`

Upgrade Your Career with Cisco Cybersecurity Training

Cisco's threat-centric security approach addresses the cybersecurity attack continuum of Before, During, and After an Attack. And Cisco's product and certification security courses align behind the attack continuum with practical, relevant, job-ready security training aligned closely with the specific tasks expected of today's network security professionals.

The CCNA and CCNP Security Certification paths are excellent avenues for those who are pursuing, or already working in a career developing security infrastructures, recognizing threats and vulnerabilities to networks, and mitigating those security threats. Whether you are an experienced cybersecurity network professional, or have the desire to make a long term career out of network security, Cisco Security Certifications and product based courses open up new network career opportunities in cybersecurity!

Cisco Technical Training

TROUBLESHOOTING CISCO DATA CENTER UNIFIED FABRIC V5.0 (DCUFT) – 3 DAYS
The course covers the components and procedures needed to troubleshoot and resolve common issues with the Cisco Nexus 7000 Series, the Cisco Nexus 5000 Series, the Cisco MDS Series, and the Nexus 2000 Fabric Extenders in the network and SAN environment. `ILT` `OLL`

DESIGNING CISCO DATA CENTER UNIFIED FABRIC (DCUFD) – 5 DAYS
The course covers architectural components of Cisco Nexus and Cisco Catalyst switching lines, Cisco IOS and Cisco Nexus Operating System (NX-OS) software architecture, as well as management from the network design perspective. `ILT` `OLL`

CONFIGURING CISCO DATA CENTER UNIFIED COMPUTING SYSTEM V3.0 (DCUCS) – 5 DAYS
This course prepares individuals for implementing and maintaining Cisco UCS hardware with a strong emphasis on best practices. The Configuring Data Center Unified Computing course also addresses relevant additional features added by Version 2.1 Cisco UCS. `ILT` `OLL`

DESIGN

DESIGNING FOR CISCO INTERNETWORK SOLUTIONS (DESGN) – 5 DAYS
In addition to general approaches and technologies for network design, this course promotes Cisco solutions in designing and implementing scalable internetworks. Among specific goals is the promotion of the modular approach to network design. `ILT` `OLL` `OD`

DESIGNING CISCO NETWORK SERVICE ARCHITECTURE (ARCH) – 5 DAYS
Students will learn how to perform the conceptual, intermediate, and detailed design of a network infrastructure that supports desired network solutions over intelligent network services to achieve effective performance, scalability, and availability. `ILT` `OLL` `OD`

IMPLEMENTING CISCO IP ROUTING V2.0 (ROUTE) – 5 DAYS
v2.0 includes major updates and follows an updated blueprint. However, note that this course does not cover all items listed on the blueprint. Some older topics have been removed or simplified, while several new IPv6 routing topics have been added. `ILT` `OLL` `ML` `OD`

IMPLEMENTING CISCO SWITCHED NETWORKS V2.0 (SWITCH) – 5 DAYS
This course is designed to help students prepare to plan, configure, and verify the implementation of complex enterprise switching solutions for campus environments using the Cisco Enterprise Campus Architecture. `ILT` `OLL` `ML` `OD`

SERVICE PROVIDER

BUILDING CISCO SERVICE PROVIDER NEXT-GENERATION NETWORKS, PART 1 V1.01 (SPNGN1) – 5 DAYS
This course provides students with the basic knowledge and skills necessary to support a service provider network. The course provides knowledge of the major components of a network and helps learners to understand how service provider networks function. `ILT` `OLL`

BUILDING CISCO SERVICE PROVIDER NEXT-GENERATION NETWORKS, PART 2 V1.01 (SPNGN2) – 5 DAYS
This course provides network engineers and technicians the knowledge and skills necessary to implement and support a service provider network, as well as knowledge of the major components of a service provider network construction and administration. `ILT` `OLL`

DEPLOYING CISCO SERVICE PROVIDER ADVANCED ROUTING (SPADVROUTE) – 5 DAYS
This course is required for the CCNP-SP Certification. This certification is designed to prepare students to work at the Professional level in a Service Provider environment. `ILT` `OLL`

IMPLEMENTING CISCO SERVICE PROVIDER NEXT-GENERATION CORE NETWORK SERVICES V1.0 (SPCORE) – 5 DAYS
This course is required for the new CCNP-SP Certification. This certification is designed to prepare students to work at the Professional level in a Service Provider environment. `ILT` `OLL`

IMPLEMENTING CISCO SERVICE PROVIDER NEXT-GENERATION EDGE NETWORK SERVICES V1.0 (SPEDGE) – 5 DAYS
This course is required for the new CCNP-SP Certification. This certification is designed to prepare students to work at the Professional level in a Service Provider environment. `ILT` `OLL`

CLOUD

UNDERSTANDING CISCO CLOUD FUNDAMENTALS (CLDFND) – 5 DAYS
The Understanding Cisco Cloud Fundamentals course is designed to provide students with the necessary knowledge, skills and abilities (KSA) to perform foundational tasks related to Cloud computing. `ILT` `OLL` `OD`

INTRODUCING CISCO CLOUD ADMINISTRATION (CLDADM) – 5 DAYS
This course covers the basic features and operation of Cisco UCS Director (UCSD) and Cisco Intelligent Automation for Cloud (CIAC) products. It includes coverage of Cloud provisioning, management, monitoring, reporting, charge-back models, and remediation. `ILT` `OLL` `OD`

IMPLEMENTING AND TROUBLESHOOTING THE CISCO CLOUD INFRASTRUCTURE (CLDINF) – 5 DAYS
This course enables cloud support engineers to successfully build, maintain and troubleshoot cloud infrastructure at a cloud service provider. `ILT` `OLL`

PRODUCT BASED

CONFIGURING CISCO NEXUS 5000 SERIES SWITCHES (DCNX5K) – 5 DAYS
This course is designed to serve the needs of systems and field engineers, consulting systems engineers, technical solutions architects, and Cisco integrators and partners who install and implement Cisco Nexus 5000 Series Switches and Cisco Nexus 2000 Series Fabric Extenders. `ILT` `OLL`

CONFIGURING CISCO NEXUS 7000 SERIES SWITCHES (DCNX7K) – 5 DAYS
This course is designed for systems and field engineers who install and implement Cisco Nexus 7000 Series Switches. It covers the key components and procedures that you need to know to configure, manage, and troubleshoot the Cisco Nexus 7000 Series Switch platform. `ILT` `OLL`

INTRODUCING CISCO NEXUS 9000 SWITCHES IN NX-OS MODE (DCINX9K) – 2 DAYS
This course that focuses on deployment and operations of the Cisco Nexus 9000 Series switches. Students will learn how to configure and manage Cisco Nexus 9000 Series switches using the NX-OS CLI, Python scripts, bash shell, NX-API, and OpenFlow. `ILT` `OLL`

CONFIGURING CISCO MDS 9000 SERIES SWITCHES (DCMDS) – 5 DAYS
This course is designed as a comprehensive hands-on experience to familiarize data center systems engineers, field engineers, architects, and Cisco partners who implement storage-networking solutions with the Cisco MDS 9000 Series switch platform. `ILT` `OLL`

DEPLOYING CISCO UNIFIED CONTACT CENTER EXPRESS (UCCXD) – 5 DAYS
This course is designed for systems engineers who will be responsible for deploying the Cisco Unified Contact Center Express (Unified CCX) and Cisco Unified IP Interactive Voice Response (Unified IP IVR) products. `ILT` `OLL`

DEPLOYING CISCO UNIFIED CONTACT CENTER ENTERPRISE V1.0 (DUCCE) – 5 DAYS
This course will give students an understanding of the Cisco Unified CCE deployment capabilities, processes, fault tolerance, installation, and basic troubleshooting. `ILT` `OLL`

ADMINISTERING CISCO® UNIFIED CONTACT CENTER ENTERPRISE, PART 1 (AUCCE1) – 5 DAYS
This course describes the requirements, resources and tools needed to perform routine adds, moves and changes in the inbound / outbound UCCE environment. `ILT` `OLL`

ADMINISTERING CISCO UNIFIED CONTACT CENTER ENTERPRISE V2.0 (AUCCE2) – 5 DAYS
This course describes the requirements, resources and tools needed to perform routine adds, moves and changes in the inbound/outbound UCCE environment. `ILT` `OLL`

DEPLOYING CISCO UNIFIED INTELLIGENCE CENTER V1.1 (DUIC) – 3 DAYS
This course is designed to make the task of creating reports from disparate data sources easier on the customer, and present a consistent user interface and a common tool to access the varied data across multiple Cisco product families. `ILT` `OLL`

IMPLEMENTING CISCO MPLS (MPLS) – 5 DAYS
This course is on MPLS technology issues as those issues apply to service providers and on how to configure new features and functions in an existing routed environment. `ILT` `OLL`

Individuals who get formal training on Cisco technologies demonstrate higher productivity, make fewer errors and possess more of the skills valued by employers and customers than those who simply go through on-the-job training. Whether you are an experienced network professional or just starting a career in technology, Cisco training and certifications open up new IT networking career opportunities.

DEPLOYING CISCO UNIFIED CONTACT CENTER ENTERPRISE (DUCCE) – 5 DAYS

The course allows students to deploy the Unified CCE v10.0 solution including installation, deploying HA and using troubleshooting tools to identify issues with inbound and outbound Contact Center functionality. **ILT** **OLL**

IMPLEMENTING CISCO QUALITY OF SERVICE V2.5 (QOS) – 5 DAYS

This course provides students with knowledge of IP QoS requirements, conceptual models using Differentiated Services (DiffServ), Integrated Services (IntServ) and Best Effort (over provisioning), and the implementation of IP QoS on Cisco IOS switches. **ILT** **OLL**

IMPLEMENTING CISCO UNIFIED WEB AND E-MAIL INTERACTION MANAGER ENTERPRISE V2.0 (UEIME) – 5 DAYS

This course is intended for installation engineers, system administrators, database administrators, and others who are responsible for installing and maintaining a Cisco Unified E-Mail and Web Interaction Manager installation. **ILT** **OLL**

COLLABORATION

IMPLEMENTING CISCO COLLABORATION DEVICES (CICD) – 5 DAYS

This course focuses on providing the skills and knowledge necessary to implement Cisco Unified Communications (UC) solutions. It covers administration of end-user interfaces, telephony and mobility features, and Cisco UC solutions maintenance. **ILT** **OLL** **OD**

IMPLEMENTING CISCO VIDEO NETWORK DEVICES, PART 2 (CIVND2) 1.0 – 5 DAYS

The course will provide students with the necessary knowledge and skills to implement various Cisco Collaboration endpoints in converged Cisco infrastructures. It covers a range of Cisco Collaboration solutions and enables students to implement and troubleshoot Cisco Unified Communication. **ILT** **OLL** **OD**

IMPLEMENTING CISCO IP TELEPHONY AND VIDEO, PART 1 (CIPTV1) – 5 DAYS

This course prepares students for implementing a Cisco Collaboration solution at a single-site environment. It focuses primarily on Cisco Unified Communications Manager Version 10.x, which is the call-routing and signaling component for the Cisco Collaboration solution Lab exercises included in the course help students to perform post installation tasks, configure Cisco Unified Communications Manager, implement MGCP and H.323 and, SIP trunks, and build dial plans to place single site on-cluster and off-cluster calling for voice and video. **ILT** **OLL** **OD**

IMPLEMENTING CISCO IP TELEPHONY AND VIDEO, PART 2 (CIPTV2) – 5 DAYS

This course prepares students for implementing Cisco Unified Communications Manager, Cisco VCS-C, and Cisco Expressway series in a multisite voice and video network. It covers globalized call routing, URI call routing, global dial plan replication based on the ILS, Cisco Unified SRST, mobility features, call admission control, integration of Cisco VCS and Cisco Unified Communications Manager, and Cisco Mobile Remote Access on Cisco Expressway Series. **ILT** **OLL** **OD**

TROUBLESHOOTING CISCO IP TELEPHONY AND VIDEO (CTCOLLAB) – 5 DAYS

This course prepares students for integrating Cisco Unity Connection, Cisco Unity Express, Cisco Unified IM and Presence, and video into a Collaboration deployment. It describes voice messaging deployment scenarios, Cisco Unified Presence features, and troubleshooting mechanisms as well as Cisco Unified IM and Presence and Cisco Jabber integration options with Cisco Unified Communications Manager. **ILT** **OLL** **OD**

INTEGRATING CISCO UNIFIED COMMUNICATIONS APPLICATIONS WITH APPENDIX (CAPPS) – 5 DAYS

Implementing Cisco Unified Communications Manager, Part 2 (CIPT2) prepares students for implementing Cisco Unified Communications solution in a multisite environment. **ILT** **OLL** **OD**

CISCO NX-OS FOR IOS TRAINING FOR ADMINISTRATORS (DCNXA) – 5 DAYS

DCNXA is designed for network administrators who are migrating from a traditional Cisco IOS environment to routing and switching platforms that use the Nexus Operating System (NX-OS). This course covers the key components and procedures you need to know to install and manage Cisco Nexus 9000, 7000, 5000, 2000 and 1000v series switches, and troubleshooting procedures. **OLL**

ADMINISTERING CISCO DATA CENTER UNIFIED COMPUTING SYSTEM (DCUCA) – 4 DAYS

DCUCA covers the administration and troubleshooting of Cisco Unified Computing System (UCS) B-Series and C-Series servers. This custom-built Cisco UCS training class was developed using the best lessons from all available Cisco server courses to maximize the learning experience for individuals who want to focus on day-to-day administration using Cisco UCS Manager as the primary interface. **OLL**

CISCO HYPERFLEX TRAINING (HXICA) – 3 DAYS

HXICA is a training program designed to provide understanding of how Cisco HyperFlex HX-Series combines compute, storage, and networking into an easy-to-use system that brings new levels of speed and efficiency to IT. **OLL**

CISCO UNIFIED COMPUTING SYSTEM TRAINING (UCSDACI) – 5 DAYS

UCSDACI enables participants to understand the different features of UCS Director software to manage Physical and Virtual Infrastructure elements including ACI. Students will get a chance to explore Orchestration and Automation functions of Cisco UCS Director to effectively manage infrastructure and automate IT processes. **OLL**

CISCO NETWORK ARCHITECTURE (DNADDC) – 5 DAYS

This course is designed for network administrators and technical personnel involved in designing, implementing, operating and optimizing Wide Area Networks based on Cisco's Intelligent WAN (iWAN) principles, technologies and features. It enables learners to understand how iWAN solves many challenges related to today's branch office deployments and what the main components of iWAN are, including Transport Independent WAN connectivity (IPSec DMVPN and MPLS), Intelligent Path Control (with performance routing), Application Optimization (with AVC and WAAS) and Secure Connectivity (Strong encryption, firewalls, CWS). **OLL**

DESIGNING AND IMPLEMENTING CISCO NETWORK PROGRAMMABILITY (NPDESI) – 5 DAYS

The Cisco Network Programmability Design and Implementation Specialist addresses the evolving role of network engineers towards more programmability, automation and orchestration, enabling them to leverage the powerful level of abstraction provided by controller based architectures to create real added value. **OLL** **OD**

CSPARK: SPARK COLLABORATION WORKSHOP – 2 DAYS

Cisco Spark is an app-centric, cloud-based service that provides a complete collaboration suite for teams to create, meet, message, call, care, whiteboard, and share, regardless of whether they're together or apart— in one continuous work stream before, during, and after meetings. Being able to understand how this works and what the features are is the key focus of this course. **OLL**

ILT	Instructor-Led Training
OLL	Online LIVE - Virtual ILT
ML	Mentored Learning
OD	On Demand

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Computer Learning Centers

CompTIA Training

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A+

BEGINNER/NOVICE

INTERMEDIATE

CO CompTIA IT Fundamentals   **CO** CompTIA A+

CO CompTIA IT Fundamentals   **CO** CompTIA A+
CO CompTIA Cloud Essentials   **CI** CCENT
LP Linux Essentials
MS MTA

CO CompTIA IT Fundamentals   **CO** CompTIA A+
HD HDI SCA   **HD** HDI DST
MS MTA   **IT** ITIL Foundation

CO CompTIA IT Fundamentals   **CO** CompTIA A+
MS MTA   **VM** VCA

CO CompTIA IT Fundamentals   **CO** CompTIA A+
AD ACA   **MS** MTA

MS MTA   **CO** CompTIA A+
   OR OCAJ

AWS Solutions Architect - Associate
AWS SysOps Administrator - Associate
CI CCNA
CI CCDA
CO CompTIA Network+
CO CompTIA Linux+/LPIC-1
CO CompTIA Cloud+
HC HCNA
MS MCSA
OS OpenStack Administrator
SU SCA
RH RHCSA
RS RCT

CI CCNA
CO CompTIA Security+
CO CompTIA Network+
CO CompTIA Server+
CX CCIA
EC CEH
EC CHFI
GI GCIH
GI GSEC
GI GISP
MS MCSA: Windows Server 2012

CO CompTIA Server+
CO CompTIA Network+
CW CWNA
CW CWTS
HD HDI DSM
HD HDI SCM
IT ITIL Intermediate
MS MCSA
SF Salesforce.com

CO CompTIA Project+
OG Prince2 Foundation
PM CAPM

CI CCNA
CO CompTIA Server+
IBM IBM Certified Specialist
MS MCSA
OR OCA
OR OCP
VM VCP

AR ACMP
CI CCNP Wireless
CI CCP-M
MS Microsoft Specialist
VM VCA Workforce Mobility
ZD PHP Certification

AWS Developer - Associate
MS Microsoft Specialist
MU MongoDB Certified Developer Associate
OR OCPJP

AD ACI
CO CompTIA CTT+
HD HDI CI
MS MCT

Computer literacy certifications validating end user skills include IC3 and ECDL/ICDL

CompTIA®

ADVANCED

CA	CCSK
CI	CCDP
CI	CCNP
CO	CompTIA CySA+
IA	CISA

IS	CSSLP
MS	MCSE: Server Infrastructure
SA	GSLC
SA	GCED

EXPERT

CI	CCIE
CI	SCYBER
CO	CASP
IA	CGEIT
IA	CISM
IS	CISSP
M2	CPTE

Information Security

Network and Cloud Technologies

AWS	Solutions Architect - Professional
AWS	DevOps Engineer - Professional
CA	CCSK
CI	CCDP
CI	CCNP
CS	CCP
CX	CCA
GO	GCPCA
HC	HCNP
LP	LPIC-2
MS	MCSE
NO	CNE
RH	RHCE
SU	SCE
VM	VCIX

CI	CCIE
CO	CASP
HC	HCIE
HP	ASE/CSE
LP	LPIC-3
RH	RHCA
SU	SEA
VM	VCDX

Hardware, Services and Infrastructure

| IT | ITIL Expert |
| MS | MCSE |

| IT | ITIL Master |

IT Management and Strategy

| MS | MCSD: Application Lifecycle Management |
| PM | PMP |

| OG | Prince2 Practitioner |
| SC | CSP |

Storage and Data

| CI | CCNP |
| MS | MCSE |

| HP | ASE/CSE |
| OR | OCM |

Web and Mobile

| MS | MCSD |
| ZD | Framework 2 Certification |

| AD | ACE |

Software Development

| AWS | DevOps Engineer-Professional |
| OR | OCMJD |

| MS | MCSD |

| OR | OCMJEA |
| SC | CSP |

Training

Updated 2/2018

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CompTIA
TRAINING

New Horizons – CompTIA's 2016 Outstanding Partner Award winner – is the largest independent provider of authorized CompTIA training in the world. Couple this with top-rated, certified, CompTIA instructors and our position as global CompTIA Platinum Partner training provider and you will quickly see why New Horizons is the IT professional's best choice for CompTIA training.

Whether it's in the classroom, virtually, or on-site, let New Horizons provide you with the quality CompTIA training you need.

COMPTIA A+ – 5 DAYS
In this course, students will acquire the essential skills and information students will need to install, upgrade, repair, configure, troubleshoot, optimize, and perform preventative maintenance of basic personal computer hardware and operating systems. This course prepares students for the CompTIA A+ exams (220-901 & 220-902). **ILT** **OLL** **ML**

COMPTIA NETWORK+ – 5 DAYS
In this course, students will describe the major networking technologies and systems of modern networks, and be able to configure, manage, and troubleshoot modern networks. This course will help the students prepare for the N10-006 or N10-007 exam and certification. **ILT** **OLL** **ML**

COMPTIA SECURITY+ – 5 DAYS
In this course, students will implement, monitor, and troubleshoot infrastructure, application, information, and operational security. Students will prepare for the CompTIA Security+ certification examination (SY0-401 or SY0-501). **ILT** **OLL**

COMPTIA ADVANCED SECURITY PRACTITIONER (CASP) – 5 DAYS
In this course, students will expand on their knowledge of information security to apply more advanced principles that will keep their organizations safe from the many ways they can be threatened. This course prepares students for the CAS-002 exam. **ILT** **OLL** **ML**

COMPTIA CYBERSECURITY ANALYST (CYSA+) – 5 DAYS
The course introduces tools and tactics to manage cybersecurity risks, identify various types of common threats, evaluate the organization's security, collect and analyze cybersecurity intelligence, and handle incidents as they occur. This course prepares students for the CS0-001 exam. **ILT** **OLL**

COMPTIA PENTEST+ – 5 DAYS
This course teaches students to perform the most up-to-date penetration testing, conduct vulnerability assessments, and the management skills necessary to determine the resiliency of the network against attacks, preparing them for the CompTIA PenTest+ exam (PT0-001).

COMPTIA LINUX+ – 5 DAYS
Students will acquire the skills needed to install and support one or more distributions of the Linux operating system and learn information and skills that will be helpful as they prepare for the CompTIA Linux+ Powered by LPI exams (LXO-103 & LXO-104). **ILT** **OLL** **ML**

COMPTIA PROJECT+ – 5 DAYS
In this course, students will apply recognized practices of project management and understand a project's life cycle and roles and skills necessary to effectively initiate, plan, execute, monitor and control, and close a project. This course prepares students for the CompTIA Project+ exam (PKO-004). **ILT** **OLL**

COMPTIA SERVER+ – 5 DAYS
In this course, students install, configure, upgrade, maintain, and troubleshoot servers, and learn information and skills that will be helpful on the job, and prepare for the CompTIA Server+ certification examination. This course prepares students for the CompTIA Server+ exam (SKO-004). **ILT** **OLL**

COMPTIA CLOUD ESSENTIALS – 3 DAYS
In this basic introduction to Cloud computing, students will learn the business value of Cloud computing, technical perspectives and challenges, steps to successful adoption of Cloud computing and how Cloud computing aligns with ITIL. Students will also identify risks and consequences of IT in the Cloud, learning to make effective decisions and meet IT challenges in the Cloud. This course prepares students for the CompTIA Cloud Essentials exam (CLO-001). **ILT** **OLL**

COMPTIA CLOUD+ – 5 DAYS
This course covers the knowledge, skills and abilities necessary for competency in cloud models, virtualization, infrastructure, security, resource management and business continuity. This course prepares students for the CompTIA Cloud+ exam (CV0-002). **ILT** **OLL**

COMPTIA IT FUNDAMENTALS – 3 DAYS
This course will provide students with the fundamental skills and concepts required to maintain, support, and work efficiently with personal computers. This course prepares students for the FC0-U51 or FC1-U61 exam. **ILT** **OLL**

#1 PROVIDER OF AUTHORIZED TRAINING

Microsoft   redhat   AXELOS GLOBAL BEST PRACTICE   CISCO.   CompTIA.   vmware

Stackable Certifications

CompTIA's Stackable Certifications demonstrate that you've earned multiple CompTIA certifications and have the knowledge and experience needed to excel in the appropriate job role. They validate the proficiencies needed for essential IT tasks and show a deeper mastery of your skills.

INFRASTRUCTURE PATHWAY

Specialist (0-2 Years of IT experience)

CIOS
CompTIA IT Operations Specialist (CIOS)
(A+ / Network+)

CSSS
CompTIA Systems Support Specialist
(CSSS) (A+ / Linux+)

Professional (2-5 Years of IT experience)

CCAP
CompTIA Cloud Admin Professional (CCAP)
(Network+ / Cloud+)

CNIP
CompTIA Network Infrastructure Professional (CNIP)
(Network+ / Server+)

CLNP
CompTIA Linux Network Professional (CLNP)
(Network+ / Linux+)

CYBERSECURITY PATHWAY

Specialist (0-2 Years of IT experience)

CSIS
CompTIA Secure Infrastructure Specialist (CSIS)
(A+ / Network+ / Security+)

Professional (2-5 Years of IT experience)

CSCP
CompTIA Secure Cloud Professional (CSCP)
(Security+ / Cloud+)

CSAP
CompTIA Security Analytics Professional (CSAP)
(Security+ / CySA+)

Expert (5+ Years of IT experience)

CSAE
CompTIA Security Analytics Expert (CSAE)
(Security+ / CySA+ / CASP)

VMware Training

VMware Certification Tracks

★ Certification   ■ Exam   ◆ Application and Defense   ● Hands-On Experience   ▲ Required Training

VMware Certified: Associate (VCA)

Data Center Virtualization (DCV) track

Attend recommended training course	Pass VCA Exam	**VCA Certification**	Gain experience with vSphere	Attend a required training course	Pass vSphere Foundations Exam

Network Virtualization (NV) track

Attend recommended training course	Pass VCA Exam	**VCA Certification**	Gain experience with vSphere and NSX	Attend a required training course	Pass vSphere Foundations Exam

Cloud Management and Automation (CMA) track

Attend recommended training course	Pass VCA Exam	**VCA Certification**	Gain experience with vSphere and vRealize	Attend a required training course	Pass vSphere Foundations Exam

Desktop and Mobility (DTM) track

Attend recommended training course	Pass VCA Exam	**VCA Certification**	Gain experience with vSphere and Horizon	Attend a required training course	Pass vSphere Foundations Exam

vmware®   For complete details on certification requirements and exam objectives, please visit www.vmw

VMware Certification Training Path

VMware Certification sets the standard for IT professionals and validates the critical skills organizations need to adopt and manage technology that drives desired business outcomes.

vmware® EDUCATION SERVICES

Recommended Training

	Professional (VCP)		Advanced Professional (VCAP)		Design Expert (VCDX)

Pass VCP-DCV Elective Exam — **VCP-DCV Certification**

Attend recommended training course — Pass VCAP–DCV Deployment Exam — **VCAP-DCV Deploy Certification**

Attend recommended training course — Pass VCAP–DCV Design Exam — **VCAP-DCV Design Certification**

Submit and successfully defend an original design — **VCDX-DCV Certification**

Pass VCP–NV Elective Exam — **VCP-NV Certification** — Attend recommended training course — Pass VCAP–NV Deployment Exam — **VCAP-NV Deploy Certification** — Submit and successfully defend an original design — **VCDX-NV Certification**

Pass VCP-CMA Elective Exam — **VCP-CMA Certification**

Attend recommended training course — Pass VCAP–CMA Deployment Exam — **VCAP-CMA Deploy Certification**

Attend recommended training course — Pass VCAP–CMA Design Exam — **VCAP-CMA Design Certification**

Submit and successfully defend an original design — **VCDX-CMA Certification**

Pass VCP–DTM Elective Exam — **VCP-DTM Certification**

Attend recommended training course — Pass VCAP–DTM Deployment Exam — **VCAP-DTM Deploy Certification**

Attend recommended training course — Pass VCAP–DTM Design Exam — **VCAP-DTM Design Certification**

Submit and successfully defend an original design — **VCDX-DTM Certification**

...vare.com/certification or contact your local VMware Education Services representative.

June 2017

VMWARE
TRAINING

In today's competitive IT marketplace being average isn't enough. New Horizons is proud to offer Authorize VMware Training. Demand for outstanding VMware practitioners is growing at all levels, and evolving as the industry requires continuous professional development.

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EDUCATION SERVICES
PARTNER OF THE YEAR
2017 NORTH AMERICA WINNER

DATA CENTER VIRTUALIZATION

VMWARE VSPHERE: INSTALL, CONFIGURE, MANAGE (V6.7) (V6.5) (V6.0) (V5.5) – 5 DAYS
This course focuses on installing, configuring, and managing vSphere, which includes ESXi and vCenter Server. This course prepares the student to administer a vSphere infrastructure for an organization of any size. It is the foundation for most other VMware technologies in the software-defined data center. `ILT` `OLL` `OD`

VMWARE VSPHERE: WHAT'S NEW (V5.5 TO V6.5) OR (V5.5 TO V6.7)– 3 DAYS
Students will explore the new features and enhancements in VMware vCenter Server and VMware ESXi. Real-world use case deployment scenarios, hands-on lab exercises, and lectures will teach the skills needed to effectively implement and configure VMware vSphere. `ILT` `OLL` `OD`

VMWARE VSPHERE: OPTIMIZE AND SCALE (V6.7) (V6.5) (V6.0) (V5.5) – 5 DAYS
This course teaches experienced VMware vSphere users advanced skills for configuring and optimizing the vSphere features that build a foundation for a truly scalable infrastructure and discusses when and where these features have the greatest effect. `ILT` `OLL` `OD`

VMWARE VSPHERE: FAST TRACK (V6.5) (V6.0) (V5.5) – 5 DAYS
This intensive, extended-hours course combines instructor training with hands-on labs to focus on how to install, configure, manage, and troubleshoot VMware vSphere, including VMware ESXi and VMware vCenter Server. `ILT` `OLL`

VMWARE VSPHERE: INSTALL, CONFIGURE, MANAGE PLUS VIRTUAL SAN FAST TRACK (V6.5) (V6.0) – 5 DAYS
This extended-hours course combines the content of our best-selling VMware vSphere: Install, Configure, Manage course with deploying and managing a software-defined storage solution with VMware Virtual SAN 6.2. `ILT` `OLL`

VMWARE SECURITY OPERATIONS FOR THE SOFTWARE-DEFINED DATA CENTER – 5 DAYS
Students will learn how to use the VMware Software-Defined Data Center (SDDC) product portfolio and tools to better manage administrator access, harden the VMware vSphere environment, and secure data at rest and in motion. `ILT` `OLL`

VMWARE VSPHERE DESIGN WORKSHOP (V6.5) (V5.5) – 3 DAYS
The goal of this course is to equip consulting professionals with the knowledge, skills, and abilities to achieve competence in designing a VMware vSphere virtual infrastructure. `ILT` `OLL`

VMWARE VSPHERE: SKILLS FOR OPERATORS (V6.0) (V5.5) – 2 DAYS
This course is designed to help operators and administrators who create and manage virtual machines. By combining lecture and hands-on labs the course will help students gain the skills required to work effectively with VMware virtual machines. `ILT` `OLL`

VMWARE VSPHERE: TROUBLESHOOTING WORKSHOP (V6.7) (V6.5) (V6.0) (V5.5) – 5 DAYS
This hands-on training workshop provides students with the advanced knowledge, skills, and abilities to achieve competence in troubleshooting the VMware vSphere environment. `ILT` `OLL`

VMWARE VSPHERE: DESIGN & DEPLOY FAST TRACK V6.0 – 5 DAYS
This course equips you with the knowledge, skills, & abilities to design & deploy a VMware vSphere® 6.0 virtual infrastructure. You follow an approach to design & deploy a virtualization solution that is available, scalable, manageable, & secure. `ILT` `OLL`

VMWARE VCENTER SITE RECOVERY MANAGER: INSTALL, CONFIGURE, MANAGE (6.1) (V5.8) – 2 DAYS
This hands-on training course equips experienced VMware vSphere administrators with the knowledge to install, configure, and manage VMware vCenter Site Recovery Manager and equips administrators with the knowledge to assist in writing and testing disaster recovery plans. `ILT` `OLL` `OD`

VMWARE SAN: DEPLOY AND MANAGE (V6.6) (V6.2) (V6.0) (V5.5) – 3 DAYS
This training course focuses on deploying and managing a software-defined storage solution with VMware Virtual SAN. This course looks at how Virtual SAN is used as an important component in the VMware software-defined data center (SDDC). `ILT` `OLL` `OD`

VMWARE VSPHERE: INSTALL, CONFIGURE AND MANAGE PLUS OPTIMIZE AND SCALE FAST TRACK (V6.5) (V6.0) – 5 DAYS
This intensive, extended-hours and hands-on lab training course focuses on installing, configuring, managing and mastering VMware vSphere®, including VMware ESXi™ and VMware vCenter™. `ILT` `OLL`

VMWARE VSPHERE: OPTIMIZE AND SCALE PLUS TROUBLESHOOTING FAST TRACK (V6.5) (V6.0) – 5 DAYS
This extended hours course is a blend of the vSphere: Optimize & Scale and vSphere Troubleshooting classes. It brings the best of each of these courses into a single unique offering that equips experienced VMware administrators with advanced VMware knowledge. `ILT` `OLL`

VMWARE VSPHERE: SKILLS FOR PUBLIC SECTOR ADMINISTRATORS (V6.5) – 5 DAYS
In this course, students develop the advanced skills needed to manage and maintain a highly available and scalable virtual infrastructure. `ILT` `OLL`

VMWARE VSAN: DEPLOY AND MANAGE PLUS VMWARE VSAN: TROUBLESHOOTING WORKSHOP (V6.6) – 5 DAYS
Students will learn how vSAN functions as an important component in the VMware software-defined data center. `ILT` `OLL`

VMWARE VSAN: PRODUCTION OPERATIONS (V6.X) – 3 DAYS
In this course, students will focus on building skills in configuring and performing common administrator and end-user tasks with VMware vSAN™ 6.x. `ILT` `OLL`

VMWARE VSAN: TROUBLESHOOTING WORKSHOP (V6.X) – 2 DAYS
In this course, students will focus on learning the tools and skills necessary to troubleshoot VMwarevSAN™ 6.6 implementations. `ILT` `OLL`

NETWORK VIRTUALIZATION

VMWARE NSX FOR INTERNETWORKING EXPERTS FAST TRACK (V6.2) – 5 DAYS
This fast-paced course is designed for advanced Cisco network administrators who want a comprehensive understanding of how to use the power of the NSX network virtualization and security platform and covers NSX as a part of the software-defined data center, implementation, use cases, features, and functionality operating at layer 2 through layer 7 of the OSI model. `ILT` `OLL`

VMWARE NSX: TROUBLESHOOTING AND OPERATIONS (V6.4) (V6.3) (V6.2) – 4 DAYS
This course prepares attendees to troubleshoot and operate a VMware NSX deployment. Students learn how to isolate problems and identify resolutions through a systematic process. `ILT` `OLL`

VMWARE NSX: INSTALL, CONFIGURE, MANAGE (V6.4) (V6.2) – 5 DAYS
This comprehensive, fast-paced training course focuses on installing, configuring, and managing VMware NSX. `ILT` `OLL` `OD`

VMWARE NSX: DESIGN AND DEPLOY (V6.2) – 5 DAYS
This course prepares students to lead VMware NSX design and deployment projects by providing an understanding of general design processes and frameworks. Students look at the design and deployment considerations for network virtualization as part of an overall software-defined data center design. `ILT` `OLL`

VMware Training

VMWARE NSX: INSTALL, CONFIGURE, MANAGE PLUS TROUBLESHOOTING & OPERATIONS FAST TRACK (V6.4) (V6.2) – 5 DAYS

This intensive five-day, extended-hours course focuses on installing, configuring, and managing VMware NSX, details logical routing to enable you to dynamically route between different virtual environments, logical switching to virtualize your switching environment, and how to use gateway services, firewall configurations, and security services to help secure and optimize your VMware NSX environment.
ILT OLL

VMWARE NSX: MICRO-SEGMENTATION (V6.3) – 3 DAYS

In this intensive course, students will explore the security-focused features of VMware NSX® 6.3,including the distributed firewall and the Service Composer. ILT OLL

VMWARE NSX-T: INSTALL, CONFIGURE, MANAGE (V2.X) – 5 DAYS

This course covers key VMware NSX® features and functionality offered in the NSX-T 2.0 release operating across layer 2 through layer 7 of the OSI model. ILT OLL

DESKTOP & MOBILITY

VMWARE HORIZON 7: INSTALL, CONFIGURE, MANAGE (V7.3) (V7.0) – 5 DAYS

This course gives students the skills to deliver virtual desktops and applications through a single virtual desktop infrastructure (VDI) platform. This course teaches you how to configure and deploy pools of virtual machines, how to manage access and security of the machines, and how to provide a customized desktop environment to end users. ILT OLL OD

VMWARE HORIZON 7: WHAT'S NEW (V6.X TO V7.X) – 3 DAYS

This course gives students the skills to upgrade from VMware Horizon® 6 to VMware Horizon® 7.
ILT OLL OD

VMWARE HORIZON (WITH VIEW): INSTALL, CONFIGURE, MANAGE (V6.2) – 4 DAYS

This hands-on training course builds students skills in installing, configuring, and managing the Horizon View component of VMware Horizon. ILT OLL

VMWARE HORIZON 7: TROUBLESHOOTING AND PERFORMANCE OPTIMIZATION (V7.0) – 5 DAYS

During this course, students will gain the advanced knowledge, skills, methodology, and abilities to achieve competence in troubleshooting the View component of VMware Horizon 7. ILT OLL

VMWARE HORIZON 7: DESIGN WORKSHOP (V7) – 3 DAYS

This course presents a methodology for designing a VMware Horizon solution. The design methodology includes recommendations for the type of information and data that must be gathered and analyzed to make sound design decisions for client systems, desktop options, VMware vSphere infrastructure, and VMware Horizon components.
ILT OLL

VMWARE HORIZON 7: INSTALL, CONFIGURE, MANAGE PLUS APP VOLUMES FAST TRACK (V7.3) (V7.0) – 5 DAYS

This intensive extended-hours course gives you the skills to deliver virtual desktops and applications through a single virtual desktop infrastructure platform. You will learn how to configure and deploy pools of virtual machines and how to manage access and security of the machines. You will also gain skills in application management using VMware App Volumes and VMware User Environment Manager. ILT OLL

VMWARE HORIZON: DESIGN AND DEPLOY (V6.0) – 5 DAYS

This course presents a methodology for designing and deploying a VMware Horizon solution. During this class, students apply new knowledge by working with other students to design and deploy a Horizon solution for a real-world project. ILT OLL

VMWARE WORKSPACE ONE: DEPLOY AND MANAGE (V9.X) – 4 DAYS

Students will gain the necessary skills to effectively implement Workspace ONE to manage digital workspaces across all devices and empower employees with conditional access to the applications and content that they need.
ILT OLL OD

VMWARE APPLICATION VIRTUALIZATION WITH VMWARE THINAPP (V5.0) – 1 DAY

This course will provide applications-oriented administrators with the knowledge and skills to virtualize Windows applications with VMware ThinApp, modify the Package.ini parameters to handle special circumstances, and choose the best deployment and updating processes for their environment. ILT OLL

VMWARE AIRWATCH: BOOTCAMP – 4 DAYS

This extended hours course is a combination of the VMware AirWatch: Configure and Manage course and the VMware AirWatch: Configure and Deploy Integrated Solutions course. Students will learn foundational skills needed as well as advanced operations, how to enable containerized applications, deploy and manage corporate email, and integrate VMware AirWatch with your enterprise resources. ILT OLL

VMWARE AIRWATCH: CONFIGURE AND MANAGE – 2 DAYS

Students will gain a comprehensive view of all AirWatch Enterprise Mobility Management solutions and key device platforms, as well as an overview of VMware AirWatch architecture. This course provides the foundational skills necessary to manage the VMware AirWatch platform. ILT OLL OD

VMWARE AIRWATCH: CONFIGURE AND DEPLOY INTEGRATED SOLUTIONS – 2 DAYS

This course will provide students with the skills required to configure and provision VMware AirWatch cloud deployments. It will cover the enablement of containerized applications, deployment and management of corporate email, and integration with enterprise resources. You will access hands-on labs and learn best practices for mobile deployment, with a focus on how to deploy and manage VMware AirWatch applications. ILT OLL OD

VMWARE AIRWATCH: INSTALL AND DEPLOY ON PREMISES SOLUTIONS – 1 DAY

This one-day course is designed to equip you with the skills to install, configure, and upgrade an on-premise VMware AirWatch® server. ILT OLL OD

VMWARE IDENTITY MANAGER: DEPLOY AND MANAGE WITH AIRWATCH – 2 DAY

This course focuses on the basic skills students need to effectively implement VMware Identity Manager. The course includes a hands-on component in which students will install and implement an instance of VMware Identity Manager, gaining the skills to effectively integrate this tool with an existing VMware AirWatch® environment. ILT OLL OD

VMWARE HORIZON 7: SKILLS FOR PUBLIC SECTOR ADMINISTRATORS (V7) – 5 DAYS

You will learn how to use App Volumes to deliver applications and data to desktops and users in seconds and how to manage application lifecycles from installation to update and replacement. You will also learn how to use User Environment Manager to provide personalization and dynamic policy configuration across virtual, physical, and cloud-based environments to simplify end-user profile management. ILT OLL

VMWARE APP VOLUMES: APPLICATION AND USER PROFILE MANAGEMENT (V2.X) – 3 DAYS

Students will learn how to use App Volumes to deliver applications and data to desktops and users in seconds and at scale; gain skills in managing application lifecycles from installation to update and replacement; learn how to use User Environment Manager to provide personalization and dynamic policy configuration across virtual, physical, and cloud-based environments to simplify end-user profile management. ILT OLL

VMWARE MIRAGE: INSTALL, CONFIGURE, MANAGE (V5.0) – 3 DAYS

This hands-on training course provides students with skills that they need to deploy a unified image management system using VMware Mirage™. After installing Mirage 5.0, students learn how to configure security, manage images, perform a Windows migration, set up endpoint protection, and perform various management functions. ILT OLL OD

CLOUD MANAGEMENT

VCLOUD DIRECTOR: INSTALL, CONFIGURE, MANAGE (V9.X) (V8.2) (V8.1) – 5 DAYS

This course focuses on designing, installing, configuring, and managing VMware vCloud Director for service providers. This course also covers interfacing vCloud Director with other systems through the use of various APIs. ILT OLL

VMWARE CLOUD ORCHESTRATION AND EXTENSIBILITY (V7.1) (V6.1) – 5 DAYS

This course focuses on extensibility and advanced administration through the use of vRealize Orchestrator workflows in vRealize Automation. ILT OLL

VMWARE VREALIZE AUTOMATION: INSTALL, CONFIGURE, MANAGE (V7.3) (V7.0) (V6.2) – 5 DAYS

This training course focuses on installing, configuring, and managing VMware vRealize Automation. This course covers the configuration and use of the vRealize Automation platform, including self-service provisioning and the creation of multivendor cloud services. ILT OLL OD

VMWARE VREALIZE OPERATIONS: INSTALL, CONFIGURE, MANAGE (V6.6) – 5 DAYS

This course is designed for experienced VMware vSphere users and teaches you how to use VMware vRealize Operations as a forensic and predictive tool. ILT OLL OD

VMware Training

VMWARE VREALIZE OPERATIONS MANAGER: INSTALL, CONFIGURE, MANAGE (V6.2) – 5 DAYS
This course is designed for experienced VMware vSphere users and teaches how to use VMware vRealize Operations Manager as a forensic and predictive tool. `ILT` `OLL` `OD`

VMWARE CLOUD AUTOMATION: DESIGN AND DEPLOY (V7.1) – 5 DAYS
This course focuses on designing and deploying an enterprise cloud by using a distributed architecture deployment of VMware vRealize Automation. `ILT` `OLL`

DATA CENTER AUTOMATION WITH VREALIZE ORCHESTRATOR AND VSPHERE POWERCLI – 5 DAYS
This course teaches experienced VMware vSphere administrators how to use the powerful automation tools that all vSphere customers have access to. Using real-world use cases and examples, students will learn how to automate day-to-day administration tasks with VMware vSphere PowerCLI and VMware vRealize Orchestrator. `ILT` `OLL`

VMWARE VCLOUD DIRECTOR: DESIGN WORKSHOP (V9.X) – 4 DAYS
This course equips students with the knowledge, skills, and abilities to design a VMware vCloud Director® 9.x infrastructure. `ILT` `OLL`

VMWARE VCLOUD NFV WITH VCLOUD DIRECTOR (V8.X) – 5 DAYS
In this course, students will focus on configuring, managing, and operating VMware vCloud Director® 8.20 for a VMware vCloud® NFV™ environment. `ILT` `OLL`

VMWARE CLOUD: DEPLOY AND MANAGE A VSPHERE CLOUD – 5 DAYS
In this course, students will explore the VMware technologies that allow you to deploy and manage your private on-premise cloud and securely connect to other clouds. `ILT` `OLL`

VMWARE VREALIZE AUTOMATION: ORCHESTRATION AND EXTENSIBILITY (V7.X) – 5 DAYS
This course focuses on extensibility and advanced administration through the use of vRealize Orchestrator workflows in vRealize Automation. `ILT` `OLL`

VMWARE VREALIZE LOG INSIGHT: DEPLOY AND MANAGE (V4.3) – 3 DAYS
In this course, students will focus on deploying and managing VMware vRealize® Log Insight™. `ILT` `OLL`

VMWARE VREALIZE NETWORK INSIGHT: INSTALL, CONFIGURE, MANAGE (V3.X) – 2 DAYS
Students will learn the features, components, architecture, and benefits of vRealize Network Insight and how to use it to simplify daily operation and troubleshooting tasks. `ILT` `OLL`

VMWARE VREALIZE OPERATIONS MANAGER FOR OPERATORS (V6.0) – 2 DAYS
This course teaches the operator how to use VMware vRealize® Operations Manager™ as a forensic and predictive tool. The course is based on VMware ESXi™ 5.x, VMware vCenter Server™ 5.x, and vRealize Operations Manager 6.0. `ILT` `OLL`

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- Content meets certification requirements
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New Horizons is ready to help you with your VMware training path, through whichever learning modality best fits your needs.

ORACLE Training

Business Intelligence

Oracle BI 11g R1: Create Analyses and Dashboards - 5 DAYS

Oracle BI 11g (11.1.1.9) and Exalytics: New Features - 1 DAY

Oracle BI 11g R1: Build Repositories - 5 DAYS

Oracle BI 12c: Build Repositories - 5 DAYS

Oracle BI 12c: Create Analyses and Dashboards Ed 1 – 5 DAYS

Oracle BI 12c: New Features for Administrators – 1 DAY

Oracle BI Applications 11g: Implementation using ODI – 3 DAYS

Oracle BI Applications 7.9.6: Implementation for Oracle EBS 4 DAYS

Oracle BI Publisher 11g R1: Fundamentals – 3 DAYS

Cloud Application Fundation

Oracle Coherence 12c: Administer and Troubleshoot Clusters 5 DAYS

Oracle Coherence 12c: Share and Manage Data in Clusters 5 DAYS

Oracle Fusion Middleware 12c: Multitenancy Administration Ed 1 2 DAYS

Oracle WebLogic Server 11g: Administration Essentials – 5 DAYS

Oracle WebLogic Server 11g: Advanced Administration – 5 DAYS

Oracle WebLogic Server 11g: Diagnostics and Troubleshooting – 5 DAYS

Oracle WebLogic Server 11g: Monitor and Tune Performance – 3 DAYS

Oracle WebLogic Server 12c: Performance Tuning Workshop – 3 DAYS

Oracle WebLogic Server 12c: Administration I – 5 DAYS

Oracle WebLogic Server 12c: Administration II– 5 DAYS

Oracle WebLogic Server 12c: Troubleshooting Workshop – 2 DAYS

Data Integration

Oracle Data Integrator 11g: Integration and Administration – 5 DAYS

Oracle Data Integrator 12c: Advanced Integration and Development – 3 DAYS

Oracle Data Integrator 12c: Integration and Administration – 5 DAYS

Oracle Enterprise Data Quality 12c: Match and Parse – 3 DAYS

Oracle Enterprise Data Quality 12c: Profile, Audit and Operate – 2 DAYS

Oracle GoldenGate 11g: Fundamentals for Oracle – 4 DAYS

Oracle GoldenGate 12c: Fundamentals for Oracle– 4 DAYS

Oracle GoldenGate 12c: Advanced Configuration for Oracle– 4 DAYS

Oracle GoldenGate 12c: Integrate Big Data – 3 DAYS

Oracle GoldenGate 12c: Management Pack Overview – 2 DAYS

Oracle GoldenGate 12c: Troubleshooting and Tuning – 4 DAYS

Oracle GoldenGate Veridata 12c: Essentials – 1 DAYS

Data Warehousing

Oracle Database 11g: Administer a Data Warehouse – 4 DAYS

Oracle Database 11g: Data Mining Techniques 2 DAYS

Oracle Database 11g: Data Warehousing Fundamentals – 3 DAYS

Database Application Development

Oracle Application Express Workshop I Ed 2 5 DAYS

Oracle Application Express Workshop II Ed 2 3 DAYS

Oracle Application Express: Administration Ed 2 - 2 DAYS

Oracle Database 11g: Advanced PL/SQL 3 DAYS

Oracle Database 11g: SQL Tuning Workshop 3 DAYS

Oracle Database 12c: Advanced PL/SQL 3 DAYS

Oracle Database 12c: Analytic SQL for Data Warehousing - 2 DAYS

Oracle Database 12c: Introduction for Experienced SQL Users - 2 DAYS

Oracle Database SQL and PL/SQL New Features Ed 1-2 DAYS

Oracle Database: Introduction to SQL-5 DAYS

Oracle Database: Introduction to SQL/PLSQL Accelerated - 5 DAYS

Oracle Database: PL/SQL Fundamentals 2 DAYS

Oracle Database: Program with PL/SQL 5 DAYS

Oracle Database: SQL Tuning for Developers 3 DAYS

Oracle Database: SQL Workshop I Ed 2 2 DAYS

Oracle Database: SQL Workshop II Ed 2 XML Fundamentals Ed 1.1 - 2 DAYS

ORACLE Training

E-Business Suite

E-Business Suite: BI Publisher 5.6.3
for Developers - 5 DAYS

R12.x Extend Oracle Applications:
Building OA Framework Applications - 5
DAY

R12.x Extend Oracle
Applications:
Customizing OA
Framework
Applications - 5 DAYS

R12.2 Implement Oracle
Workflow – 5 DAYS

R12.x Install/Patch/Maintain
Oracle E-Business Suite – 5
DAYS

R12.2 Oracle Applications
System Administrator
Fundamentals – 5 DAYS

Engineered Systems

Exadata Database Machine: 12c
5 DAYS

Oracle Big Data Fundamentals Ed 2
5 DAYS

Oracle Exalogic Elastic Cloud 2.x for
Architects
2 DAYS

Oracle Exalogic Elastic Cloud 2.x:
Cloud Management
2 DAYS

Oracle Exalogic Elastic Cloud 2.x:
Middleware Deployment - 1 DAY

Oracle Exalogic Elastic Cloud 2.x:
System Administration - 2 DAYS

Oracle NoSQL Database for
Administrators Ed 1 - 2 DAYS

Oracle NoSQL Database for Developers
Ed 2 - 2 DAYS

Oracle Private Cloud Appliance:
Administration Ed 2 - 2 DAYS

Oracle R Enterprise Essentials Ed 1
2 DAYS

Oracle Database Appliance Release
12.1 Overview Ed 1 - 1 DAY

Oracle Private Cloud Appliance:
Overview Ed 1 - 1 DAY

Oracle SuperCluster for System
Administrators Ed 1 - 1 DAY

Fusion Applications

Fusion Applications: Extend
Applications with ADF - 5 DAYS

Identity Management

Oracle Access Manager 11g R2: Administration
Essentials - 5 DAYS

Oracle Access Manager 11g R2: Advanced
Administration Workshop - 5 DAYS

Oracle Identity Federation 11g R2:
Administration - 4 DAYS

Oracle Identity Governance 11g R2: Develop
Identity Provisioning - 5 DAYS

Oracle Identity Governance 11g R2: Essentials
5 DAYS

Oracle Identity Governance 11g R2: Privileged
Accounts Management - 4 DAYS

Oracle Identity Manager 11.1.2.3: New Features
and Enhancements - 2 DAYS

Oracle Identity Manager 11g R2: Essentials
5 DAYS

Oracle Identity Manager 11g R2: System
Administration Workshop Ed 2 - 5 DAYS

Oracle Unified Directory 11g R2:
Administration Ed 2 - 5 DAYS

Java

Architect Enterprise Applications with Java EE
5 DAYS

Developing Applications for the Java EE 7 Platform
Ed 1
Developing Applications with Java EE 6 on
WebLogic Server 12c - 5 DAYS

Java Design Patterns - 5 DAYS

Java EE 6: Develop Business Components with JMS
& EJBs - 4 DAYS

Java EE 6: Develop Web Applications with JSF
4 DAYS

Java EE 6: Develop Web Components with Servlets
& JSPs - 4 DAYS

Java EE 6: Develop Web Services with JAX-WS &
JAX-RS - 5 DAYS

Java EE 7: Back-End Server Application
Development - 5 DAYS

Java EE 7: Front-end Web Application Development
Java Performance Tuning - 5 DAYS

Java SE 7 Programming - 5 DAYS

Java SE 8 Fundamentals - 5 DAYS

Java SE 8 New Features - 2 DAYS

Java SE 8 Programming - 5 DAYS

Java SE7 Fundamentals - 5 DAYS

Java SE: Programming I - 5 DAYS

JavaScript and HTML5: Develop Web Applications
4 DAYS

Object-Oriented Analysis and Design Using UML
5 DAYS

Middleware Development Tools

*Develop Mobile Front Ends Using Mobile
Application Framework - 4 DAYS

Oracle Fusion Middleware 11g: Build
Applications with ADF I - 5 DAYS

Oracle Fusion Middleware 11g: Build
Applications with ADF II - 3 DAYS

Oracle Middleware 12c: Build Rich Client
Applications with ADF Ed 1 - 5 DAYS

ORACLE Training

MySQL

MySQL Cluster Ed 2 - 4 DAYS

MySQL Fundamentals Ed 1 - 4 DAYS

MySQL Performance Tuning - 4 DAYS

MySQL for Beginners - 4 DAYS

MySQL for Database Administrators Ed 4
5 DAYS

MySQL for Developers - 5 DAYS

Oracle Database

Introduction to Oracle Database Security Ed 1
1 DAY

Oracle Database 11g: Administration
Workshop I Release 2 - 5 DAYS

Oracle Database 11g: Administration
Workshop II - 5 DAYS

Oracle Database 11g: Backup and Recovery
Workshop - 3 DAYS

Oracle Database 11g: Data Guard
Administration Release 2 - 4 DAYS

Oracle Database 11g: Implement Streams
Release 2 - 5 DAYS

Oracle Database 11g: New Features for
Administrators Release 2 - 5 DAYS

Oracle Database 11g: Performance Tuning
DBA Release 2 - 5 DAYS

Oracle Database 11g: RAC Administration
Release 2 - 4 DAYS

Oracle Database 11g: Security Release 2
- 5 DAYS

Oracle Database 12c R1: New Features for
Administrators Ed 2 - 5 DAYS

Oracle Database 12c R2: Administration
Workshop - 5 DAYS

Oracle Database 12c R2: Backup and
Recovery Workshop Ed 3 - 5 DAYS

Oracle Database 12c R2: High Availability New
Features - 4 DAYS

Oracle Database 12c R2: Managing Multitenant
Architecture Ed 2 - 4 DAYS

Oracle Database 12c R2: New Features for 12c
R1 Administrators Ed 1 - 5 DAYS

Oracle Database 12c R2: New Features for
Administrators Part 1 Ed 1 - 5 DAYS

Oracle Database 12c R2: New Features for
Administrators Part 2 - 5 DAYS

Oracle Database 12c: ASM Administration
- 2 DAYS

Oracle Database 12c: Clusterware
Administration - 4 DAYS

Oracle Database 12c: Data Guard
Administration - 4 DAYS

Oracle Database 12c: Fundamentals for
Developers and System Administrators
- 2 DAYS

Oracle Database 12c: Global Data Services
- 1 DAYS

Oracle Database 12c: Install and Upgrade
Workshop - 2 DAYS

Oracle Database 12c: Performance
Management and Tuning - 5 DAYS

Oracle Database 12c: RAC Administration
- 4 DAYS

Oracle Database Security: Detective Controls
Ed 1 - 5 DAYS

Oracle Database Security: Preventive Controls
Ed 1 - 5 DAYS

Oracle Grid Infrastructure 11g: Manage
Clusterware and ASM - Release 2
- 5 DAYS

Oracle Enterprise Manager

Oracle Enterprise Manager Cloud Control 12c:
Install & Upgrade - 2 DAYS

Oracle Enterprise Manager Cloud Control 13c:
Install & Upgrade Ed 2 - 2 DAYS

Using Oracle Enterprise Manager Cloud
Control 12c Ed 2 - 3 DAYS

Using Oracle Enterprise Manager Cloud
Control 13c Ed 2 - 3 DAYS

Oracle Enterprise Manager Ops Center

Oracle Enterprise Manager Ops Center 12c
Administration Ed 2 - 5 DAYS

Oracle Enterprise Manager Ops Center

Oracle Enterprise Manager Ops Center 12c
Administration Ed 2 - 5 DAYS

Oracle Linux

Oracle Linux 5 & 6 Advanced Administration
5 DAYS

Oracle Linux 5 & 6 System Administration
5 DAYS

Oracle Linux 7: Advanced Administration Ed 1
5 DAYS

Oracle Linux 7: System Administration Ed 1
5 DAYS

Oracle Linux 7: What's New for Administrators Ed
1 - 3 DAYS

Oracle OpenStack for Oracle Linux: Getting
Started Ed 1 - 1 DAY

UNIX and Linux Essentials Ed 1 - 3 DAYS

Oracle Solaris

Oracle Solaris 11 Advanced System Administration
Ed 6 - 5 DAYS

Oracle Solaris 11 Fault Analysis and
Troubleshooting - 5 DAYS

OracleSolaris 11 Performance Management
5 DAYS

Oracle Solaris 11 System Administration Ed 5
5 DAYS

Oracle Solaris 11 ZFS Administration Ed 2 - 3
DAYS

Oracle Solaris 11 Zones Administration Ed 3 - 4
DAYS

Oracle Solaris Cluster 4.x Administration Ed 4 - 5
DAYS

Perl Programming Ed 3 - 5 DAYS

Shell Programming Ed 1 - 5 DAYS

Transition to Oracle Solaris 11 - 5 DAYS

ORACLETraining

Platform as a Service (PaaS)

Cloud Services Administration - 1 DAY

Real-Time Analytics and Monitoring using Integration Analytics Cloud - 2 DAYS

SOA and BPM

Oracle BPM 11g: Implement the Process Model - 5 DAYS

Oracle BPM 12c: Essentials Ed 1 - 5 DAYS

Oracle BPM 12c: New Features Ed 1 - 1 DAY

Oracle SOA Suite 11g : Build Composite Applications - 5 DAYS

Oracle SOA Suite 11g: Administration 5 DAYS

Oracle SOA Suite 11g: Essential Concepts 5 DAYS

Oracle SOA Suite 12c: Build Composite Applications - 5 DAYS

Oracle SOA Suite 12c: Essential Concepts Ed 2 - 3 DAYS

Oracle SOA Suite 12c: New Features and Capabilities Ed 1 - 2 DAYS

Oracle SOA Suite 12c: System Architecture and Administration - 5 DAYS

Oracle Service Bus 11g: Design & Integrate Services - 3 DAYS

Oracle Service Bus 11g: System Administration - 3 DAYS

Oracle Service Bus 12c: Administration 2 DAYS

Oracle Service Bus 12c: Design & Integrate Services - 4 DAYS

Oracle Service Bus 12c: New Features Ed 1 2 DAYS

Oracle Service Bus 12c: System Admin, Design & Integrate Accel Ed 1 - 5 DAYS

SOA Adoption and Architecture Fundamentals - 3 DAYS

Server Virtualization

Oracle VM Server for x86: Administration Ed 2 - 3 DAYS

Oracle VM Server for x86: Implementation Ed 2 - 3 DAYS

Servers

SPARC M6-32/M5-32 Server Administration - 4 DAYS

Storage

Oracle ZFS Storage Appliance Administration Ed 1 - 4 DAYS

WebCenter

Oracle WebCenter Content 11g: Content Server Administration - 5 DAYS

Oracle WebCenter Content 11g: Content Server Customization - 5 DAYS

Oracle WebCenter Portal 11g for Developers 4 DAYS

Oracle WebCenter Portal 11g: Administration Ed 1 - 3 DAYS

Oracle WebCenter Sites 11g for Developers 5 DAYS

Oracle WebCenter Sites 11g for System Administrators (11.1.1.8.0) - 2 DAYS

Oracle WebCenter Sites 11g: Architecture Ed 2 2 DAYS

HP Training

NNMi200 Network Node Manager 9.x Advanced
5 DAYS

Network Node Manager i Software 9.x
Essentials - 5 DAYS

Server Automation – Essentials Training
(SA120) - 5 DAYS

Database and Middleware Automation –
Training (DMA350) - 5 DAYS

Cloud Service Automation – Essentials
Training (CSA120) - 4 DAYS

Operations Orchestration – Flow Development
Training (OO220) - 5 DAYS

Operations Orchestration – Advanced
Authoring Training (OO320) - 5 DAYS

Operations Orchestration – Administration
Training (OO420) . - 5 DAYS

Storage Operations Manager – Managing
Storage Operations Manager (SOM220)
4 DAYS

ALM120 – ALM Essentials - 5 DAYS

ALM350 – Application Lifecycle Management
Administration - 5 DAYS

APM120 - Application Performance
Management 9.x Essentials -5 DAYS

BSM220 – Business Service Management 9.x
Advanced - 5 DAYS

RUM120 – Real User Monitor 9.x Essentials
Workshop - 3 DAYS

DIA120 – Diagnostics 9.2 Essentials - 5 DAYS

SS120 – SiteScope 11.x Essentials - 5 DAYS

PC120 – Performance Center Essentials
5 DAYS

PC350 – Performance Testing Advanced
5 DAYS

LR120 – LoadRunner Essentials - 5 DAYS

NV110 – Network Virtualization Workshop
5 DAYS

UFT120 – Unified Function Testing Essentials
5 DAYS

Data Protector Essentials - 4 DAYS

Data Protector Advanced Integration
4 DAYS

Service Manager Foundations (SM110)
5 DAYS

Service Manager Advanced (SM350)
5 DAYS

Asset Manager Essentials (AM120)
5 DAYS

Asset Manager Modules (AM330)
5 DAYS

Universal CMDB Essentials (UCMDB120) .
5 DAYS

Configuration Management System Advanced
(UCMDB350) - 5 DAYS

Universal Discovery Essentials (UD120)
5 DAYS

OMI120 – Operations Manager i 10.x
Essentials - 5 DAYS

OMI200 – Operations Manager i 10.x Advanced
5 DAYS

OBR120 - Operations Bridge Reporter 10.x
Essentials - 5 DAYS

OO220 - Operations Orchestration 10.x Flow
Development - 5 DAYS

OO320 – Operations Orchestration 10.x
Advanced Authoring - 5 DAYS

OO420 – Operations Orchestration 10.x
Administration - 5 DAYS

ArcSight ESM 6.5 Administrator and Analyst
5 DAYS

ArcSight Logger+ 6.0 Administration and
Operations - CSE - 5 DAYS

ArcSight ESM 6.5 Advanced Administrator -
CSE - 5 DAYS

ArcSight Enterprise Security Solutions
Architecture - 5 DAYS

Fortify Security Solutions – ASP - 5 DAYS

Dynamic Application Testing with WebInspect
5 DAYS

WebInspect Enterprise: Using and
Administering - 5 DAYS

Developing with Fortify Application Security
5 DAYS

Fortify Software Security Center/Static Code
Analyzer - 5 DAYS

10 Reasons to Choose
New Horizons as Your Preferred Training Provider!

1 New Horizons is the world's largest training provider with a global footprint of more than 250 locations in over 50 countries.

2 New Horizons has won more awards by major vendors than any other training organization in the world.

3 New Horizons employs vendor certified and industry experienced trainers which ensures students receive training from qualified and knowledgeable instructors.

4 Frequently scheduled courses ensure businesses don't have to wait long periods of time to skill up their staff.

5 Our customers have a dedicated account manager who provides advice and guidance regarding training solutions and manages the relationship end-to end.

6 New Horizons offers an unmatched breadth of comprehensive training solutions across four main portfolios: Desktop Applications, Graphic Design, Professional Development and IT.

7 New Horizons offers the ability to customize training programs to address specific training needs.

8 Our students receive complimentary post-course support to assist with the reinforcement of knowledge and skills acquired during their training course.

9 New Horizons is the official training partner of CompTIA, Cisco, AXELOS, Microsoft, Salesforce and VMware.

10 New Horizons partners with a range of leading organizations to offer customers a comprehensive breadth of training solutions.

New Horizons®
Computer Learning Centers, Inc.

Big Data
TRAINING

The massive volume of data inundating businesses today, or "Big Data" can be analyzed for insights that lead to better decisions and strategic business moves that allow organizations to keep their competitive edge. New Horizons, the world's largest independent IT training company, offers a wide breath of Big Data courses taught by expert certified trainers.

AMAZON WEB SERVICES

BIG DATA ON AWS – 3 DAYS
This course introduces students to cloud-based big data solutions and Amazon Elastic MapReduce (EMR), the AWS big data platform. `OLL`

DATA WAREHOUSING ON AWS – 3 DAY
Data Warehousing on AWS introduces you to concepts, strategies, and best practices for designing a cloud-based data warehousing solution using Amazon Redshift, the petabyte-scale data warehouse in AWS. `ILT` `OLL`

CLOUDERA

CLOUDERA DATA ANALYST TRAINING: USING PIG, HIVE, AND IMPALA WITH HADOOP – 4 DAYS
In this course, students will be focusing on Apache Pig and Hive and Cloudera Impala. This course will teach students to apply traditional data analytics and business intelligence skills to big data. `OLL`

CLOUDERA DATA SCIENTIST TRAINING – 4 DAYS
This course covers data science and machine learning workflows at scale using Apache Spark 2 and other key components of the Hadoop ecosystem. The workshop emphasizes the use of data science and machine learning methods to address real-world business challenges. `OLL`

BIG DATA ARCHITECTURE WORKSHOP – 3 DAYS
Students will learn advanced big data architecture topics, including data formats, transformation, real-time, batch and machine learning processing, scalability, fault tolerance, security and privacy, minimizing the risk of an unsound architecture and technology selection. `OLL`

MICROSOFT

20773 ANALYZING BIG DATA WITH MICROSOFT R – 5 DAYS
The main purpose of the course is to give students the ability to use Microsoft R Server to create and run an analysis on a large dataset, and show how to utilize it in Big Data environments, such as a Hadoop or Spark cluster, or a SQL Server database. `OLL`

Cloudera
TRAINING

Cloudera is the leading provider of Apache Hadoop education. Through a partnership with ExitCertified/TechData, New Horizons offers the industry's only truly dynamic Hadoop training curriculum, reflecting the state of the art in Big Data.

CLOUDERA ADMINISTRATOR TRAINING FOR APACHE HADOOP – 4 DAYS

This course provides participants with a comprehensive understanding of all the steps necessary to operate and maintain a Hadoop cluster using Cloudera Manager. **OLL**

CLOUDERA DATA ANALYST TRAINING: USING PIG, HIVE, AND IMPALA WITH HADOOP – 4 DAYS

Students learn how to apply traditional data analytics and business intelligence skills to big data and access, manipulate, transform, and analyze complex data sets using SQL and familiar scripting languages. **OLL**

CLOUDERA ESSENTIALS FOR APACHE HADOOP – 1 DAYS

This one-day course gives decision-makers an overview of Apache Hadoop and how it can help them meet business goals. **OLL**

CLOUDERA SEARCH TRAINING – 3 DAYS

This course is for developers and data engineers who want to index data in Hadoop for more powerful real-time queries. Participants will learn to get more value from their data by integrating Cloudera Search with external applications. **OLL**

CLOUDERA TRAINING FOR APACHE HBASE – 4 DAYS

This course teaches participants to store and access massive quantities of multi-structured data and perform hundreds of thousands of operations per second. **OLL**

BIG DATA ARCHITECTURE WORKSHOP – 3 DAYS

Students will learn advanced big data architecture topics, including data formats, transformation, real-time, batch and machine learning processing, scalability, fault tolerance, security and privacy, minimizing the risk of an unsound architecture and technology selection. **OLL**

CLOUDERA DATA SCIENTIST TRAINING – 4 DAYS

This course covers data science and machine learning workflows at scale using Apache Spark 2 and other key components of the Hadoop ecosystem. The workshop emphasizes the use of data science and machine learning methods to address real-world business challenges. **OLL**

JUST ENOUGH SCALA – 1 DAY

This course will teach you the key language concepts and programming techniques you need so that you can concentrate on the subjects covered in Cloudera's developer courses without also having to learn a complex programming language at the same time. **OLL**

DEVELOPER TRAINING FOR SPARK AND HADOOP – 4 DAYS

This training course is the best preparation for the challenges faced by Hadoop developers. Participants will learn to identify which tool is the right one to use in a given situation, and will gain hands-on experience in developing using those tools. **OLL**

INTRODUCTION TO MACHINE LEARNING WITH SPARK ML AND MLLIB – 1 DAY

Students will learn the key language concepts to machine learning, Spark MLlib, and Spark ML, as well as use of filtering, clustering, classification, algorithms, and data volume. **ILT** **OLL**

ARE YOU PREPARED TO SOAR IN THE CLOUD?

The cloud is at the core of how we work and play. Leveraging all the cloud has to offer, be it public, private, or hybrid, is essential in today's landscape.

New Horizons is one of the leading providers of cloud training in the world. We offer both vendor-neutral and authorized vendor training from:

Microsoft • VMware • IBM • Cloudera • SAP • AWS • Many others!

Salesforce
TRAINING

Salesforce.com is a cloud computing and social enterprise software-as-a-service (SaaS) provider best known for their on-demand customer relationship management (CRM) software, which is composed of Sales Cloud, Service Cloud, Marketing Cloud, Force.com, Chatter and Work.com. To maximize your Salesforce investment, there's no better way than giving your people the skills to use Salesforce to its fullest extent. New Horizons offers the full spectrum of SalesForce.com authorized training.

ADMINISTRATORS

ADMINISTRATION ESSENTIALS FOR NEW ADMINS (ADM201) – 5 DAYS
This course for new administrators is the core training that ensures success with Salesforce. It is recommended before starting a Salesforce deployment or when taking over an existing deployment. `ILT` `OLL`

ADMINISTRATION ESSENTIALS FOR EXPERIENCED ADMINS (ADM211) – 4 DAYS
This course is for administrators who are ready to significantly ramp up their skills and knowledge about using Salesforce to solve their most pressing business needs. `ILT` `OLL`

PREPARING FOR YOUR SALESFORCE ADMINISTRATOR CERTIFICATION (CRT101) – 1 DAY
By covering the details around the exam objectives, this course will help hone problem-solving skills and reinforce knowledge of key topics in preparation for the certification exam. `ILT` `OLL`

SALES CLOUD ADMINISTRATION: PRODUCTS, QUOTES, ORDERS AND COLLABORATIVE FORECASTS (ADM251) – 1 DAY
This course will teach administrators how to set up products, price books, quotes, and orders to streamline their processes. `ILT` `OLL`

SALESFORCE ADMINISTRATION ESSENTIALS FOR NEW ADMINS IN LIGHTNING EXPERIENCE (ADX201) – 5 DAYS
This course is the core training that ensures your success with Salesforce Lightning. It's a must for new administrators, and we recommend completing this course before starting a Salesforce deployment or when taking over an existing deployment. `OLL`

DEVELOPERS

INTRODUCTION TO OBJECT-ORIENTED PROGRAMMING WITH APEX CODE (ADM231) – 5 DAYS
This course will teach learn the basics of implementing business logic using Apex, the primary programming language of the Salesforce platform. `ILT` `OLL`

LIGHTNING COMPONENTS IMPLEMENTATION FOR PLATFORM DEVELOPERS (DEV460) – 1 DAYS
Students will learn how to to develop responsive applications using the Lightning Component Framework. `ILT` `OLL`

PROGRAMMATIC DEVELOPMENT USING APEX AND VISUALFORCE (DEV450) – 5 DAYS
In this course, students will learn the core of the Apex programming language and Visualforce markup in order to customize Force.com applications. `ILT` `OLL`

PROGRAMMING LIGHTNING COMPONENTS (DEV-601) – 5 DAYS
Students learn how to program Lightning Components with markup, Javascript, CSS, Apex, and the Salesforce Lightning Design System. `ILT` `OLL`

INTEGRATING WITH FORCE.COM (DEV502) – 4 DAYS
This course introduces the major integration mechanisms available on the Force.com platform, such as the APIs and the built-in declarative functionalities. `ILT` `OLL`

DECLARATIVE DEVELOPMENT FOR PLATFORM APP BUILDERS (DEV402) – 5 DAYS
Master Salesforce's suite of click-not-code options for developing valuable apps and functionality over five days of guided scenarios, lectures, and discussion. Build your knowledge of app deployment, automation tools, security & more! `ILT` `OLL`

SALESFORCE DECLARATIVE DEVELOPMENT FOR PLATFORM APP BUILDERS IN LIGHTNING EXPERIENCE (DEX402) – 5 DAYS
Master Salesforce's suite of click-not-code options for developing valuable apps and functionality over five days of guided scenarios, lectures, and discussion. `ILT` `OLL`

IMPLEMENTATION EXPERTS

GET STARTED WITH SALESFORCE AND THE NONPROFIT STARTER PACK (NPO101) – 2 DAYS
This course teaches how the Salesforce Foundation's Nonprofit Starter Pack (NPSP) can help keep better track of contacts, maximize donations, and even import existing donor data. `ILT` `OLL`

IMPLEMENTING A REPORTING STRATEGY FOR THE SALES CLOUD (STR301) – 3 DAYS
This course teaches the tools to analyze key sales metrics, including lead generation, pipeline and trends, closed business, and sales team performance. `ILT` `OLL`

PREPARING FOR YOUR SALESFORCE.COM SALES CLOUD CONSULTANT CERTIFICATION (CRT251) – 1 DAY
This course provides an overview of the exam objectives to help focus efforts to prepare for the Salesforce Sales Cloud Consultant Certification exam. `ILT` `OLL`

PREPARING FOR YOUR SALESFORCE SERVICE CLOUD CONSULTANT CERTIFICATION (CRT261) – 1 DAY
This course provides an overview of the exam objectives to help focus efforts to prepare for the Salesforce Service Cloud Consultant Certification exam. `ILT` `OLL`

BUILDING LENSES, DASHBOARDS AND APPS IN WAVE ANALYTICS (ANC201) – 1 DAY
In this course, support agents will gain hands-on experience using Service Cloud to share knowledge with each other and with customers. `ILT` `OLL`

SALESFORCE IMPLEMENTING FIELD SERVICE LIGHTNING (FSL201) – 3 DAYS
In this hands-on course, you will learn about Field Service Lightning components and even have the opportunity to implement Field Service Lightning for AW Computing, our fictitious company. `OLL`

SALESFORCE MARKETING CLOUD CONNECT ESSENTIALS (MCC201) – 4 DAY
This course is designed to give students in-depth knowledge of the functionality available when you connect your Salesforce org to your Marketing Cloud account. `ILT` `OLL`

SALESFORCE WORKING WITH DATA AND DASHBOARDS IN EINSTEIN ANALYTICS (ANC301) – 3 DAYS
Students will learn how to set up users in an Einstein Analytics, load and transform Salesforce and external data, and configure data security with apps and row-level security. `ILT`

Salesforce Training

SERVICE CLOUD ADMINISTRATION (ADM261) – 2 DAY
This course will teach how to configure Salesforce Knowledge, set up service contracts with milestones and entitlements, create the Console for Service application, configure the SoftPhone using Open CTI, and set up Live Agent. `ILT` `OLL`

GET STARTED WITH COMMUNITIES (ADM271) – HALF DAY
This course teaches how to enable communities in an organization, create communities for partner and customers, add members to these communities, and gauge participation. `ILT` `OLL`

END USERS

SALESFORCE REPORTING FUNDAMENTALS IN LIGHTNING EXPERIENCE (RPX101)
This course will teach you how to customize existing reports as well as use the Salesforce reporting toolset to create your own reports. `ILT` `OLL`

SALES CLOUD TRAINING FOR SALES REPS USING LIGHTNING (SLX-101) – 1 DAY
Sales Reps will learn how to use the Sales Cloud to track prospective clients, manage accounts and opportunities, manage their workflow, communicate with clients, and run reports using the Lightning Experience. `ILT` `OLL`

SALESFORCE SALES CLOUD TRAINING FOR SALES MANAGERS IN LIGHTNING EXPERIENCE (SLX201) – 1 DAY
In this course, you will discuss best practices and gain hands-on experience running sales reports, forecasting with real-time data, tracking quota attainment, and using productivity tools to successfully manage sales teams. `ILT` `OLL`

MOBILE AND DESKTOP EXPLORATION IN WAVE ANALYTICS (ANC101) – 1 DAY
This course teaches how to explore data through lenses and interactive dashboards from a desktop or mobile device, and how to share insights in Chatter or email. `ILT` `OLL`

EMAIL ESSENTIALS (EEB101) – 3 DAYS
In this course, email marketers will gain hands-on experience on creating emails, sending and tracking results, managing subscriber data, segmenting data to deliver targeted, relevant messages and discover automation tools that allow them to automate campaigns and daily tasks. `ILT` `OLL`

SALESFORCE CONTENT BUILDER ESSENTIALS FOR THE DIGITAL MARKETER (EML101) – 1 DAY
In this interactive course, email marketers will gain hands-on experience creating relevant emails based on subscriber data and learn how to use enhanced functionality in Email Studio to test and send emails. `ILT` `OLL`

JOURNEY BUILDER 101 (JB101) – 1 DAY
This course teaches the fundamentals of setting up a customer journey within the Marketing Cloud. `ILT` `OLL`

SALESFORCE ESSENTIALS OF PARDOT FOR DIGITAL MARKETERS (PDT101) – 5 DAYS
This course will show you how to effectively design, build, and implement marketing workflows, as well as use Pardot-generated reports to make data-driven decisions. `OLL`

SALESFORCE FUNDAMENTALS FOR BUSINESS ADMINISTRATION SPECIALISTS (BSX101) – 3 DAYS
This course will provide students with an understanding of what's possible with the Salesforce platform, its specific applications, and their business values and benefits. `ILT` `OLL`

SALESFORCE SOCIAL STUDIO 101 (SS101) – 1 DAY
With this course, students will explore one place to organize your social teams, plan and publish your content, engage with your customers, and analyze conversations occurring on social media. `ILT`

WHAT'S POSSIBLE: SALESFORCE FUNDAMENTALS (STR101) – 3 DAYS
This course provides the information to enable students to effectively engage with business stakeholders. The course walks through a series of typical business challenges to provide the background to solve specific business needs. `ILT` `OLL`

Cloud
TRAINING

The world of IT is changing. Those who master skills in Cloud solutions will find incredible job security and growth opportunities. New Horizons' partnerships with major cloud technology providers allow us to offer the authorized training you need to get ahead and the skills your business needs for successful cloud deployment and management. Contact your local New Horizons center today to discuss your Cloud technology training path.

AWS

ARCHITECTING ON AWS – 3 DAYS
This course covers the fundamentals of AWS. It is designed to teach Solution Architects how to optimize the use of the AWS Cloud by understanding AWS services and how these services fit into a cloud solution. `OLL`

ADVANCED ARCHITECTING ON AWS – 3 DAYS
Building on concepts introduced in Architecting on AWS, this course covers how to build complex solutions which incorporate data services, governance, and security on AWS. `OLL`

COMPTIA

COMPTIA CLOUD+ – 5 DAYS
The CompTIA Cloud+ course will help the student with the knowledge and best practices required of IT practitioners working in cloud computing environments and who must understand and deliver cloud infrastructure. This course prepares students for the CompTIA Cloud+ exam (CV1-002). `ILT` `OLL`

VMWARE

VMWARE CLOUD AUTOMATION: DESIGN & DEPLOY [V7.1] – 5 DAYS
This course focuses on designing and deploying an enterprise cloud by using a distributed architecture deployment of VMware vRealize® Automation™. `ILT` `OLL`

VMWARE CLOUD ORCHESTRATION AND EXTENSIBILITY [V7.1] – 5 DAYS
This course focuses on extensibility and advanced administration through the use of vRealize Orchestrator workflows in vRealize Automation. You will gain practical experience through the completion of hands-on labs. `ILT` `OLL`

VMWARE VREALIZE AUTOMATION: INSTALL, CONFIGURE, MANAGE (V7.3) (V7.0) (V6.2) – 5 DAYS
This training course focuses on installing, configuring, and managing VMware vRealize Automation. This course covers the configuration and use of the vRealize Automation platform, including self-service provisioning and the creation of multivendor cloud services. `ILT` `OLL` `OD`

VMWARE VCLOUD DIRECTOR: DESIGN WORKSHOP (V9.X) – 4 DAYS
This course equips students with the knowledge, skills, and abilities to design a VMware vCloud Director® 9.x infrastructure. `ILT` `OLL`

CITRIX

CXD-250 MOVING TO XENAPP AND XENDESKTOP SERVICE ON CITRIX CLOUD – 5 DAYS
This course covers moving from XenApp and XenDesktop on-premises to Citrix Cloud, and covers architecture, communications, management, installation, and configuration of Citrix Cloud and the Cloud Connector. `ILT` `OLL`

CXD-251 CITRIX XENAPP AND XENDESKTOP SERVICE ON MICROSOFT AZURE – 5 DAYS
Learn to deploy and manage your XenApp and XenDesktop apps and desktops in Microsoft Azure. Gain skills to plan your machine catalog and virtual machine design based in Microsoft's public cloud and get hands-on practice deploying machines using Machine Creation Services. Course concepts relevant to Citrix Cloud and XenApp and XenDesktop sites. `ILT` `OLL`

CXD-252 MOVING TO THE XENAPP AND XENDESKTOP SERVICE ON CITRIX CLOUD AND MICROSOFT AZURE – 5 DAYS
Navigate an on-premises environment into Citrix Cloud. Learn to deploy resource locations onto Microsoft Azure. Learn the architecture, communications, and management of Citrix Cloud and XenApp and XenDesktop Service, then migrate existing infrastructure and settings into Citrix Cloud.

MICROSOFT

20532C DEVELOPING MICROSOFT AZURE SOLUTIONS – 4 DAYS
This course offers students the opportunity to take an existing ASP.NET MVC application and expand its functionality as part of moving it to Azure. This course focuses on the considerations necessary when building a highly available solution in the cloud. `ILT` `OLL`

10979 MICROSOFT AZURE FUNDAMENTALS – 2 DAYS
Students learn basic cloud computing concepts, as well as key Mircosoft Azure concepts and basic implementation of Azure subscriptions, websites, virtual machines, storage, virtual networks, databases and Microsoft Azure Active Directory. `ILT` `OLL` `OD`

10992 INTEGRATING ON-PREMISES CORE INFRASTRUCTURE WITH MICROSOFT AZURE – 3 DAYS
This course offers an overview of these services, providing the knowledge necessary to design hybrid solutions properly. It also includes a number of demonstrations and labs that enable students to develop hands-on skills that are necessary when implementing such solutions. `ILT` `OLL` `OD`

20533 IMPLEMENTING MICROSOFT AZURE INFRASTRUCTURE SOLUTIONS – 5 DAYS
This course is aimed at experienced IT Professionals who currently administer their on-premise infrastructure. The course introduces the student to Microsoft Azure and then teaches them how to manage their infrastructure in Azure rather than on premise. `ILT` `OLL` `OD`

Amazon Web Services
TRAINING

Amazon Web Services offers a complete set of infrastructure and application services that enable you to run virtually everything in the cloud: from enterprise applications and big data projects to social games and mobile apps. With AWS, you can provision resources as you need them, deploying hundreds or even thousands of servers in minutes. Agility at low cost and global reach through the cloud are just two of the factors required today to remain competitive, whether you are a vast enterprise or a small start-up. New Horizons offers the full suite of AWS training through partnership with ExitCertified/TechData.

AWS TECHNICAL ESSENTIALS – 1 DAY
This course introduces you to AWS products, services, and common solutions. It provides IT technical end users with basic fundamentals to become more proficient in identifying AWS services. **ILT** **OLL**

MIGRATING TO AWS – 2 DAY
This course covers various cloud migration strategies with a detailed discussion on each phase of the migration process, including portfolio discovery, application migration planning and design, migration execution, and post-migration validation. **ILT** **OLL**

DATA WAREHOUSING ON AWS – 3 DAY
Data Warehousing on AWS introduces you to concepts, strategies, and best practices for designing a cloud-based data warehousing solution using Amazon Redshift, the petabyte-scale data warehouse in AWS. **ILT** **OLL**

AWS BUSINESS ESSENTIALS – 1 DAY
In this course students learn the advantages of cloud computing for their business and the fundamentals of AWS, including financial benefits. **ILT** **OLL**

BIG DATA ON AWS – 3 DAYS
In this course, we show you how to use Amazon EMR to process data using the broad ecosystem of Hadoop tools like Pig and Hive, and how to create big data environments. **ILT** **OLL**

SYSTEMS OPERATIONS ON AWS – 3 DAYS
The course covers the specific AWS features and tools related to configuration and deployment, as well as common techniques used throughout the industry for configuring and deploying systems. **ILT** **OLL**

DEVOPS ENGINEERING ON AWS – 3 DAYS
The course covers the core principles of the DevOps methodology and examines a number of use cases applicable to startup, small-medium business, and enterprise development scenarios. **ILT** **OLL**

DEVELOPING ON AWS – 3 DAYS
This course provides participants with the understanding of fundamental concepts and baseline programming for developing applications on AWS. **ILT** **OLL**

ARCHITECTING ON AWS – 3 DAYS
This course teaches Solution Architects how to optimize the use of the AWS Cloud by understanding AWS services and how these services fit into a cloud solution. **ILT** **OLL**

ADVANCED ARCHITECTING ON AWS – 3 DAYS
Building on concepts introduced in Architecting on AWS, this course covers how to build complex solutions which incorporate data services, governance, and security on AWS. **ILT** **OLL**

SECURITY OPERATIONS ON AWS – 3 DAYS
This course focuses on the AWS-recommended security best practices that you can implement to enhance the security of your data and systems in the cloud. Students will also learn how to leverage AWS services and tools for automation and continuous monitoring. **ILT** **OLL**

ILT	Instructor-Led Training
OLL	Online LIVE - Virtual ILT
ML	Mentored Learning
OD	On Demand

New Horizons®
Computer Learning Centers

Citrix
TRAINING

New Horizons is a Premier Citrix Authorized Learning Center partner, and we offer Citrix Authorized courses on XenDesktop, Netscaler, and XenMobile for Citrix solutions-based certifications in the areas of virtualization, networking, and mobility. A Citrix certification can prove that you have the real-world skills and experience required to deliver successful Citrix solutions.

VIRTUALIZATION

CXD-105 XENAPP AND XENDESKTOP HELP DESK SUPPORT – 2 DAYS
Designed for help desk representatives supporting XenApp and XenDesktop, this course will teach students how to efficiently troubleshoot, resolve and document user issues. These include determining root cause, deciding when to escalate and preventing recurrence. The course also covers common help desk issues such as authentication, printing and policies. **ILT** **OLL**

CXD-210: CITRIX XENAPP AND XENDESKTOP ADMINISTRATION – 5 DAYS
This introductory administration course will teach you to install, configure and manage a highly available environment comprised of XenApp and XenDesktop controllers, StoreFront, Citrix Receiver, Director and profile management. Topics include solution architecture, use cases and management. You will also learn how to monitor and troubleshoot the environment with Citrix Director. **ILT** **OLL**

CXD-310: CITRIX XENAPP AND XENDESKTOP ADVANCED ADMINISTRATION – 5 DAYS
This course instructs how to take advantage of Workspace Environment Management, Provisioning Services, application layering, advanced features and troubleshooting tools. Student will learn how to manage complex solutions, such as multi-zone environments. Topics include optimizing app and desktop images, and improving logon times, user personalization and resource performance. **ILT** **OLL**

CXA-206 XENAPP 6.5 ADMINISTRATION – 5 DAYS
Students will learn how to centralize and manage applications in the datacenter, and deliver them as a service to users anywhere. Topics include installing and configuring XenApp 6.5, Web Interface, StoreFront and Citrix Receiver, and using administrative consoles and tools to configure resources, policies, server and farm settings, and printers. **ILT** **OLL**

CXD-250 MOVING TO XENAPP AND XENDESKTOP SERVICE ON CITRIX CLOUD – 5 DAYS
Learn how to navigate the move from XenApp and XenDesktop on-premises to the Citrix Cloud. Get hands-on as the course guides you through the architecture, communications, management, installation, and configuration of Citrix Cloud and the Cloud Connector. Learn about the many services available in Citrix Cloud and understand the considerations for migrating resources to a public cloud. If you are planning or considering a move to the Citrix Cloud, this course is a necessary step in enabling you with the right training and skills to understand, manage, and deliver a successful migration. **ILT** **OLL**

CXD-251 CITRIX XENAPP AND XENDESKTOP SERVICE ON MICROSOFT AZURE – 5 DAYS
Learn to deploy and manage your XenApp and XenDesktop apps and desktops in Microsoft Azure. Gain the skills to plan your machine catalog and virtual machine design based in Microsoft's public cloud and get hands-on practice deploying those machines using Machine Creation Services. You will also learn about additional Azure considerations including maintenance and power management which are critical in a cloud environment. For remote access, you will learn to configure Citrix StoreFront and NetScaler Gateway on the Azure platform. This course focuses on Microsoft Azure as a Citrix Cloud resource location however concepts are relevant to both Citrix Cloud and fully managed XenApp and XenDesktop sites. **ILT** **OLL**

CXD-252 MOVING TO THE XENAPP AND XENDESKTOP SERVICE ON CITRIX CLOUD AND MICROSOFT AZURE – 5 DAYS
Learn the architecture, communications, and management of Citrix Cloud and the XenApp and XenDesktop Service and then migrate existing infrastructure and settings into Citrix Cloud. Plan machine catalog and virtual machine design based in Microsoft's public cloud and deploy those machines using Machine Creation Services. Learn to configure Citrix StoreFront and NetScaler Gateway as a service within Citrix Cloud or as managed machines in your datacenter or on the Azure platform for remote access. **ILT** **OLL**

CXD-410 XENAPP AND XENDESKTOP 7.1 ASSESSMENT, DESIGN, AND ADVANCED CONFIGURATIONS – 5 DAYS
This course covers design principles for creating a practical XenApp and XenDesktop virtualization solution. As part of this training you will assess existing environments and explore different scenarios to link business requirements to design decisions. This course follows the Citrix Consulting approach to design and covers the key design decisions through lecture, lab exercises and interactive discussions. You will also learn about additional considerations and advanced configurations for multi-location solutions and disaster recovery planning. **ILT** **OLL**

CXD-303 CITRIX XENAPP AND XENDESKTOP 7.1X OPTIMIZATION AND TROUBLESHOOTING – 3 DAYS
You'll leave this course with an understanding of how to manage more complex solutions such as multi-zone environments spanning multiple locations with configurations around StoreFront, the Delivery Controllers, and HDX. You'll gain the skills to improve logon times, user personalization, and resource performance through Workspace Environment Management. Also, learn to optimize management of your app and desktop images by building and combining App Layers. **ILT** **OLL**

CXD-304 CITRIX PROVISIONING SERVICES 7.1X ADMINISTRATION – 2 DAYS
Learn to install and configure a highly available Provisioning Services farm according to leading practices. In this course, you will learn about the architecture, communication, and processes that make up Provisioning Services to be successful with deploying and managing a farm. Manage and integrate vDisks and target devices with XenApp and XenDesktop for easy rollback, upgrades, and performance of Virtual Delivery Agent machines. **ILT** **OLL**

CMB-310 XENAPP, XENDESKTOP, AND PROVISIONING SERVICES 7.1X ADMINISTRATION (FAST TRACK) – 5 DAYS
Learn how to install, configure and manage a highly available XenApp and XenDesktop 7.1x environment plus a Provisioning Services 7.1x environment for image management. Understand the solution architecture/communications, and how to deploy/deliver apps and desktops (MCS and PVS); install StoreFront and Citrix Receiver; set up profile management; and configure policies, printing and basic security features. **ILT** **OLL**

CXS-301 CITRIX XENSERVER 7.1 LTSR ADMINISTRATION – 5 DAYS
You will learn how to install, manage, secure, size and troubleshoot an enterprise XenServer implementation. The course will walk you through configuration and administration of the environment, from architecture and virtual machines to resource pools, storage and networking. Key topics will include capabilities such as virtual CPU optimization, VM management, and high availability/disaster recovery, and features such as Intellicache and XenMotion. **ILT** **OLL**

NETWORKING

CNS-200W CITRIX NETSCALER SD-WAN HANDS-ON WORKSHOP – 2 DAYS
Learn the various SD-WAN implementations and deployment modes available, and how to choose the one that is right for your organization. Take a tour of the underlying architecture of SDWAN and learn how to differentiate between the various components. Understand how the different elements of SD-WAN come together to provide a better network experience. **ILT** **OLL**

Citrix Training

CNS-218 CITRIX NETSCALER ESSENTIALS – 3 DAYS
Students will learn the skills be able to configure a NetScaler environments to address traffic delivery and management requirements including Load Balancing, Availability, and NetScaler Operation Management. Also learn the skills required to configure and manage NetScaler Citrix Traffic Management features, including Content Switching, Traffic Optimization, and Global Server Load Balancing.

CNS-219 CITRIX NETSCALER TRAFFIC MANAGEMENT – 2 DAYS
Students will learn the skills required to configure and manage NetScaler Citrix Traffic Management features, including Content Switching, Traffic Optimization, and Global Server Load Balancing, and covers disaster recovery.

CNS-220 CITRIX NETSCALER ESSENTIALS AND TRAFFIC MANAGEMENT – 5 DAYS
Students will be able to configure their NetScaler environments to address traffic delivery and management requirements including Load Balancing, Availability, and NetScaler Operation Management. Also learn the skills required to configure and manage NetScaler Citrix Traffic Management features, including Content Switching, Traffic Optimization, and Global Server Load Balancing. **ILT** **OLL**

CNS-221 CITRIX NETSCALER UNIFIED GATEWAY – 2 DAYS
This course covers the skills required to configure and manage NetScaler Gateway and Unified Gateway features, including how to implement Gateway components including NetScaler Gateway and Unified Gateway. **ILT** **OLL**

CNS-222: CITRIX NETSCALER ESSENTIALS AND UNIFIED GATEWAY – 5 DAYS
Students will learn the skills required to implement NetScaler components including secure Load Balancing, High Availability, and NetScaler Management, NetScaler Gateway and Unified Gateway features. **ILT** **OLL**

CNS-320 CITRIX NETSCALER ADVANCED TOPICS – SECURITY, MANAGEMENT, AND OPTIMIZATION – 5 DAYS
This course is designed for students with previous experience NetScaler experience, and best suited for individuals who will be deploying and/or managing Citrix NetScaler Application Firewall (AppFirewall) to secure application access in a Citrix NetScaler environment, as well as NetScaler Management and Analytics System (MAS) to administer a Citrix NetScaler environment or optimize NetScalermanaged application delivery traffic. **ILT** **OLL**

CNS-318 CITRIX NETSCALER 12.X ADVANCED TOPICS – 3 DAYS
Secure Web Applications Designed for students with previous NetScaler experience, this course is best suited for individuals who will be deploying and/or managing Citrix NetScaler Application Firewall (AppFirewall) in Citrix NetScaler environments.

CNS-319 CITRIX NETSCALER 12.X ADVANCED TOPICS – 2 DAYS
Management and Optimization This course is designed for students with previous NetScaler experience, and best suited for individuals who will be deploying NetScaler Management and Analytics System (MAS) to administer a Citrix NetScaler environment or optimize NetScalermanaged application delivery traffic.

CNS-420 ARCHITECTING A CITRIX NETWORKING SOLUTION – 5 DAYS
In this expert level 5-day training course you will be exposed to advanced networking and NetScaler concepts and configurations. Through lecture, lab exercises, and real-world case studies, you will learn to look critically at environment requirements, constraints, and business drivers to create a complex Citrix networking solution. Topics to be covered in this course include multi-site and multi-tenant deployments, advanced authentication and load balancing, and automation and orchestration and advanced troubleshooting. This training will also prepare you for the Citrix Certified Expert in Networking (CCE-N) exam to be released in 2018.

MOBILITY

CXM-202 MANAGING AND SUPPORTING A MOBILITY SOLUTION WITH CITRIX XENMOBILE – 3 DAYS
This course provides the skills necessary to manage, support, and troubleshoot a Citrix XenMobile 10 Enterprise environment. Students with limited or no XenMobile experience will gain an understanding of what is required to maintain the components of a XenMobile Enterprise solution. **ILT** **OLL**

CXM-303 DEPLOYING ENTERPRISE MOBILITY WITH CITRIX XENMOBILE – 5 DAYS
This course provides the skills necessary to install, configure, and integrate components in a Citrix XenMobile 10 Enterprise solution. Students will deploy and configure the XenMobile Enterprise components, apply principles to enroll mobile devices, install mobile apps, and use policies to manage device and application usage in a lab environment. **ILT** **OLL**

CSF-201 CITRIX SHAREFILE ENTERPRISE ESSENTIALS – 2 DAYS
This course covers the skills required to implement ShareFile components including the ShareFile for Windows client, XenApp and XenDesktop client, and StorageZones. Students will Learn to integrate ShareFile with key backend elements including Microsoft ADFS for single sign-on and understand the data flow behind it. Also learn to navigate the ShareFile control plane user interface. **ILT** **OLL**

CLOUD

CXD-250 MOVING TO XENAPP AND XENDESKTOP SERVICE ON CITRIX CLOUD – 5 DAYS
Learn how to navigate the move from XenApp and XenDesktop on-premises to the Citrix Cloud. Get handson as the course guides you through the architecture, communications, management, installation, and configuration of Citrix Cloud and the Cloud Connector. Learn about the many services available in Citrix Cloud and understand the considerations for migrating resources to a public cloud. If you are planning or considering a move to the Citrix Cloud, this course is a necessary step in enabling you with the right training and skills to understand, manage, and deliver a successful migration. **ILT** **OLL**

CXD-251 CITRIX XENAPP AND XENDESKTOP SERVICE ON MICROSOFT AZURE – 5 DAYS
Learn to deploy and manage your XenApp and XenDesktop apps and desktops in Microsoft Azure. Gain the skills to plan your machine catalog and virtual machine design based in Microsoft's public cloud and get hands-on practice deploying those machines using Machine Creation Services. You will also learn about additional Azure considerations including maintenance and power management which are critical in a cloud environment. For remote access, you will learn to configure Citrix StoreFront and NetScaler Gateway on the Azure platform. This course focuses on Microsoft Azure as a Citrix Cloud resource location however concepts are relevant to both Citrix Cloud and fully managed XenApp and XenDesktop sites. **ILT** **OLL**

CXD-252 MOVING TO THE XENAPP AND XENDESKTOP SERVICE ON CITRIX CLOUD AND MICROSOFT AZURE – 5 DAYS
Navigate the move from an on-premises environment into Citrix Cloud and learn to deploy resource locations onto Microsoft Azure. Learn the architecture, communications, and management of Citrix Cloud and the XenApp and XenDesktop Service and then migrate existing infrastructure and settings into Citrix Cloud.

SECURITY

CTX- 270 CITRIX ENTERPRISE SECURITY SOLUTIONS – 5 DAYS
Learn to secure your Citrix environment in this hands-on course that encompasses the core Citrix technologies, including XenApp and XenDesktop, NetScaler, XenMobile, ShareFile, and Citrix Cloud. Explore potential security gaps in your environment and learn how to mitigate these through a comprehensive look at the Citrix technologies. Topics include application and data security, Citrix authentication, authorization, and auditing workflows, operating system hardening, mitigation against network vulnerabilities, hypervisor security, and methods to secure Citrix traffic. **ILT** **OLL**

CTX-271 SECURING CITRIX NETWORKING AND MOBILITY SOLUTIONS – 3 DAY
Learn to secure your networking and mobility deployments with this three-day course that covers NetScaler, XenMobile and ShareFile. You'll explore networking security fundamentals and learn about various network attacks, such as SSL exploits and how to protect your network against them. Understand how authentication, authorization, and auditing plays a role in both your networking and mobility environment, and how to augment security with multi-factor authentication. Explore certificates, policies, and the many management options for your deployments to lockdown your data with AppFirewall, Secure XenMobile applications, and Citrix ShareFil. **ILT** **OLL**

CTX-272 SECURING CITRIX VIRTUALIZATION SOLUTIONS – 2 DAYS
Learn to secure your virtualization deployments with this two-day course that covers XenApp and XenDesktop. You'll learn how to secure XenApp and XenDesktop traffic, getting an understanding of when and where to secure traffic between XenApp and XenDesktop components, and advanced authentication implementations covering multifactor authentication, Smart Card, SAML, and FAS. Additionally, you'll explore, how to protect your applications against vulnerabilities, Citrix Cloud security leading practices as well as operating system hardening, hypervisor security, and monitoring and operations Citrix recommended practices. **ILT** **OLL**

Programming Language
TRAINING

At the heart of web design is the language used to program. New Horizons provides complete training across many of the top languages, including Red Hat Linux and Java. Beyond the courses listed below, additional training in C#, ASP.NET, and other critical languages can be found throughout this catalog.

PROGRAMMING FUNDAMENTALS

(10958) PROGRAMMING FUNDAMENTALS OF WEB APPLICATIONS – 5 DAYS
Students will learn basic web development, including CSS, plug-ins, scripting, basic data access, how to use Windows Azure for application hosting, and how to move beyond WebMatrix 2 into Visual Studio. `ILT` `OLL`

JAVA

INTRODUCTION TO PROGRAMMING USING JAVA SE 7 – 1 DAY
Students will learn the basic concepts of programming using Java as the tool for learning. `ILT` `OLL`

JAVA FUNDAMENTALS (JAVA SE 7) – 5 DAYS
Students will create basic applications using the Java SE 7 programming language and describe object-oriented concepts, Unified Modeling Language (UML) representation of object-oriented programming (OOP) concepts, and Java platforms and technologies. `ILT` `OLL`

JAVA PROGRAMMING (JAVA SE 7) – 5 DAYS
Students will work with advanced features of Java. `ILT` `OLL`

AJAX TRAINING USING JSP – 3 DAYS
Students learn to make calls to the server with JavaScript and to manipulate XML content returned from the server. `ILT` `OLL`

IT Service Management
TRAINING

New Horizons IT service management (ITSM) training portfolio features ITIL® the most widely accepted and trusted approach to ITSM in the world. Good ITSM has become a key component of successful IT deliverables, which is critical in today's competitive business environment. New Horizons offers a suite of complementary ITSM courses such as DevOps, Six Sigma, COBIT5, IAITAM, and others to help you leverage these processes and best practices.

ITIL

ITIL FOUNDATION – 3 DAYS
ITIL Foundation certification training program introduces the student to the fundamentals of IT Service Management (ITSM) based on ITIL 2011 Edition. This course covers the latest version of core ITIL best practices presented from a lifecycle perspective. `ILT` `OLL` `ML`

ITIL PRACTITIONER – 2 DAYS
Following ITIL Foundation, this course provides essential ITSM best practice skills you can apply in the real world. `ILT` `OLL` `ML`

ITIL 2011 INTERMEDIATE: SERVICE TRANSITION 2011 EDITION – 4 DAYS
The ITIL v3 (version 3) ST (Service Transition) course is part of the ITIL v3 Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL v3 Service Transition Intermediate exam. `ILT` `OLL`

ITIL INTERMEDIATE SERVICE STRATEGY – 4 DAYS
Students will learn the SS (Service Strategy) part of the ITIL v3 Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL v3 Service Strategy Intermediate exam. `ILT` `OLL`

ITIL INTERMEDIATE CONTINUAL SERVICE IMPROVEMENT 2011 EDITION – 4 DAYS
The ITIL CSI (Continual Service Improvement) course is part of the ITIL Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL Continual Service Improvement intermediate exam. `ILT` `OLL`

ITIL INTERMEDIATE SERVICE DESIGN 2011 EDITION – 4 DAYS
The student will learn the SD (Service Design) part of the ITIL v3 Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL v3 Service Design Intermediate exam as well as proving valuable workplace knowledge. `ILT` `OLL`

ITIL INTERMEDIATE SERVICE OPERATION – 4 DAYS
This course is part of the ITIL Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL Service Operation intermediate exam as well as providing valuable knowledge that can be implemented in the workplace. `ILT` `OLL`

ITIL INTERMEDIATE RELEASE CONTROL & VALIDATION 2011 EDITION – 5 DAYS
Students will learn the principles and core elements of the Service Capability approach to IT Service Management as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle. `ILT` `OLL`

ITIL INTERMEDIATE SERVICE OFFERINGS AND AGREEMENTS 2011 EDITION – 5 DAYS
The Service Offerings & Agreements course is part of the ITIL v3 Intermediate Capability certification stream. The course prepares candidates to take the ITIL v3 Service Offerings & Agreements Intermediate exam. `ILT` `OLL`

ITIL INTERMEDIATE OPERATIONAL SUPPORT & ANALYSIS 2011 EDITION – 5 DAYS
Students will learn the OSA (Operational Support & Analysis) part of the ITIL v3 Intermediate Capability certification stream. The course prepares candidates to take the ITIL v3 Operational Support & Analysis Intermediate exam. `ILT` `OLL`

ITIL INTERMEDIATE PLANNING, PROTECTION & OPTIMIZATION 2011 EDITION – 5 DAYS
The ITIL PPO (Planning, Protection & Optimization) course covers the principles and core elements of the Service Capability approach to ITSM as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle. `ILT` `OLL`

ITIL EXPERT MANAGING ACROSS THE LIFECYCLE (2011 EDITION) – 4 DAYS
This course offers candidates the ability to achieve the ITIL Expert certification upon passing the ITIL Managing Across the Lifecycle exam as well as providing valuable knowledge that can be implemented in the workplace. `ILT` `OLL`

SIX SIGMA

SIX SIGMA GREEN BELT – 1 DAY
Students will implement Six Sigma as a Green Belt. `ILT`

SIX SIGMA LEAN - INTRODUCTION – 1 DAY
In this course, students will identify the fundamental concepts of Lean Six Sigma. `ILT` `OLL`

LEAN SIX SIGMA MASTER BLACK BELT – 5 DAYS
The Lean Six Sigma Master Black Belt program allows students to complete certification requirements faster than traditional Lean Six Sigma training programs. This course combines Six Sigma Methodology and Lean Thinking. `ILT` `OLL`

IT Service Management Training

COBIT 5

INTRODUCTION TO COBIT 5 – 1 DAY
This course will provide existing practitioners and potential new COBIT users' excellent insight into the new framework and explain the differences between COBIT4.1 and COBIT5. `ILT` `OLL`

COBIT 5 FOUNDATION – 3 DAYS
This course provides an overview the main concepts of ITGovernance according to COBIT 5, ISACA's latest governance framework, and how they can be applied. `ILT` `OLL`

DEVOPS

DEVOPS FOUNDATION® – 2 DAYS
This course provides an introduction to DevOps - the cultural and professional movement that stresses communication, collaboration, integration and automation in order to improve the flow of work between software developers and IT operations professionals. Improved workflows will result in an improved ability to design, develop, deploy and operate software and services faster. `ILT` `OLL`

CERTIFIED AGILE SERVICE MANAGER® – 2 DAYS
This course provides an introduction to Agile Service Management - the application and integration of agile thinking into service management processes and process design projects. Agile thinking improves IT's effectiveness and efficiency, and enables IT to continue to deliver value in the face of changing requirements. `ILT` `OLL`

CERTIFIED AGILE PROCESS OWNER® – 2 DAYS
This course describes process owner responsibilities and provides the education needed to oversee the design, reengineering and improvement of IT Service Management (ITSM) processes; particularly in the context of Agile Service Management. Participants learn how to use Agile and Lean principles and practices to put in place 'just enough' process and how to continually align process performance with overall business goals. `ILT` `OLL`

DEVOPS TEST ENGINEERING – 2 DAYS
This course describes culture and team aspects for test engineering, test strategies, test infrastructures, test tools, test automation, best practices, test management and analysis. `ILT` `OLL`

DEVOPS LEADER – 2 DAYS
This course is addressed to DevOps Leaders, who are the tactical or strategic individuals who help design, influence, implement or motivate the cultural transformation proven to be a critical success factor in DevOps adoption. `ILT` `OLL`

CONTINUOUS DELIVERY ARCHITECTURE – 2 DAYS
This course equips IT professionals with the broad-based competencies necessary to architect and orchestrate effective and efficient automated deployment pipelines. `ILT` `OLL`

DEVSECOPS ENGINEERING – 2 DAYS
This course explains how DevOps security practices differ from other security approaches, and provides the education needed to understand and apply data and security sciences. Participants learn the purpose, benefits, concepts and vocabulary of DevSecOps; particularly in how DevSecOps roles fit with a DevOps culture and organization. `ILT` `OLL`

DevOps Training and Certification

77% of Respondents
said moving to DevOps-like methodologies is extremely or very important

Contact your New Horizons Center and find out what all the excitement is about!

Cybersecurity
TRAINING

New Horizons cybersecurity training portfolio includes top cybersecurity courses and certifications. These include EC-Council's Certified Ethical Hacker (CEH) and Computer Hacking Forensic Investigator (CHFI), CompTIA and Cisco security certifications, as well as the Certified Information Systems Security Professional (CISSP) certification from ISC². Learn how to design a Cybersecurity program and how to conduct a Cyber-Risk assessment with our NIST Cybersecurity Framework (NCSF) training courses.

EC-COUNCIL

CERTIFIED NETWORK DEFENDER (CND) – 5 DAYS
This course gives students the fundamental understanding of the true construct of data transfer, network technologies, software technologies so that you understand how networks operate, understand what software is automating and how to analyze the subject material. This course prepares students for the Certified Network Defender certification exam. **ILT** **OLL**

CERTIFIED ETHICAL HACKER (CEH) V10.0 – 5 DAYS
C|EH is the world's most advanced ethical hacking course covering 20 of the most important security domains any individual will need when they are planning to beef-up the information security posture of their organization. It prepares students for the Certified Ethical Hacker certification exam. **ILT** **OLL**

COMPUTER HACKING FORENSICS INVESTIGATOR (CHFI) V9.0 – 5 DAYS
EC-Council's CHFI certifies individuals in the specific security discipline of computer forensics from a vendor-neutral perspective. The CHFI certification will fortify the application knowledge of law enforcement personnel, system administrators, security officers, defense and military personnel, legal professionals, bankers, security professionals, and anyone who is concerned about the integrity of the network infrastructure. This course prepares students for the Certified Hacking Forensics Investigator certification exam. **ILT** **OLL**

CERTIFIED SECURE PROGRAMMER (ESCP) – 5 DAYS
EC Council Certified Secure Programmer (ESCP) teaches developers how to identify security flaws and implement security countermeasures throughout the software development life cycle to improve the overall quality of products and applications. **ILT** **OLL**

EC-COUNCIL CERTIFIED SECURITY ANALYST (ECSA) V10.0 – 5 DAYS
ECSA is a globally respected penetration testing program that covers the testing of modern infrastructures, operating systems, and application environments while teaching the students how to document and prepare professional penetration testing report. This program takes the tools and techniques covered in CEH to next level by utilizing EC-Council's published penetration testing methodology. This course prepares students for the EC-Council Certified Security Analyst certification exam. **ILT** **OLL**

EC-COUNCIL / INSTITUTE OF IBUSINESS (IIB)

CERTIFIED BLOCKCHAIN PROFESSIONAL (C|BP) – 5 DAYS
C|BP is an In-Depth, Industry Agnostic, Hands-On Training and Certification Course specifically tailored for Industry Professionals and Developers interested in implementing emerging technologies in the Data-Driven Markets and Digitized Economies. This course was developed to help respective aspiring professionals gain excessive knowledge in Blockchain technology and its implication on businesses. **ILT** **OLL**

ISC²

CERTIFIED INFORMATION SYSTEM SECURITY PROFESSIONAL (CISSP) – 5 DAYS
This course provides a comprehensive discussion against an internationally accepted common body of knowledge encompassing eight security domains which include Security and Risk Management, Asset Security, Security Engineering, Communication and Network Security, Identity and Access Management, Security Assessment and Testing, Security Operations, and Software Development Security. This course covers the eight domains that are required knowledge for the CISSP certification exam. **ILT** **OLL** **ML**

COMPTIA

COMPTIA SECURITY+ – 5 DAYS
In this course, students will implement, monitor, and troubleshoot infrastructure, application, information, and operational security. Students will prepare for the CompTIA Security+ certification examination (SY0-501). **ILT** **OLL** **ML**

COMPTIA ADVANCED SECURITY PRACTITIONER (CASP) – 5 DAYS
In this course, students will expand on their knowledge of information security to apply more advanced principles that will keep their organizations safe from the many ways they can be threatened. This course prepares students for the CAS-002 exam. **ILT** **OLL**

COMPTIA CYBERSECURITY ANALYST (CYSA+) – 5 DAYS
The course introduces tools and tactics to manage cybersecurity risks, identify various types of common threats, evaluate the organization's security, collect and analyze cybersecurity intelligence, and handle incidents as they occur. This course prepares students for the CS0-001 exam.

COMPTIA PENTEST+ – 5 DAYS
This course teaches students to perform the most up-to-date penetration testing, conduct vulnerability assessments, and the management skills necessary to determine the resiliency of the network against attacks, preparing them for the CompTIA PenTest+ exam (PT1-001).

CISCO

IMPLEMENTING CISCO IOS NETWORK SECURITY (IINS) 3.0 – 5 DAYS
IINS focuses on security principles and technologies, using Cisco security products to provide hands-on examples. This course allows students to understand common security concepts, and deploy basic security techniques utilizing a variety of popular security appliances within a "real-life" network infrastructure. **ILT** **OLL** **OD**

SECURING CISCO NETWORKS WITH THREAT DETECTION AND ANALYSIS 1.0 (SCYBER) – 5 DAYS
This course is designed to teach students how a network security operations center (SOC) works and how to begin to monitor, analyze, and respond to security threats within the network. **ILT** **OLL**

UNDERSTANDING CISCO CYBERSECURITY FUNDAMENTALS (SECFND) – 5 DAYS
SECFND is designed to teach candidates basic security principles, concepts, provide fundamental knowledge and core skills needed to begin preparing for a job in cybersecurity. **ILT** **OLL** **OD**

IMPLEMENTING CISCO CYBERSECURITY OPERATIONS (SECOPS)
Students will learn the principles and concepts of Security Operations, and gain fundamental knowledge and core skills needed to begin working in a Security Operations Center (SOC). **ILT** **OLL** **OD**

IMPLEMENTING CISCO EDGE NETWORK SECURITY SOLUTIONS (SENSS) – 5 DAYS
Gain hands-on experience with configuring various perimeter security solutions for mitigating outside threats and securing network zones. Students will learn how to reduce the risk to their IT infrastructures and applications using Cisco Switches, Cisco ASA, and Router security appliance feature and provide detailed operations support for these products. **ILT** **OLL** **OD**

IMPLEMENTING CISCO THREAT CONTROL SOLUTIONS (SITCS) – 5 DAYS

This course is designed to prepare security engineers with the knowledge and hands-on experience so that they can deploy Cisco's Next Generation Firewall (NGFW), provide operational support for Intrusion Prevention Systems as well as Web Security, Email Security and Cloud Web Security. `ILT` `OLL` `OD`

IMPLEMENTING CISCO SECURE ACCESS SOLUTIONS (SISAS) – 5 DAYS

Security engineers will learn the knowledge and gain hands-on experience so that they can deploy Cisco's Identity Services Engine and 802.1X secure network access. Students will gain hands- on experience with configuring various advance Cisco security solutions for mitigating outside threats and securing devices connecting to the network. `ILT` `OLL` `OD`

IMPLEMENTING CISCO SECURE MOBILITY SOLUTIONS (SIMOS) – 5 DAYS

This course prepares network security engineers with the knowledge and skills they need to protect data traversing a public or shared infrastructure such as the Internet by implementing and maintaining Cisco VPN solutions. Students of this course will gain hands-on experience with configuring and troubleshooting remote access and site-to-site VPN solutions, using Cisco ASA adaptive security appliances and Cisco IOS routers. `ILT` `OLL` `OD`

IMPLEMENTING ADVANCED CISCO ASA SECURITY (SASAA) – 5 DAYS

This course is targeted towards network security engineers who require in depth knowledge of the advanced features of Cisco ASA Security products, including features of Cisco ASA 5500-X Series Next-Generation Firewalls, ASASM, and ASA 1000V Cloud Firewall, and install and set up the Cisco IPS and Cisco ASA CX software modules, Implement Cisco ASA Identity Firewall policies by using Cisco CDA and Cisco ASA, Implement Cisco ASA CX policies, and Implement Cisco ASA and Cisco Cloud Web Security integration. `ILT` `OLL`

IMPLEMENTING CORE CISCO ASA SECURITY V1.0 (SASAC) – 5 DAYS

This course provides update training on the key features of the post-8.4.1 release of the Cisco ASA adaptive security appliance, including 9.x features. `ILT` `OLL`

IMPLEMENTING AND CONFIGURING CISCO IDENTITY SERVICES ENGINE FOR WIRELESS ENGINEERS (SISE) – 3 DAYS

This course discusses the Cisco Identity Services Engine (ISE) version 1.1.1, including authentication, authorization, and accounting (AAA), posture, profiling, device on-boarding, and guest management, into a single context-aware identity-based platform. `ILT` `OLL`

LOGICAL OPERATIONS

CYBERSEC FIRST RESPONDER: THREAT DETECTION AND RESPONSE – 5 DAYS

This course is designed for information assurance professionals who perform job functions related to the development, operation, management, and enforcement of security capabilities for systems and networks. `ILT` `OLL`

CYBERSAFE (SECURING ASSETS FOR THE END USER) – 1 DAY

This course will help you to understand security compliance considerations, social engineering, malware, and various other data security-related concepts. In this course, you will explore the hazards and pitfalls and learn how to use technology safely. `ILT` `OLL`

AXELOS

RESILIA FOUNDATION – 3 DAYS

This course provides students the understanding of how operational decisions can have an impact on good cyber resilience. The class shows how nurturing cyber resilience can support operational effectiveness and business efficiency. `ILT` `OLL`

RESILIA PRACTITIONER – 2 DAYS

This course equips students with practical skills to achieve the best balance of security risk, cost, operational benefits and flexibility within an organization. `ILT` `OLL`

ISACA

CERTIFIED INFORMATION SYSTEMS AUDITOR (CISA) – 5 DAYS

In this course students will perform evaluations of organizational policies, procedures, and processes to ensure that an organization's information systems align with overall business goals and objectives. `ILT` `OLL` `ML`

CERTIFIED INFORMATION SECURITY MANAGER (CISM) – 5 DAYS

In this course, students will establish processes to ensure that information security measures align with established business needs. `ILT` `OLL` `ML`

CYBERSECURITY

CERTIFIED SOFTWARE QUALITY ENGINEER (CSQE) – 5 DAYS

This course teaches to ASQ's objectives to certify understanding of software quality development and implementation, software inspection, testing, verification and validation. `ILT` `OLL`

SECURITY AWARENESS CONCEPTS AND PRACTICES – 1 DAY

Students will learn to identify and apply security techniques. `ILT` `OLL`

CITRIX

CTX-272 SECURING CITRIX VIRTUALIZATION SOLUTIONS – 2 DAYS

Learn to secure your virtualization deployments with this two-day course that covers XenApp and XenDesktop. You'll learn how to secure XenApp and XenDesktop traffic, understand when and where to secure traffic between XenApp and XenDesktop components, and advanced authentication implementations covering multi-factor authentication, Smart Card, SAML, and FAS. Additionally, you'll explore how to protect your applications against vulnerabilities, Citrix Cloud security leading practices and operating system hardening, hypervisor security, and monitoring and operations Citrix recommended practices. `ILT` `OLL`

CTX-271 SECURING CITRIX NETWORKING AND MOBILITY SOLUTIONS – 3 DAYS

Learn to secure your networking and mobility deployments with this three-day course that covers NetScaler, XenMobile and ShareFile. You'll explore networking security fundamentals and learn about various network attacks, such as SSL exploits and how to protect your network against them. Understand how authentication, authorization, and auditing plays a role in both your networking and mobility environment, and how to augment security with multi-factor authentication. Explore certificates, policies, and the many management options for your deployments to lockdown your data with AppFirewall, Secure XenMobile applications, and Citrix ShareFile. `ILT` `OLL`

CTX-270 CITRIX ENTERPRISE SECURITY SOLUTIONS – 5 DAYS

Learn to secure your Citrix environment in this hands-on course that encompasses the core Citrix technologies, including XenApp and XenDesktop, NetScaler, XenMobile, ShareFile, and Citrix Cloud. Explore potential security gaps in your environment and learn how to mitigate these through a comprehensive look at the Citrix technologies. Topics include application and data security, Citrix authentication, authorization, and auditing workflows, operating system hardening, mitigation against network vulnerabilities, hypervisor security, and methods to secure Citrix traffic. `ILT` `OLL`

Applications
TRAINING

The Microsoft Office Specialist certification is the credential required by academia and business, recognized globally as the premier credential chosen by individuals seeking to validate their knowledge, skills and abilities relating to the Microsoft Office systems. MOS prepares students for an increasingly competitive workforce for business. MOS maximizes office productivity and efficiency for the organization and increases job satisfaction and heightens career achievement among employees. In workforce development, MOS prepares and places job candidates, ensuring they possess the skills employers require.

MICROSOFT OFFICE

ACCESS

ACCESS 2016 - PART 1 – 2 DAYS
In this course, students will learn how to use Access 2016 to manage data, including creating a new database; constructing tables; designing forms and reports; and creating queries to join, filter, and sort data.
ILT OLL ML

ACCESS 2016 - PART 2 – 2 DAYS
In this course, students learn advanced Access features such as database management, advanced form design, packaging a database, encrypting a database, preparing a database for multi-user access and more.
ILT OLL ML

ACCESS 2013 - PART 1 – 2 DAYS
In this course, students will learn how to use Access 2013 to manage data, including creating a new database; constructing tables; designing forms and reports; and creating queries to join, filter, and sort data.
ILT OLL ML

ACCESS 2013 - PART 2 – 2 DAYS
In this course, students learn advanced Access features such as database management, advanced form design, packaging a database, encrypting a database, preparing a database for multi-user access and more.
ILT OLL ML

ACCESS 2010 - PART 1 – 2 DAYS
In this course, students will learn how to use Access 2010 to manage your data, including creating a new database, constructing tables, designing forms and reports, and creating queries to join, filter, and sort data.
ILT OLL ML

ACCESS 2010 - PART 2 – 2 DAYS
Students will expand their knowledge of Microsoft Access 2010 to include relational database design, writing advanced queries, structuring existing data, sharing data across applications, and customizing reports. ILT OLL ML

ACCESS 2010 - PART 3 – 1 DAY
In this course students will exchange data with other applications, automate business processes by using VBA code, and secure and share databases.
ILT OLL ML

EXCEL

EXCEL 2016 - PART 1 – 1 DAY
In this course, students will use Microsoft Office Excel 2016 to create spreadsheets and workbooks that they can use to store, manipulate, and share data.
ILT OLL ML

EXCEL 2016 - PART 2 – 1 DAY
Students will build upon the foundational Microsoft Office Excel 2016 knowledge and skills already acquired and learn to create advanced workbooks and worksheets, including advanced formulas, tables, PivotTables, PivotCharts and data filtering. ILT OLL ML

EXCEL 2016 - PART 3 – 1 DAY
In this course, students will learn 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. ILT OLL ML

EXCEL 2013 - PART 1 – 1 DAY
In this course, students will use Microsoft Office Excel 2013 to create spreadsheets and workbooks that they can use to store, manipulate, and share data.
ILT OLL ML

EXCEL 2013 - PART 2 – 1 DAY
Students will build upon the foundational Microsoft Office Excel 2013 knowledge and skills already acquired and learn to create advanced workbooks and worksheets, including advanced formulas, tables, PivotTables, PivotCharts and data filtering. ILT OLL ML

EXCEL 2013 - PART 3 – 1 DAY
In this course, students will learn 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. ILT OLL ML

EXCEL 2013 SELF-SERVICE ANALYTICS WITH NO CODE FOR END USERS – 2 DAY
This course helps end users and analysts explore business intelligence tools in Excel and SharePoint Server 2013, such as PowerPivot, Power Query, data tables, power maps, and filters. ILT

EXCEL 2011 (MACINTOSH) - LEVEL 1 – 1 DAY
Students will learn to create and edit basic Microsoft Office Excel 2011 worksheets and workbooks. ILT OLL

EXCEL 2011 (MACINTOSH) - LEVEL 2 – 1 DAY
In this course, students will use advanced formulas and work with various tools to analyze data in spreadsheets. Students will also organize table data, present data as charts, and enhance the look and appeal of workbooks by adding graphical objects. ILT OLL

EXCEL 2010 - PART 1 – 1 DAY
In this course, students will use Microsoft Office Excel 2010 to create spreadsheets and workbooks that they can use to store, manipulate, and share data.
ILT OLL ML

Applications Training

EXCEL 2010 - PART 2 – 1 DAY
This course builds upon the foundational Microsoft Office Excel 2010 knowledge and skills you've already acquired and sets you on the road to creating advanced workbooks and worksheets that will deepen your firm's business intelligence. **ILT** **OLL** **ML**

EXCEL 2010 - PART 3 – 1 DAY
The students will learn about 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. **ILT** **OLL** **ML**

EXCEL 2010 - PART 4 – 1 DAY
In this course, students will use the advanced features of Microsoft Office Excel 2010 to attain proficiency as an Excel power user. **ILT** **OLL** **ML**

EXCEL 2010 PIVOT TABLES – 0.5 DAY
In this course, students will create and analyze PivotTable data. They will also present a PivotTable in a PivotChart. **ILT** **OLL**

EXCEL 2010 POWERPIVOT – 1 DAY
In this course, students will make use of the PowerPivot add-in to import data from various sources and create a dynamic report. Students will also learn to use DAX functions and distribute PowerPivot data. **ILT** **OLL**

EXCEL 2010 - VBA – 1 DAY
The student will learn to automate job tasks in Microsoft Office Excel 2010. This course teaches students to develop and format worksheets using macros, create an interactive worksheet, work with multiple worksheets, and perform calculations. **ILT** **OLL**

DATA MINING, PREDICTIVE ANALYTICS WITH MICROSOFT ANALYSIS SERVICES AND EXCEL POWERPIVOT – 3 DAYS
This course introduces students to the concepts of data mining, machine learning and predictive analytics utilizing the Microsoft toolsets including SQL Server Analysis Services and Excel with PowerPivot and the Data Mining Add-ins. **ILT** **OLL**

OFFICE

INFOPATH 2010 - CREATING INFOPATH FORMS – 1 DAY
In this course, students will learn how to use InfoPath to gather and share information by creating and implementing XML-based forms. **ILT** **OLL**

OFFICE 365 WEB APPS (WITH SKYPE FOR BUSINESS) – 1 DAY
This course is an introduction to Microsoft Office 365 (with Skype for Business) in a cloud-based environment. **ILT** **OLL**

ONENOTE

ONENOTE 2016 – 1 DAY
This course introduces students to using OneNote notebooks to store a wide variety of content in an organized structure, access the content from anywhere, and also share it with others, also learning how to use OneNote and the other applications in the suite to increase productivity with Microsoft Office. **ILT** **OLL**

ONENOTE 2013 – 1 DAY
The student will learn how to use the key components of the Microsoft Office OneNote 2013 application on a desktop, laptop, or Microsoft Windows 8 or Windows 10 tablet device, when working in or away from the primary office or study environment. **ILT** **OLL**

ONENOTE 2010 – 1 DAY
In this course, students will create, edit, organize, and enhance notes and also integrate them with other applications using Microsoft OneNote 2010. **ILT** **OLL**

OUTLOOK

OUTLOOK 2016 - PART 1 – 1 DAY
Students will learn the basic skills needed to start using Outlook 2016 to manage email communications, calendar events, contact information, tasks, and notes. **ILT** **OLL** **ML**

OUTLOOK 2016 - PART 2 – 1 DAY
Students will explore the advanced features provided with the Outlook interface, such as advanced message, calendar, and contacts management. **ILT** **OLL** **ML**

OUTLOOK 2013 - PART 1 – 1 DAY
Students will learn the basic skills needed to start using Outlook 2013 to manage email communications, calendar events, contact information, tasks, and notes. **ILT** **OLL** **ML**

OUTLOOK 2013 - PART 2 – 1 DAY
Students will explore the advanced features provided with the Outlook interface, such as advanced message, calendar, and contacts management. **ILT** **OLL** **ML**

OUTLOOK 2010 - PART 1 – 1 DAY
In this course, students will explore the Outlook interface, manage Email communications, Calendar, Contacts, create Tasks and Notes for themselves and customize the Outlook interface to serve their own personal needs. **ILT** **OLL** **ML**

OUTLOOK 2010 - PART 2 – 1 DAY
In this course, students will explore the advanced features provided with the Outlook interface, such as advanced message, calendar, and contacts management. **ILT** **OLL** **ML**

OUTLOOK 2010 - LEVEL 3 – 1 DAY
Students will work with advanced Outlook features such as personalizing email, organizing Outlook items, managing Outlook data files and contact information, saving and archiving email, creating custom Outlook forms, and working offline and remotely. **ILT** **OLL** **ML**

POWERPOINT

POWERPOINT 2016-PART 1 – 1 DAY
In this course, students will use PowerPoint 2016 to begin creating engaging, dynamic multimedia presentations. **ILT** **OLL** **ML**

POWERPOINT 2016-PART 2 – 1 DAY
PowerPoint 2016 Part 2 provides the student with advanced tools that can help in delivering presentations in nearly any situation, while saving time and effort. **ILT** **OLL** **ML**

POWERPOINT 2013-PART 1 – 1 DAY
In this course, students will use PowerPoint 2013 to begin creating engaging, dynamic multimedia presentations. **ILT** **OLL** **ML**

POWERPOINT 2013-PART 2 – 1 DAY
PowerPoint 2013 Part 2 provides the student with advanced tools that can help in delivering presentations in nearly any situation, while saving time and effort. **ILT** **OLL** **ML**

POWERPOINT 2011 (MACINTOSH) - LEVEL 1 – 1 DAY
Students will explore the PowerPoint environment and create a presentation. They will format text on slides, adding graphical objects, tables and charts to enhance clarity and appeal. Then they will finalize and deliver a presentation. **ILT** **OLL**

POWERPOINT 2011 (MACINTOSH) - LEVEL 2 – 1 DAY
Students will enhance presentations by using features that will transform them into a powerful means of communication. Students will customize the PowerPoint interface to suit all requirements and use features to create dynamic presentations. **ILT** **OLL**

POWERPOINT 2010-PART 1 – 1 DAY
Using the vast array of features and functionality contained within Microsoft Office PowerPoint 2010, students will gain the ability to organize content, enhance it with high-impact visuals, and deliver it with a punch. **ILT** **OLL** **ML**

POWERPOINT 2010-PART 2 – 1 DAY
In this course students 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. **ILT** **OLL** **ML**

PROJECT

PROJECT 2016 - PART 1 – 1 DAY
This course is designed to familiarize you with the basic features and functions of Microsoft Project Professional 2016 so that you can use it effectively and efficiently in a real-world environment. **ILT** **OLL** **ML**

PROJECT 2016 - PART 2 – 1 DAY
This course familiarizes students with the basic features and functions of Microsoft Project Professional 2016 so they can use it effectively and efficiently in a real-world environment. **ILT** **OLL** **ML**

ILT	Instructor-Led Training
OLL	Online LIVE - Virtual ILT
ML	Mentored Learning
OD	On Demand

New Horizons®
Computer Learning Centers

Applications Training

PROJECT 2013 - PART 1 – 1 DAY
This course is designed to familiarize you with the basic features and functions of Microsoft Project Professional 2013 so that you can use it effectively and efficiently in a real-world environment. `ILT` `OLL` `ML`

PROJECT 2013 - PART 2 – 1 DAY
Students will learn the advanced features and functions of Microsoft Project Professional 2013. `ILT` `OLL` `ML`

PROJECT 2010 - PART 1 – 1 DAY
In this course, students will create and manage a project schedule using Microsoft Project 2010. `ILT` `OLL` `ML`

PROJECT 2010 - PART 2 – 1 DAY
Students will manage and customize project plans during the implementation stage of a project.
`ILT` `OLL` `ML`

VISIO

VISIO PROFESSIONAL 2016 - PART 1 – 1 DAY
This course provides students with a tool to easily create a professional-looking visual product. Students will create visually engaging diagrams, maps, and drawings, using graphical elements to make information easier to comprehend. `ILT` `OLL`

VISIO PROFESSIONAL 2016 - PART 2 – 1 DAY
In Microsoft® Visio® 2016 : Part 2, students will learn about more advanced features, making themselves more efficient and effective as a Visio user. `ILT` `OLL`

VISIO PROFESSIONAL 2013 - PART 1 – 1 DAY
Visio provides students with an intuitive, customizable tool to easily create a professional-looking visual product by using its extensive gallery of shapes. `ILT` `OLL`

VISIO PROFESSIONAL 2013 - PART 2 – 1 DAY
In this course, students will learn about more advanced features—making students more efficient and effective Visio users. `ILT` `OLL`

VISIO PROFESSIONAL 2010 - LEVEL 1 – 1 DAY
In this course, students will design and manage basic diagrams, workflows, and flowcharts. `ILT` `OLL`

VISIO PROFESSIONAL 2010 - LEVEL 2 – 1 DAY
In this course, students will create custom elements and a custom template, represent external data as a drawing, and share their work with others. `ILT` `OLL`

WORD

WORD 2016 - PART 1 – 1 DAY
In this course, students 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. `ILT` `OLL` `ML`

WORD 2016 - PART 2 – 1 DAY
In this course, students will learn to use Word more efficiently by automating some tasks and creating complex documents that include lists, tables, charts, graphics, and newsletter layouts and will merge data to personalize correspondence and labels. `ILT` `OLL` `ML`

WORD 2016 - PART 3 – 1 DAY
In this course, students will gain advanced skills to work with lengthy documents, collaborate with others, and create forms, as well as revise, manage, and secure business documents. `ILT` `OLL` `ML`

WORD 2013 - PART 1 – 1 DAY
In this course, students 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. `ILT` `OLL` `ML`

WORD 2013 - PART 2 – 1 DAY
In this course, students will learn to use Word more efficiently by automating some tasks and creating complex documents that include lists, tables, charts, graphics, and newsletter layouts and will merge data to personalize correspondence and labels. `ILT` `OLL` `ML`

WORD 2013 - PART 3 – 1 DAY
In this course, students will gain advanced skills to work with lengthy documents, collaborate with others, and create forms, as well as revise, manage, and secure business documents. `ILT` `OLL` `ML`

WORD 2010 - PART 1 – 1 DAY
In this course, you'll learn how to use Word 2010 to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents. `ILT` `OLL` `ML`

WORD 2010 - PART 2 – 1 DAY
In this course, students will create complex documents and build personalized efficiency tools using Microsoft Office Word 2010. `ILT` `OLL` `ML`

WORD 2010 - PART 3 – 1 DAY
The student will learn to collaborate on complicated documents and manage how the documents are accessed and distributed. Advanced features of Word 2010 enable students to revise, manage, and secure your business documents. `ILT` `OLL` `ML`

SHAREPOINT

INTRODUCTION TO SHAREPOINT 2016 FOR COLLABORATION AND DOCUMENT MANAGEMENT – 1 DAY
Students will learn to manage team collaboration and document management and social features of Microsoft SharePoint 2016 sites. This class provides IT Pros with foundational knowledge of permissions and site collection management. `ILT` `OLL`

MICROSOFT SHAREPOINT 2016: SITE USER – 1 DAY
Students will learn to interact in SharePoint and with SharePoint Team Sites, working with documents, content, libraries, and lists, and integrating SharePoint with Microsoft Office. `ILT` `OLL`

MICROSOFT SHAREPOINT 2016: SITE OWNER – 1 DAY
Students learn to create a SharePoint team site, performing basic content management tasks such as creating and configuring lists, libraries, and forms, and managing permissions. `ILT` `OLL`

MICROSOFT SHAREPOINT 2016: ADVANCED SITE OWNER WITH WORKFLOW ADMINISTRATION – 1 DAY
Students learn to take on administrative responsibility for implementing and managing advanced SharePoint features, configuring site settings and metadata, archiving, and compliance. `ILT` `OLL`

SHAREPOINT 2013 POWER USER – 2 DAYS
This class is designed for individuals who need to learn the fundamentals of managing SharePoint sites, including workflow, metadata, Document ID, content organization, etc. `ILT` `OLL`

SHAREPOINT 2013 SITE COLLECTION AND SITE ADMINISTRATION – 5 DAYS
This course will provide a deeper, narrowly-focused training to power users on the important and popular skills needed to be an administrator for SharePoint site collections and sites. `ILT` `OLL`

MICROSOFT SHAREPOINT DESIGNER 2013 – 1 DAY
In this course, students will learn to create and publish custom SharePoint workflows without code using SharePoint Designer 2013. `ILT` `OLL`

MICROSOFT SHAREPOINT 2013: SITE ADMINISTRATOR – 1 DAY
This course helps students collaborate and use familiar applications and web-based tools to create, access, store, and track documents and data in a central location. `ILT` `OLL`

MICROSOFT SHAREPOINT 2013: SITE OWNER – 1 DAY
Students will learn how to create, configure, and manage a SharePoint Team Site so that their organization can share information and collaborate effectively. `ILT` `OLL`

MICROSOFT SHAREPOINT 2013: SITE USER – 1 DAY
In this course, students will learn about and use a SharePoint Team Site to access, store, and share information and documents. `ILT` `OLL`

MICROSOFT SHAREPOINT DESIGNER 2010 LEVEL 1 – 1 DAY
In this course students will use Microsoft Office SharePoint Designer 2010 to create and modify a SharePoint site. `ILT` `OLL`

MICROSOFT SHAREPOINT DESIGNER 2010 LEVEL 2 – 1 DAY
In this course, students will extend a SharePoint site by including server-side controls and administer a SharePoint site. `ILT` `OLL`

MICROSOFT SHAREPOINT FOUNDATION 2010 LEVEL 1 – 2 DAYS
In this course, students will use, create, and edit content in a team website. Students will also create and perform basic management of a team site using SharePoint Foundation 2010. `ILT` `OLL` `ML`

MICROSOFT SHAREPOINT FOUNDATION 2010 LEVEL 2 – 2 DAYS
In this course, students will manage site collections and site components as a site collection administrator and as a site administrator. `ILT` `OLL` `ML`

MICROSOFT SHAREPOINT SERVER 2010 INTRODUCTION – 1 DAY
In this course, students will collaborate with team members and share information with them using Microsoft SharePoint Server 2010. `ILT` `OLL`

VISUALIZING DATA WITH SHAREPOINT 2013 NO CODE – 5 DAYS
Learn to use built in tools such as Wizards, Dialog Boxes, Forms, Web Pages Designers, and more without writing a single line of code. `ILT` `OLL`

W ant to improve communications, increase productivity, and streamline/automate processes—all of which can impact the bottom line? New Horizons offers more than 400 desktop applications courses in areas such as word processing, databases, graphics, desktop presentations, operating systems (and more!) that can help you meet your business goals. Courses are offered at multiple skill levels (Level 1, Level 2, Level 3) with curriculum that provides practical hands-on knowledge. Classes are available during the day or evening in multiple learning modalities – including on-site at your company's location of choice.

MICROSOFT WINDOWS

USING MICROSOFT WINDOWS 10 – 1 DAY
This course offers an introduction to the basics of the Windows 10 operating system. It introduces users to the key features and functionality. Students will also learn how to customize the Windows environment, tailoring it to their exact needs, while securing their files and information. `ILT` `OLL`

MICROSOFT WINDOWS 10: TRANSITION FROM WINDOWS 7 – 1 DAY
Students transitioning from Microsoft Windows 7 to the Windows 10 operating system will learn to navigate the Windows 10 environment, including both familiar applications and new features, such as personal digital assistant Cortana and browser Microsoft Edge. Course also covers protecting information with effective data backup and security features. `ILT` `OLL`

MICROSOFT WINDOWS 8.1 TRANSITION FROM WINDOWS 7 – 1 DAY
You will gain a foundational understanding of how to operate within the Windows 8 environment from your PC and be able to take full advantage of the many sharing, storing, and multi-platform benefits inherent in the Windows 8 operating system. `ILT` `OLL`

USING MICROSOFT WINDOWS 8.1 – 1 DAY
Students will define what a PC is, and be familiarized with the Windows 8.1 user interface and its basic capabilities. In this course, students will explore Windows 8.1 and learn how to create documents, send email, browse the Internet, and more. `ILT` `OLL`

WINDOWS 8.1 TABLET FOR BUSINESS USE – 1 DAY
Students will learn how to set up, configure, and secure a Windows 8.1 tablet, run and use various apps, manage files, use a tablet in conjunction with other devices, and search for information. `ILT` `OLL`

USING MICROSOFT WINDOWS 8 – 1 DAY
In this course, students will explore Windows 8 and learn how to create documents, send email, browse the Internet, and share information between applications and with other users. `ILT` `OLL`

MICROSOFT WINDOWS 8 AND OFFICE 2013: MAKING THE TRANSITION – 1 DAY
This course will teach students to transition to Windows 8 and Office 2013, bridging the gap between laptop or desktop PC, and a variety of mobile devices. `ILT` `OLL`

WINDOWS 7: INTRODUCTION TO PERSONAL COMPUTERS – 1 DAY
In this course, students will become familiar with the basic components of personal computers, log on to Windows 7, explore the Windows 7 interface, manage files and folders, use the common tools and programs available, and customize the desktop. `ILT` `OLL`

WINDOWS 7 - LEVEL 1 – 1 DAY
Students will log on to Windows 7, explore its interface, identify the different components in the interface, customize the Windows 7 desktop, manage files and folders, use the common tools and programs available in Windows 7, and browse the Internet. `ILT` `OLL` `ML`

WINDOWS 7 - LEVEL 2 – 1 DAY
In this course, students will familiarize themselves with the advanced customization techniques and work with applications and programs in Windows 7. In addition to this, students will also work with Internet Explorer 8. `ILT` `OLL` `ML`

ADOBE/WEB DESIGN

ADOBE ACROBAT XI PRO - PART 1 – 1 DAY
Students will learn the power of the Portable Document Format. Taking advantage of the functionality and features available in Acrobat, students will ensure the integrity of electronic documents for any viewer, on any devices, or operating systems. `ILT` `OLL`

ADOBE ACROBAT XI PRO - PART 2 – 1 DAY
Students will learn to use Adobe Acrobat XI Pro to convert technical documents to PDF files, enhance PDF documents, create interactive PDF forms, and prepare PDF files for commercial printing. `ILT` `OLL`

ADOBE ACROBAT X PRO - LEVEL 1 – 1 DAY
In this course, students will use Adobe Acrobat Pro to create and manage PDF documents. `ILT` `OLL`

ADOBE ACROBAT X PRO - LEVEL 2 – 1 DAY
In this course, students will use Adobe Acrobat Pro to convert documents to PDF files, enhance and customize PDF documents for interactive use online, and prepare them for printing. `ILT` `OLL`

ADOBE COLDFUSION 9 - LEVEL 1 – 1 DAY
Students will learn to build and deploy dynamic web applications using ColdFusion. `ILT` `OLL` `ML`

ADOBE DREAMWEAVER CC - PART 1 – 1 DAY
In this course, students will learn to maintain and administer their websites with Dreamweaver's site and page management tools. `ILT` `OLL`

ADOBE DREAMWEAVER CC - PART 2 – 1 DAY
In this course, students will use Adobe Dreamweaver CC to create fluid CSS layouts, implement mobile integration techniques, and share files over a server to work in a collaborative manner. `ILT` `OLL`

ADOBE DREAMWEAVER CS6 - PART 1 – 1 DAY
In this course, students will use Adobe Dreamweaver to create web pages while focusing on the content, styling, and design. As web pages are created, Dreamweaver will competently create the XHTML, CSS and JavaScript required. `ILT` `OLL`

ADOBE DREAMWEAVER CS6 - PART 2 – 1 DAY
In this course, students will create fluid CSS layouts, implement mobile integration techniques, and share files over a server to work in a collaborative manner. `ILT` `OLL`

ADOBE FLASH CC - PART 1 – 1 DAY
In this course, students will learn to navigate the Flash CC interface and gain knowledge in using the tools and features necessary for drawing graphics and creating a website that contains an animated introduction. `ILT` `OLL`

ADOBE FLASH CC - PART 2 – 1 DAY
Topics include ActionScript Programming, Flash objects, accessing structured data, components for display and user input, external media content, Rich Media accessibility, and publishing a movie. This course covers the Interactive Media Using Adobe Flash Professional CC objectives to help students prepare for the Adobe Certified Associate (ACA) exam and covers the Adobe Certified Expert (ACE) exam objectives. `ILT` `OLL`

ADOBE FLASH CS6 - PART 1 – 1 DAY
In this course, students will learn to navigate the Adobe Flash CS6 interface, and gain knowledge in using the tools and features necessary for drawing graphics and creating a website that contains an animated introduction. `ILT` `OLL`

ADOBE FLASH CS6 - PART 2 – 1 DAY
Students will gain an understanding of ActionScript and other advanced features of Flash, importing content from external sources, such as XML and video files, and create items that respond to user interaction. `ILT` `OLL`

ADOBE ILLUSTRATOR CC - PART 1 – 1 DAY
Students will learn to use Adobe Illustrator CC to create illustrations that include graphics and text. They will identify the components and capabilities of Illustrator CC; create basic shapes, custom paths, and graphics with custom text; customize objects and basic shapes; and prepare documents for deployment. This course covers the Graphic Design & Illustration Using Adobe Illustrator CC objectives to help students prepare for the Adobe Certified Associate (ACA) exam and covers the Adobe Certified Expert (ACE) exam objectives. `ILT` `OLL`

ADOBE ILLUSTRATOR CC - PART 2 – 1 DAY
In this course, students will use painting tools, manage colors, format type, work with effects, prepare artwork for commercial printing, and prepare graphics for the web. `ILT` `OLL`

ADOBE ILLUSTRATOR CS6 - PART 1 – 1 DAY
Students will learn to create "drawn" graphics, integrating content from other CS6 domains (such as photo-oriented graphics and animation, which belong to Photoshop and Flash). `ILT` `OLL`

ADOBE ILLUSTRATOR CS6 - PART 2 – 1 DAY
Students will learn to create complex artwork using advanced tools, options, and effects prepare artwork for commercial printing and save it for the Web. Students will draw complex illustrations, and enhance them using various painting options. `ILT` `OLL`

`ILT`	Instructor-Led Training
`OLL`	Online LIVE - Virtual ILT
`ML`	Mentored Learning
`OD`	On Demand

New Horizons®
Computer Learning Centers

Applications Training

ADOBE INDESIGN CC - PART 1 – 1 DAY
This course has all the tools students need to elevate the look of their documents and get them out to the people who need to see them, whether they be in print or on the web. **ILT** **OLL**

ADOBE INDESIGN CC - PART 2 – 1 DAY
In this course students will learn advanced InDesign techniques to enhance the look and functionality of their documents. **ILT** **OLL**

ADOBE INDESIGN CS6 - PART 1 – 1 DAY
This course offers students all the tools they need to give their documents a well-designed, professional look, including paragraph and character styles, layout features, and customized text and graphics. **ILT** **OLL**

ADOBE INDESIGN CS6 - PART 2 – 1 DAY
Students will learn advanced InDesign techniques to enhance the look and functionality of their documents. Topics include creating documents for multiple formats, managing advanced page elements and styles, building complex paths, etc. **ILT** **OLL**

ADOBE PHOTOSHOP CC - PART 1 – 1 DAY
This course focuses on some of the basic features of Photoshop so that the student can navigate the environment and use Photoshop tools to work with photographic images. **ILT** **OLL**

ADOBE PHOTOSHOP CC - PART 2 – 1 DAY
This course delves into some of the more advanced image creation and editing techniques, and offers students hands-on activities that demonstrate how these techniques can be used in combination to create exciting visual effects. **ILT** **OLL**

ADOBE PHOTOSHOP CS6 - PART 1 – 1 DAY
This course focuses on basic features of Photoshop so that the student can navigate the environment and use the Photoshop tools to work with photographic images. **ILT** **OLL**

ADOBE PHOTOSHOP CS6 - PART 2 – 1 DAY
This course delves into some of the more advanced image creation and editing techniques, and offers hands-on activities that demonstrate how Photoshop techniques can be used in combination to create exciting visual effects. **ILT** **OLL**

ADOBE PREMIERE PRO CS5.5 - BASIC VIDEO EDITING – 1 DAY
In this course, students will use Adobe Premiere Pro to create a video program that combines video, audio, and still images. **ILT** **OLL**

WEB DESIGN

WEB DESIGN WITH HTML5 AND CSS3 – LEVEL 1 – 1 DAY
In this course, students will use HTML5 to create and design web pages. **ILT** **OLL**

WEB DESIGN WITH HTML5 AND CSS3 – LEVEL 2 – 1 DAY
Students will learn to create advanced web pages and test their validity. **ILT** **OLL**

BUSINESS PRODUCTIVITY

CRYSTAL REPORTS 2016: PART 1 – 2 DAYS
In this course, students will create a basic report by connecting to a database and modifying the report's presentation. **ILT** **OLL**

CRYSTAL REPORTS 2016: PART 2 – 2 DAYS
In this course, students will create complex reports & data sources using the tools in Crystal Reports 2016. Students will not only create more complex reports including sub-reports and cross-tabs, but will also increase their speed and efficiency. **ILT** **OLL**

CRYSTAL REPORTS 2013 - PART 1 – 2 DAYS
Organizations use reporting tools to access data sources and generate customized reports. Crystal Reports 2013 enhances report building and report processing techniques with a variety of features that add value to a presentation. **ILT** **OLL**

CRYSTAL REPORTS 2013 - PART 2 – 2 DAYS
In this course, students will create complex reports and data sources using the tools in Crystal Reports 2013. They will not only create more sophisticated reports including subreports and cross-tabs, but will also increase in speed and efficiency. **ILT** **OLL**

GOOGLE ADWORDS - PART 1 – 1 DAY
Students will create a Google AdWords account, an AdWords campaign and text ads, research and optimize keywords, refine text ad copy, manage a campaign through analysis, analyze and optimize bidding and budget, and generate reports. **ILT** **OLL**

GOOGLE ADWORDS - PART 2 – 1 DAY
In this course, students will create a Display Network Campaign, define location and language targeting, and schedule when ads will run. They will optimize their Display Network targeting and create a YouTube campaign. **ILT** **OLL**

GOOGLE ADWORDS - PART 3 – 1 DAY
Students will use advanced AdWords features to dynamically generate ads, insert keywords into ads, and experiment with changes to their campaigns before making them permanent. **ILT** **OLL**

GOOGLE ADWORDS EXAM PREPARATION: FUNDAMENTALS AND SEARCH ADVERTISING – 3 DAYS
Students will implement Google AdWords and create ad campaigns to target specific audiences with advanced AdWords features, analyzing and optimizing campaign performance. **ILT** **OLL**

GOOGLE ADWORDS FOR BUSINESSES – 1 DAY
In this course, students will create an AdWords account, run an ad campaign, and track the performance of ads. **ILT** **OLL**

GOOGLE ADWORDS FOUNDATION – 1 DAY
Students will implement Google AdWords and create ad campaigns, optimize keywords for pay-per-click, write effective ads, manage bids & budgeting, and analyze and report campaign performance. **ILT** **OLL**

GOOGLE ANALYTICS – 1 DAY
In this course, students will implement Google Analytics and perform analysis by using standard reports. **ILT** **OLL**

GOOGLE APPS FOR BUSINESS – 1 DAY
In this course, students will track and analyze websites and applications. **ILT** **OLL**

PROJECT 2016 - PART 1 – 1 DAY
This course is designed to familiarize students with the basic features and functions of Microsoft Project Professional 2016 so they can use it effectively and efficiently in a real-world environment. **ILT** **OLL** **ML**

PROJECT 2016 - PART 2 – 1 DAY
This course covers the skills a project manager needs to update a project plan during the execution, monitoring, and controlling phases of a project. This course will enable students to manage the project so that it is completed on time & within budget. **ILT** **OLL** **ML**

PROJECT 2013 - PART 1 – 1 DAY
This course is designed to familiarize you with the basic features and functions of Microsoft Project Professional 2013 so that you can use it effectively and efficiently in a real-world environment. **ILT** **OLL** **ML**

PROJECT 2013 - PART 2 – 1 DAY
Students will learn the advanced features and functions of Microsoft Project Professional 2013. **ILT** **OLL** **ML**

PUBLISHER 2016 – 1 DAY
Students will learn to create, format, edit, and share publications in Publisher 2016. **ILT** **OLL**

PUBLISHER 2013 – 1 DAY
Students will learn desktop publishing capabilities of Publisher, including how to produce greeting cards, certificates, newsletters, and calendars, integrating mail merge features for a list of recipients and exporting publications as HTML web pages. **ILT** **OLL**

QUICKBOOKS 2015 - GET GOING WITH QUICKBOOKS 2015 – 1 DAY
This course is dedicated to providing you with a flexible, high-performance learning system. **ILT** **OLL**

QUICKBOOKS 2015 - KEEP GOING WITH QUICKBOOKS 2015 – 1 DAY
This course is dedicated to providing you with a flexible, high-performance learning system. **ILT** **OLL**

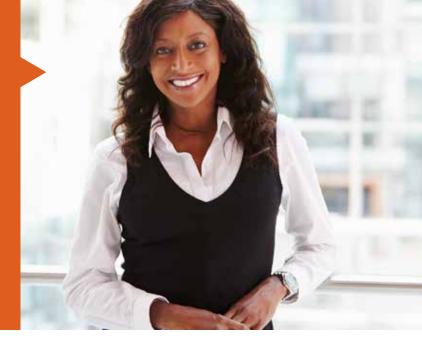**QUICKBOOKS 2014 - GET GOING WITH QUICKBOOKS 2014 – 1 DAY**
This course is dedicated to providing students with a flexible, high-performance learning system. Students will become familiar with the software, and will learn the new features and functionality of the content. **ILT** **OLL**

QUICKBOOKS 2014 - KEEP GOING WITH QUICKBOOKS 2014 – 1 DAY
This course is dedicated to providing students with a flexible, high-performance learning system. Students will become familiar with the software, and will learn the new features and functionality of the content. **ILT** **OLL**

Project Management/ Business Analysis TRAINING

This is an integral focus area at New Horizons. We have numerous Project Management Professionals (PMPs) on staff to deliver training and continuously review our course content to ensure we offer our students the most current project management methodologies and best practices. From entry level to expert, New Horizons project management training benefits every project manager in every industry.

PROJECT MANAGEMENT

PROJECT MANAGEMENT ESSENTIALS – 3 DAYS
In this course, students will identify and apply generally recognized practices in project management. `ILT` `OLL`

PROJECT MANAGEMENT FUNDAMENTALS – 1 DAY
In this course, students will identify effective project management practices and their related processes. They will examine the elements of sound project management and apply the generally recognized practices to successfully manage projects. `ILT` `OLL`

PROJECT MANAGEMENT SKILLS FOR NON-PROJECT MANAGERS – 0.5 DAY
In this course, students will identify methods of effectively managing small- to medium-sized projects and achieving their stated objectives. `ILT` `OLL` `ML`

PRINCE2® AGILE – 3 DAYS
PRINCE2® Agile enables students to apply the project management principles of PRINCE2® whilst combining the flexibility and responsiveness of agile concepts such as Scrum and Kanban. `ILT` `OLL`

PRINCE2 FOUNDATION – 3 DAYS
PRINCE2 is a process-based approach for project management providing an easily tailored and scalable method for all types of projects. Foundation is suitable for people requiring a solid grounding in the PRINCE2 project management methodology. `ILT` `OLL`

PRINCE2 PRACTITIONER – 2 DAYS
PRINCE2 Practitioner course covers best practice guidance on project management. Practitioner is suitable for people requiring a solid grounding on PRINCE2 project management methodology and those requiring the depth of the Practitioner program. `ILT` `OLL`

PRINCE2 BOOTCAMP – 5 DAYS
This combination bootcamp course covers both PRINCE2 Foundation and Practitioner and prepares students to pass both PRINCE2 exams. `ILT` `OLL`

PROJECT MANAGEMENT SKILLS FOR NON-PROJECT MANAGERS – 1 DAY
Learn how to strategically plan a project so you can achieve the desired results on time and on budget. Identify project requirements and resources, monitor the project's progress, and mitigate related obstacles so you can lead a team in bringing the project to a successful completion. `ILT` `OLL`

CERTIFIED ASSOCIATE IN PROJECT MANAGEMENT (CAPM) - FOURTH EDITION – 3 DAYS
In this course students will apply the generally recognized practices of project management acknowledged by the Project Management Institute (PMI) to manage projects successfully. `ILT` `OLL`

INTRODUCTION TO AGILE PROJECT MANAGEMENT – 1 DAY
In this course, students become familiar with the concepts of traditional project management and may have used the concepts to manage multiple projects. Students will use Agile project management. `ILT` `OLL`

INTRODUCTION TO PROJECT PORTFOLIO MANAGEMENT – 1 DAY
In this course, students become familiar with the basic concepts of Project Portfolio Management (PPM). `ILT` `OLL` `ML`

RISK MANAGEMENT PROFESSIONAL (PMI-RMP) CERTIFICATION – 4 DAYS
In this course, students will apply the generally recognized practices of project risk management acknowledged by the Project Management Institute (PMI) to manage project risks successfully. `ILT` `OLL`

PROJECT MANAGEMENT PROFESSIONAL (PMP) CERTIFICATION PREPARATION – 5 DAYS
In this course, students will apply the generally recognized practices of project management acknowledged by the Project Management Institute (PMI) to successfully manage projects. `ILT` `OLL` `ML`

PMI AGILE CERTIFIED PROFESSIONAL (PMI-ACP) EXAM PREPARATION – 3 DAYS
This three-day course provides participants with a solid foundation of the PMI-ACP exam. During class, participants will be introduced to PMI Agile concepts and practices with banks of sample questions. `ILT` `OLL`

INTRODUCTION TO AGILE PROJECT MANAGEMENT – 1 DAY
This course is designed for Project Managers, Program Managers, or anyone who wants to efficiently manage projects that experience frequent changes in user requirements. `ILT` `OLL`

IT PROJECTS - INFLUENCING WITHOUT AUTHORITY – 1 DAY
In this course, students will influence others to get results in their IT projects without any formal authority. `ILT` `OLL`

MANAGING OUTSOURCED PROJECTS AS AN IT VENDOR – 1 DAY
In this course, students will examine the management of outsourced projects as an IT vendor. `ILT` `OLL`

MANAGING PROJECT TEAMS – 1 DAY
In this course, students will determine how to manage the team so that it remains effective. They will identify ways of building a team, apply strategies for managing a working team, and identify ways of effectively decommissioning a team. `ILT` `OLL`

COMPTIA PROJECT+
In this course, students will apply recognized practices of project management and understand a project's life cycle and roles and skills necessary to effectively initiate, plan, execute, monitor and control, and close a project. This course prepares students for the CompTIA Project+ exam (PKO-004). `ILT` `OLL` `ML`

BUSINESS ANALYSIS

(BA01) BUSINESS ANALYSIS ESSENTIALS – 2 DAYS
This introductory course is designed to provide participants with a basic understanding of the benefits, functions and impact a Business Analyst has within an organization. `ILT` `OLL`

(BA02) STRATEGIC BUSINESS ANALYSIS – 2 DAYS
This course provides the knowledge and skills to gain a clear understanding and systematic approach to Strategic Enterprise Business Analysis. `ILT` `OLL`

(BA03) WRITING EFFECTIVE BUSINESS CASES – 2 DAYS
Acquire the practical skills and techniques needed to make high-impact recommendations and receive full management support for your ideas. `ILT` `OLL`

Project Management/Business Analysis Training

(BA04) ELICITING AND WRITING EFFECTIVE REQUIREMENTS – 3 DAYS
This course provides the skills to write well-formed, testable, verifiable user requirements that can translate client needs into clear and measurable metrics. `ILT` `OLL`

(BA05) PROCESS MODELING USING BPMN – 2 DAYS
Gain the hands-on skills required to map business processes easily and efficiently using the industry standard Business Process Modeling Notation (BPMN) format. `ILT` `OLL`

(BA06) MANAGING AND COMMUNICATING REQUIREMENTS FOR PROJECTS – 2 DAYS
Learn to develop a plan that includes determining the requirements activities a Business Analyst will perform on a particular project and how to control and manage changes to the deliverables. `ILT` `OLL`

(BA07) IMPLEMENTING AN AGILE PROJECT – 2 DAYS
Learn to plan, manage and close requirements for software development projects in reduced time using Agile practices. Learn the agile methodology in this hands-on, skills-building course. `ILT` `OLL`

(BA08) AGILE FOR BUSINESS ANALYSIS – 2 DAYS
In this advanced business analysis course you will explore and apply proven techniques to help you to understand and apply business analysis techniques within the context of an Agile software development project. `ILT` `OLL`

(BA09) MANAGING REQUIREMENTS FOR SHAREPOINT PROJECTS – 2 DAYS
For those leading, managing and analyzing SharePoint initiatives, this course provides the knowledge and skills required to successfully manage requirements in an effective SharePoint environment. `ILT` `OLL`

(BA10) UNDERSTANDING ROOT CAUSE ANALYSIS – 2 DAYS
In this course, students will learn to apply several practical, systematic methods for analyzing incidents and problems to uncover root causes. `ILT` `OLL`

(BA15) PLANNING AND MANAGING AGILE PROJECTS – 3 DAYS
This course is a more elaborate version of the Certified Scrum Master training as it discusses how to plan and manage Agile practices, not only those in Scrum. The course also goes into greater depth about all the roles and responsibilities on the team and not just the Scrum Master and Product Owner roles. `ILT` `OLL`

(BA16) MANAGING SW PROJECTS USING SCRUM – 2 DAYS
This 2-day course will prepare you to manage, lead, or participate on Scrum projects. You will learn how to apply the practices of Scrum to achieve software success. `ILT` `OLL`

(BA17) PROBLEM DETERMINATION ROOT CAUSE ANALYSIS – 2 DAYS
Experienced professionals will learn to find and fix root causes and develop corrective actions that will effectively eliminate or control costly problems. `ILT` `OLL`

(BA19) USER ACCEPTANCE TESTING (UAT) FOR BUSINESS ANALYSTS (BAs) – 2 DAYS
This course is designed to help the Business Analyst (BA) to develop an understanding of his role, the process, and the deliverables associated with UAT. `ILT` `OLL`

(BA20) BUSINESS PROCESS IMPROVEMENT – 2 DAYS
Students will gain a strong understanding of how to manage and implement BPI to effectively lead teams to deliver on initiatives. `ILT` `OLL`

(BA25) MANAGING THE AGILE PRODUCT DEVELOPMENT LIFE CYCLE – 4 DAYS
This 4-day course explores how adapting Agile values and principles will improve product development within an enterprise. It contrasts traditional SDLC methods with the most popular Agile methods to set the stage for benchmarking performance. `ILT` `OLL`

(BA26) REQUIREMENTS ELICITING – 2 DAYS
In this highly interactive course, students will learn how to enhance and refine their elicitation skills using proven industry best practices augmented with professional tips and methods. `ILT` `OLL`

(BA27) WRITING AND MANAGING EFFECTIVE REQUIREMENTS – 3 DAYS
This course provides the techniques to help Business Analysts write well-formed, verifiable requirements that translate stakeholder needs into clear and testable solutions. `ILT` `OLL`

(BA28) REQUIREMENTS ANALYSIS AND USE CASES WORKSHOP – 2 DAYS
This course provides a strong hands-on foundation in the mechanics of use case diagramming and writing textual descriptions of use cases. `ILT` `OLL`

(BA29) USER ACCEPTANCE TESTING FOR BUSINESS ANALYSTS – 2 DAYS
Students discover the business issues which drive the need for a fully functional UAT process and gain the practical knowledge of the components of such a process. `ILT` `OLL`

(BA30) FOUNDATIONS OF BUSINESS ANALYSIS – 4 DAYS
In this course, students will learn how to perform stakeholder analysis, utilize techniques to elicit the needs of these stakeholders, translate their needs into solution requirements, and confirm these requirements are well-written, correct, and precise. `ILT` `OLL`

(BACP02) CBAP AND CCBA EXAM PREPARATION – 4 DAYS
This intensive exam preparation course is designed for experienced Business Analysts who are preparing to sit either the CCBA or CBAP certification exam. `ILT` `OLL`

(BAPB04) PMI PROFESSIONAL IN BUSINESS ANALYSIS (PMI-PBA) EXAM PREPARATION – 4 DAYS
This course is an in-depth review of the PMI business analysis standard Business Analysis for Practitioners: A Practice Guide, to prepare students to sit the PMI-PBA exam. `ILT` `OLL`

Workplace Fundamentals
TRAINING

To succeed in today's business environment, you need more than just technical skills; you need the skills to interact with co-workers and to perform essential tasks that help drive teams and organizations forward. Workplace Fundamentals training is the perfect first step for those new to the business world who are looking to gain the baseline knowledge to begin a rewarding career path.

WORKPLACE FUNDAMENTALS

FUNDAMENTALS OF FINANCE FOR IT MANAGERS – 1 DAY
Students will identify the fundamental concepts of finance, the budgeting process, and how a budget is prepared. Students will also identify project costs and how to monitor and control them. Students will then review some financial statements. **ILT** **OLL**

GOOGLE ANALYTICS – 1 DAY
In this course, students will implement Google Analytics and perform analysis by using standard reports. **ILT** **OLL**

GOOGLE ADWORDS: PART 1 – 1 DAY
Students will create a Google AdWords account, an AdWords campaign and text ads, research and optimize keywords, refine text ad copy, manage a campaign through analysis, analyze and optimize bidding and budget, and generate reports. **ILT** **OLL**

GOOGLE ADWORDS: PART 2 – 1 DAY
In this course, students will create a Display Network Campaign, define location and language targeting, and schedule when ads will run. They will optimize their Display Network targeting and create a YouTube campaign. **ILT** **OLL**

GOOGLE ADWORDS: PART 3 – 1 DAY
Students will use advanced AdWords features to dynamically generate ads, insert keywords into ads, and experiment with changes to your campaign before making them permanent. **ILT** **OLL**

GOOGLE ADWORDS FOR BUSINESSES – 1 DAY
In this course, students will create an AdWords account, run an ad campaign, and track the performance of ads. **ILT** **OLL**

GOOGLE APPS FOR BUSINESS – 2 DAYS
In this course, students will communicate and collaborate with others using the various applications in Google Apps. **ILT** **OLL**

GRAMMAR ESSENTIALS – 1 DAY
In this course, students will review the rules of grammar, identify common grammar errors, and refine their business writing style. **ILT** **OLL**

INTERNET BUSINESS FOUNDATIONS – 2 DAYS
In this course, students will be introduced to the fundamentals of the Internet and its related technologies in the business environment. Students will explore the fundamentals and technical aspects of the Internet. **ILT** **OLL**

MANAGING INFORMATION EFFECTIVELY – 1 DAY
In this course, students will apply important principles and skills to acquire, manage, and optimize the information they have to do their jobs. **ILT** **OLL**

MARKETING ESSENTIALS – 1 DAY
In this course, students will develop essential marketing skills. They will learn strategic and tactical skills to use to create, execute, and evaluate a marketing plan. **ILT** **OLL**

RECRUITING THE WORKFORCE OF THE FUTURE – 1 DAY
In this course, students will develop the skills you need to develop the right-sized workforce for today's business needs. Students will also explore traditional hiring criteria and create new, more appropriate employee profiles. **ILT** **OLL**
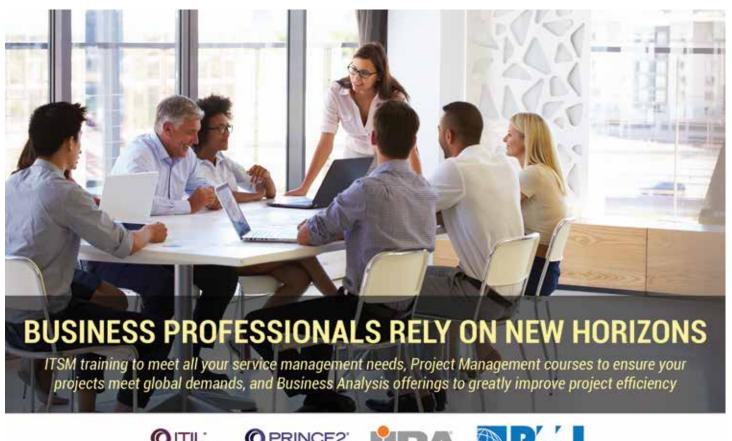
BUSINESS PROFESSIONALS RELY ON NEW HORIZONS

ITSM training to meet all your service management needs, Project Management courses to ensure your projects meet global demands, and Business Analysis offerings to greatly improve project efficiency

ITIL® TRAINING ORGANIZATION ACCREDITED BY PEOPLECERT · PRINCE2® TRAINING ORGANIZATION ACCREDITED BY PEOPLECERT · IIBA® · PMI Project Management Institute

THE BUSINESS ANALYSIS TRAINING YOU DEMAND!

The New Horizons Business Analysis suite of courses not only meets the stringent standards of the International Institute of Business Analysis (IIBA), but offers a wide array of courses that encompass those starting in the field to those whose extensive experience has them poised to become a Certified Professional.

CENTER FOR LEADERSHIP AND DEVELOPMENT

Lead Better. Be Better.

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Success begins with your professional enhancement and the New Horizons Center for Leadership and Development is here to help you reach your objectives… and beyond. Our wide range of courses are designed to empower you to exceed beyond your specific business goals, build on your personal strengths and solidify your knowledge in ways that will drive your success.

Discover how our multi-dimensional programs keep you connected from the classroom to the meeting room so you can accomplish more.

LEADERSHIP & PROFESSIONAL DEVELOPMENT: Unique post-course assets continue your development long after you have returned to your organization.

HUMAN RESOURCE MANAGEMENT: Whether you are just getting started or a seasoned HR practitioner, these courses will empower you to help your organization excel.

BUSINESS ANALYSIS: Our all-inclusive business analysis courses are designed to take a BA at any experience level and provide him with the knowledge and skills needed to succeed at this all-important task.

PROJECT MANAGEMENT: The Center for Leadership and Development offers training for all levels of experience, from foundational courses to methodology courses covering PMI, PRINCE2, Agile, Scrum, and more.

IT SERVICE MANAGEMENT: Our complete course offerings cover related topics such as ITIL, COBIT, DevOps, and more.

85% **OF ORGANIZATIONS DO NOT THINK THEIR SUPPLY OF LEADERS ARE STRONG ENOUGH TO FILL VITAL LEADERSHIP ROLES**

As a motivated professional, you recognize the importance of mastering relevant competencies. Managing your time, perfecting your communication, honing your emotional intelligence and mitigating conflict are just a sample of the crucial abilities that will propel you to becoming a transformational leader.

Our Leadership and Professional Development courses focus on the practical expertise that you need to further develop yourself and your organization, enhancing your proficiency in key areas.

To help guide you, our Leadership & Professional Development courses have been organized into distinct Career Paths and Job Roles to help you chart a development path that fits your distinct needs.

Everyone's journey is unique.
Each person's journey is unique to them whether designated by management or a personal desire to grow. There is no one size fits all path to success.

	PERSONAL DEVELOPMENT	LEADERSHIP OF TEAMS/PROJECTS	LEADERSHIP OF MANAGERS/DEPARTMENTS	ORGANIZATIONAL/ STRATEGIC LEADERSHIP
PROFESSIONAL DEVELOPMENT PATH	Accomplishing the Results You Want – 3 days			
	Building Successful Work Relationships – 3 days Making the Right Decisions Under Pressure – 2 days Thinking with Critical Insight – 2 days			
	Expanding Your Emotional Intelligence – 3 days Extending Your Sphere of Influence – 2 days Prioritizing Your Time Effectively – 2 days			
COMMUNICATION & INTERPERSONAL PATH	Developing Successful Interpersonal Skills – 3 days Mastering Positive Assertiveness – 2 days Providing Outstanding Customer Service – 2 days Strategic Negotiation Skills – 2 days The Art of Effective Presentations – 3 days Writing for the Business Professional – 2 days			
	Communicating Across Your Organization – 3 days Constructive Conflict Management – 2 days Navigating the Modern Workforce: Diversity, Culture, Generations – 2 days			
LEADERSHIP & MANAGEMENT PATH	Discovering Your Leadership Voice – 2 days Evolving into the Manager Role – 3 days			
	Effective Leadership through Coaching – 3 days Managing Remote and Virtual Teams – 2 days Transitioning into Leadership for an IT Manager – 3 days			
	Becoming a Transformational Leader – 2 days Business Acumen for Leaders – 2 days Contemporary Leadership in a Complex World – 2 days Critical Facilitation Skills for Leaders – 2 days Leadership Excellence for Senior Management – 3 days			

Learning & Performance Institute

PROFESSIONAL DEVELOPMENT PATH

This path focuses training on the honing of foundational skills for business professionals to enhance their current position and to lay the groundwork for future professional growth.

Each of the courses in this path supports your personal growth through:

AN EXCEPTIONAL LEARNING EXPERIENCE
Our classes were built from the ground up to encourage collaboration and group activity. Online or in-person, our Leadership and Development courses will keep you engaged throughout.

EXPERT FACILITATORS
A leader in the classroom is as important as a leader in the boardroom. Our subject matter experts offer keen insight while facilitating group activities and discussions.

TOPIC-SPECIFIC,REINFORCEMENT MATERIALS TO ENRICH YOUR JOURNEY
eBooks, On-Demand Courses, Quick Videos, Personal & Team Assessments, Tools & Templates.

Accomplishing the Results You Want - 3 Days

Success is measured by results. Detailed plans and a captivating vision are important, but true accomplishment is in carrying your goals through to a winning outcome. In this course, you will learn how to strengthen your leadership voice and foster employee buy-in to exceed expectations and achieve the most positive outcome.

WHO SHOULD ATTEND: Executives, managers, and other professionals responsible for teams with results-driven goals.

OBJECTIVES
- Develop a leadership style that gets results
- Employ suitable motivation techniques for your team
- Adapt your communication style and use influence skills to drive direction
- Empower your team to get the results you want

COURSE OUTLINE
- Leadership Style Guide
  - Exploring the 6 Leadership Styles
- Motivation
  - Understanding Varying Needs
  - Framing Motivators and Dissatisfiers
- Communication
  - Applying Various Communication Styles
  - Comparing the 4 Style Traits
  - Adapting to Differing Communication
- Strategy and Results
  - Using Strategic Drivers
  - Linking Strategy to Operations
  - Relating Strategy to Results
- Building a Better Team
  - Driving Team Performance
  - Developing Trust and Respect
- Influence Skills
  - Differentiating between Ethical and Unethical Influence
  - Developing Your Communication and reasoning Skills
- Negotiation – Getting to Yes
  - Understanding the Phases of Negotiation
  - Developing Principal Negotiation Skills
  - Planning Negotiation
  - Dealing with Tough Questions
  - Getting to a Mutually Beneficial Solution
- Enabling Others to Act
  - Empowering Others
  - Managing the Workload
  - Delegating to Workgroups and Teams
  - Avoiding Wasted Time and Energy
  - Following-Up to Ensure Success
- Putting it All Together
  - Assembling the Pieces to Achieve the Whole
  - Applying Skills to get Results

Building Successful Work Relationships - 3 Days

Individuals bring their unique talents, strengths, experiences, and outlooks to the workplace. Operating collaboratively, these diverse perspectives and styles deliver highly successful outcomes and create high-performing teams. In this course, you will learn how to build co-operative trust-based relationships that enable you to work productively with other professionals, clearly communicating and respectfully harnessing your distinctive contributions.

WHO SHOULD ATTEND: Professionals desiring to improve working relationships and maximize cooperation and productivity.

OBJECTIVES
- Describe the importance of effective work relationships
- Demonstrate professionalism through your behavior
- Identify the interdependencies between you and your colleagues
- Communicate effectively to create rapport and connect with others
- Build and maintain your network of professional relationships
- Use quality dialogue to focus discussion toward mutual outcomes
- Develop collaborative working relationships that achieve results

COURSE OUTLINE
- The Importance of Work Relationships
    - Supporting Effective Teamwork
    - Understanding the Value of Relationships
- Interpersonal Dynamics
    - Working with Ego States
    - Being Effectively Assertive
- Demonstrating Professional Behavior
    - Developing Professionalism
    - Valuing Respect, Reliability, and Results
    - Comparing Attitude, Action, and Effect
- Mapping Your Work Network
    - Identifying Interdependencies
    - Focusing on Purpose
- Bridging Work Styles
    - Identifying and Accepting Differences
    - Adapting to Different Work Styles
- Building Your Network
    - Appreciating Needs and Values
    - Managing Your Network and Your Reputation
- Collaborating for Success
    - Fostering Collaboration
    - Creating a Working Agreement
    - Contributing to a Collaborative Culture

Making the Right Decisions Under Pressure - 2 Days

As a leader, others look to you for direction and guidance. The confident decisions you make are imperative to drive productivity, resolve conflicts, and guide your team's focus and efforts. In this course, you will learn to evaluate options, generate possible solutions, and decide on logical strategies.

WHO SHOULD ATTEND: Executives, directors, managers, and others tasked with making important decisions for their organizations.

OBJECTIVES
- Make intelligent decisions with limited time and information
- Reframe issues to ensure greater problem solving accuracy
- Convert conflicting opinions into useful insights

COURSE OUTLINE
- The Complexity of Decision Making
    - Establishing the Needs of the Organization
    - Defining Organizational Objectives and Goals
    - Measuring Your Goals
    - Calculating Probabilities of Success
- Dealing with Opinion in the Face of Uncertainty
    - Understanding Theories of Decision-Making
    - Avoiding Irrationality
    - Being Aware of Risks
    - Reframing the Options
    - Asking the Right Questions
    - Knowing What You Want
    - Making Proper Comparisons
    - Working with Stereotypes and Expectations
- Adapting Decision Strategies for a Complex World
    - Reviewing Your Plans
    - Engaging Stakeholders
    - Enlisting Your Network
    - Managing Risks
    - Planning for Risks – Avoidance, Mitigation, Transference, and Acceptance
    - Applying Complexity Theory and the Butterfly Effect
    - Adjusting Decisions
    - Building in Metrics & Measurements
    - Monitoring Progress and Managing Risks
    - Looking for Emerging Trends

Thinking with Critical Insight - 2 Days

To make the best decision and determine the most efficient and effective course of action, an understanding of the current situation and innovative outlook are important. In this course, you will learn to inquisitively explore challenges, defy incorrect assumptions, and look at things with new and differing perspectives, incorporating these insights into your thought processes, and enabling you to find creative solutions to even the most difficult tasks and issues.

WHO SHOULD ATTEND: Professionals who want to make the best decisions and develop creative and elegant solutions to challenging problems.

OBJECTIVES
- Enable you to evaluate, identify, and distinguish between relevant and irrelevant information
- Engage critical thinking through curiosity and your ability to ask good questions
- Apply the eight best practices of critical thinking in practice
- Leverage open mindedness to become more receptive and highly tuned for new ideas

COURSE OUTLINE
- The Challenges of Modern Thinking
    - Becoming a Rational Thinker
    - Critical Thinking in Application
    - Applying Reason
    - Developing Open-Mindedness
    - Stepping Out of Your Comfort Zone
    - Avoiding Jumping to Conclusions
    - Expecting and Initiating Change
    - Being Ready to Adapt
    - Thinking Logically
- Critical Thinking Best Practices
    - Listening Actively
    - Evaluating Information
    - Making Assumptions
    - Watching Out for Bias
    - Asking Clarifying Questions
    - Performing SWOT Analysis
    - Benefitting from Critical Thinking
- Putting It All Together
    - Changing Your Perspective
    - Considering Other Viewpoints
    - Dealing with New Information
    - Solving Problems
    - Identifying Inconsistencies
    - Asking Why
    - Evaluating the Solution
    - Retaining Your New Skills
    - Reflecting and Learning from Mistakes
    - Asking Questions on an Ongoing Basis

Expanding Your Emotional Intelligence - 3 Days

As the core of the success of every organization, Emotional Intelligence (EI) is central to a well-functioning team. This course incorporates powerful tools and classroom activities to master the strategies to effectively communicate, connect with, and support others through healthy and productive interactions.

WHO SHOULD ATTEND: Those desiring to achieve and apply emotional self-awareness and management to enhance their professional careers as well as realize their personal goals.

OBJECTIVES
- Identify the key competencies of emotional intelligence
- Develop a learning path to enrich your EI
- Gain better control over your behavior under duress
- Enhance your communication skills and competencies
- Learn to thrive under stress
- Develop gratitude and strength of character
- Build a meaningful life balance and your authentic self

COURSE OUTLINE
- The History of EI
    - Defining Emotional Intelligence
    - Understanding the 5 Components of Emotional Competence
    - Using an Emotional Vocabulary
- Can You Learn EI?
    - Learning to Be Emotionally Competent
    - Developing Self-Awareness
    - Building Trusting Relationships
- Enhancing Your Communication with EI
    - Creating a Powerful First Impression
    - Using Body Language
    - Communicating with Flexibility and Authenticity
- Emotions & Behavior
    - Expanding Your Emotional Toolbox
    - Applying Mindfulness
    - Offering Your Attention and Acceptance
- Emotions Under Stress
    - Knowing Yourself
    - Applying the Right Emotions at the Best Time
    - Managing the Modes of Cognition
- Gratitude & Strength of Character
    - Cultivating Enthusiasm, Confidence, Trust, Tenacity, and Character
    - Understanding the Role of EI at Work
    - Disagreeing Constructively, Applying Passion and Fostering Optimism
- Meaningful Life Balance & Authenticity
    - Leading by Example
    - Giving In Without Giving Up
    - Making Authenticity a Part of You DNA

Extending Your Sphere of Influence - 2 Days

The art of persuasion is a powerful tool. It empowers you to collaborate with others to achieve mutual outcomes and build consensus. In this course, you will learn to select and utilize appropriate styles and strategies to have the most influential effect, as well as how to protect yourself from being manipulated by others.

WHO SHOULD ATTEND: Any professionals who need to work effectively with others without direct authority, as well as mid- and upper-level executives and managers who would benefit from understanding the motivations of others to achieve successful results for the business.

OBJECTIVES
- Build workplace relationships based on mutual trust and respect
- Collaborate effectively through influence and persuasion
- Recognize and enhance your sources of personal power
- Choose and apply appropriate influence strategies
- Work with resistance to gain commitment and buy-in

COURSE OUTLINE
- An Influence Baseline
    - Enabling Collaboration
    - Facilitating Constructive Dialogue
- Elements of Influence
    - Focusing on the Outcome
    - Seeing Influence as a Mental Equation
    - Differentiating Influence from Manipulation
- Power and Persuasion
    - Appealing to Integrity, Emotions, and Intellect
    - Building Five Types of Trust
    - Applying Five Principles of Influence
- A Network of Influence
    - Building a Purposeful Network
    - Strategic Reputation Management
    - Protecting Your Credibility
- Applying Influence Strategies
    - Adapting the Approach
    - Identifying Thinking Differences
    - Applying Strategies to Styles
- Working With Resistance
    - Encountering and Addressing Resistance
    - Building Collaboration through Quality Dialogue
    - Getting Results through Persistence and Persuasion

Prioritizing Your Time Effectively - 2 Days

Time is limited, so getting the most out of every minute is critical. In this course, you will learn to improve your focus, prioritize tasks, identify and avoid obstacles to staying on track, and develop strategies to get the most out of your time. You will acquire time management tools and decision-making techniques to help you focus on purpose and achieve your goals, balancing the needs of both your business and personal life.

WHO SHOULD ATTEND: Professionals wishing to maximize their productivity and efficiency by investing their time more effectively.

OBJECTIVES
At the completion of this workshop, you should have a plan to improve your:
- Time Management
- Prioritization
- Organization
- Workflow
- Productivity

COURSE OUTLINE
- Wise Time Management
    - Identifying Time Wasters
    - Applying the 80/20 Rule
    - Utilizing Calendars
    - Creating Rituals
- Prioritizing Your Time
    - Taking Charge of Your Time
    - Protecting Your Time through Assertiveness
- Planning Wisely
    - Managing the Power of Your Productivity Journal
    - Finding Hidden Time
    - Chunking, Blocking, and Tackling
- Organizing Your Workspace
    - Decluttering
    - Managing Workflow
    - Taking Control over Email
- Tackling Procrastination
    - Knowing Why You Procrastinate
    - Nine Ways to Avoid Procrastination
- Crisis Management
    - Weathering the Storm
    - Creating and Executing a Plan
    - Applying Lessons Learned
- Increase Your Productivity
    - Applying Productivity Tools
    - Finding What Works
    - Eliminating the Word "Should"
    - Building on Success

COMMUNICATION AND INTERPERSONAL PATH

This path stresses the essential qualities required to effectively communicate with peers and superiors. The knowledge and skills acquired in this path should allow you to build the self-confidence required to move further down the leadership road.

Each of the courses in this path supports your personal growth through:

AN EXCEPTIONAL LEARNING EXPERIENCE
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EXPERT FACILITATORS
A leader in the classroom is as important as a leader in the boardroom. Our subject matter experts offer keen insight while facilitating group activities and discussions.

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eBooks, On-Demand Courses, Quick Videos, Personal & Team Assessments, Tools & Templates.

The Art of Effective Presentations - 3 Days

Whether speaking publicly or to a private group, the ability to deliver a great presentation means efficiently and effectively convey your message. In this course, you will learn strategies to master your speaking skills, confidently standing before a group and delivering your message. Expert instructors will provide constructive feedback, identifying the areas in which you are most polished, as well as offering tips to master the rest.

WHO SHOULD ATTEND: Anyone desiring to improve their ability to speak self-assuredly, in front of both internal and external groups.

OBJECTIVES
- Explore what makes a successful presentation
- Recognize the factors that go into building and delivery of presentations
- Outline, develop and build a high quality presentation
- Successfully deliver and close an effective presentation

COURSE OUTLINE
- What is a Successful Presentation?
  - Generating Passion and Enthusiasm
  - Techniques for Delivering Value
- Creating the Basic Structure
  - Building the Outline and Backbone
  - Tailoring the Presentation to Your Audience
- Organizing Your Program
  - Choosing the Presentation Length
  - Creating the Topic Outline
  - Categorizing and Breaking Down Information
- Fact-Finding
  - Identifying sources of Information
  - Using the Internet as a Resource
  - Citing Key Points with Citations
- Building Your Presentation
  - Writing Your Presentation
  - Structuring to Keep Attention
  - Observing Visual Guidelines
- Delivering Your Presentation
  - Making the Audience Your Focus
  - Building In Breaks
  - Winding Down the Presentation
- Interacting with Your Audience
  - Opening and Capturing Attention
  - Encouraging Questions and Discussion
  - Reading the Audience and Keeping Their Engagement High
- Improve Your Nonverbal Communication
  - Understanding Body Language
  - Creating Consistency – Practice, Practice, Practice
- Matching Your Words to Your Movement
  - Reinforcing Your Words - Saying What You Mean
  - Controlling Involuntary Movements
- Closing Your Presentation
  - Conducting a Closing Q&A Session
  - Post-event Involvement: Sending Emails and Sharing Your Presentation

Writing for the Business Professional - 2 Days

From informal memos to detailed reports, writing skills are essential for effectively communicating with colleagues and those outside of your organization. Subtle elements, such as the tone that you use, can have a significant impact on the way that your ideas are received and the persuasiveness of your arguments. In this course, you will learn the essential skills needed to organize your thoughts and select the best words and phrases to clearly convey them in writing.

WHO SHOULD ATTEND: Professionals desiring to be able to communicate clearly and concisely in their writing.

OBJECTIVES
- Awareness of common spelling and grammar issues in business writing.
- Basic concepts in sentence and paragraph construction.
- Basic structure of agendas, email messages, business letters, business proposals, and business reports.
- Collaborative writing techniques, tools and best practices
- Tips and techniques to use when deciding the most appropriate format to use for agendas, email messages, business letters, business proposals, and business reports

COURSE OUTLINE
- Working With Words
    - Monitoring Spelling, Grammar, and Verb Tense
    - Creating a Reference Sheet
- Constructing Sentences
    - Recognizing Sentence Parts
    - Classifying Sentence Type
    - Increasing Readability with Punctuation
- Creating Paragraphs
    - The Three Basic Components
    - Organization Methods
- Finding Facts
    - Identifying and Using Key Resources
    - Fact-Finding and Information Gathering
- Collaborative Writing
    - Clarifying the Objective
    - Collaborative Writing Strategies and Patterns
- Types of Collaborative Business Writing
    - Applying Different Construction Techniques
    - Cut & Paste, Puzzle, Sequential Summative
    - Integrating Construction
- Collaborative Tools and Processes
    - Planning and Revision
    - Creating Outlines and Storyboards
    - Building Team Cohesion
- Writing Meeting Agendas
    - Choosing an Agenda Format
    - Structuring and Writing the Agenda
- Writing E-Mails, Reports and Proposals
    - Addressing Your Message
    - Writing Persuasively
    - Proofreading and Editing Your Documents
    - Taking Advantage of Peer Reviews

Communicating Across Your Organization - 3 Days

The success of leaders is rooted in the effectiveness of their teams, as well as savvy communication with colleagues. Guiding and empowering others and creating collaboration is essential. In this course, you will learn to build trust and commitment, motivating others through respectful and authentic interactions.

WHO SHOULD ATTEND: Managers, directors, and other professionals responsible for planning and leading projects and programs.

OBJECTIVES
- Identify the essential elements of effective communications within an organization
- Use knowledge of your self to build effective communication strategies
- Build communication strategies that leverages interpersonal and organizational awareness
- Apply effective facilitation skills

COURSE OUTLINE
- Elements of Communication
    - Moving from Classical to Human Relations Communication
    - Applying Communication Skills Across Mediums
- Self-Awareness
    - Weaving Together the 4 Elements of Self
    - Managing the Physical Self
    - Practicing Emotional Intelligence
    - Understanding Those Who Think Differently
    - Adapting to the 3 Learning Styles
    - Cultivating Positivity
- Interpersonal Skills
    - Improving Listening with 7 Basic Skills
    - Applying Verbal and Nonverbal Communication Skills
    - Communicating Through Body Language
- Organizational Awareness
    - Enhancing Organizational Culture
    - Leveraging a Good Culture for Effective Communication
- Facilitation
    - Understanding the Role of a Good Facilitator
    - Becoming a Process Expert
    - Focusing Your Facilitation Efforts
- Communication Strategies
    - Choosing a Communication Method
    - Reducing the Impact of Language Barriers
    - Approaching Cultural, Regional, and Time Zone Differences
    - Communicating Across Your Entire Organization

Developing Successful Interpersonal Skills - 3 Days

In our inter-connected world, good communication and cooperation is key to working efficiently. Respectfully engaging with others can enhance or inhibit workflow and be the difference between the success or failure of a project or an entire organization. This course will prepare you for the collaborative situations inherent in every facet of business, whether working with colleagues, partners, vendors, or clients.

WHO SHOULD ATTEND: Managers and other professionals who want to gain the critical skills to successfully interact with or lead others through cooperative teamwork, as well as those desiring to improve their overall communication skills.

OBJECTIVES
- Recognize the difference between hearing and listening
- Enhance interpersonal relationships through the use of verbal and non-verbal communication
- Apply techniques to move towards high quality conversation
- Create a positive impression through a powerful introduction
- Influence others through sharing perspectives and opinions constructively
- Use logic and emotion to persuade and collaborate
- Identify ways of sharing thoughts and opinions constructively
- Prepare for and conduct simple negotiations

COURSE OUTLINE
- The Importance of Interpersonal Skills
- Verbal Communication Techniques
    Hearing versus Actively Listening
    Connecting with Powerful Communication
- Non-Verbal Communication
    Understanding the Elements of Vocal Delivery
    Interpreting and Applying Body Language
    Building Self-Awareness
- Creating a Powerful First Impression
    Creating a Powerful Introduction
    Cultivating Your Impact
- The Art of Conversation
    Mastering the 4 Levels of a Conversation
    Moving a Conversation Along
    Applying Tools for Deepening Conversation
- Influence and Persuasion
    Influencing Others
    Seeing the Other Side
    Building Bridges
    Extending Your Influence
- Interacting Positively
    Applying Logic and Owning Emotions
    Disagreeing Constructively
    Bringing People to Your Side
    Building Consensus
- Negotiation Basics
    Planning for Negotiation
    Managing the 4 Stages of Negotiation
    Arriving at an Agreement

Mastering Positive Assertiveness - 2 Days

Ensuring that you are heard and understood is an essential skill, but it can easily come across as antagonistic and confrontational. Whether addressing behavioral issues or directing a meeting, it is important that you be properly self-confident and emphatic, while maintaining positive work relationships. In this course, you will discover the best techniques to be properly assertive, and what are the ideal approaches in differing situations.

WHO SHOULD ATTEND: Team leaders, managers, executives and other business professionals, as well as those who would benefit by being able to assert themselves more effectively in a professional environment.

OBJECTIVES
- Develop the necessary skills to communicate with confidence
- Apply communication styles that maximize benefits
- Augment your listening and hearing skills to increase engagement
- Utilize that art of asking questions to elicit more from others
- Leverage your body language for full communication
- Make the best first impressions by looking, sounding and being confident

COURSE OUTLINE
- What is Assertiveness?
    Differentiating Self-confidence from Assertiveness
    Understanding the Four Styles of Communication
    What Separates Assertiveness from Passiveness, Aggressiveness, and Passive-Aggressiveness
- Dimensions of Communication
    Differentiating Listening from Hearing
    Developing Emphatic Listening Skills
    Utilizing Question Types – Open, Clarifying, and Closed
    Converting Negative Thinking into Positive Thinking
- Body Language Says It All
    Managing Your Appearance
    Understanding Non-verbal Communication
    Making the Right First Impression
    Speaking with Confidence
    Relaxing and Reducing Anxiety
- Dealing with Difficult Situations
    Dealing with Difficult People
    Building Rapport and Trust
    Appreciating the Different Ways that People Send and Receive Information
    Breaking Down Barriers and Building Consensus
    Applying PEGASUS
    Utilizing a Tactical Approach
    Choosing the Proper Form of Communication

Providing Outstanding Customer Service - 2 Days

In today's competitive marketplace, outstanding customer service is what sets you and your organization apart. It is what brings customers to you, persuades them to select your offering over others, and keeps them coming back. But how do you provide excellent customer service and stand out from the crowd? This course offers practical tools and techniques to win clients, create loyal advocates for your business, and deliver excellent customer service.

WHO SHOULD ATTEND: Operations managers, account representatives, customer service staff, help desk and technical support, and anyone working directly with customers.

OBJECTIVES
- Define customer service in relation to both internal and external customers
- Recognize how your attitude affects customer service
- Identify your customers' needs
- Generate repeat business with outstanding customer service
- Build goodwill through in-person customer service
- Provide outstanding customer service over the phone
- Connect with customers through online tools
- Deal effectively with difficult situations

COURSE OUTLINE
- Customer Service – A Baseline
    - Recognizing Your Customers
    - Understanding Your Role in Customer Service
- Developing A Customer Service Mind-Set
    - Leveraging Your First Impression
    - Feeling Positively About Customers
    - Mastering Moods and Emotions
- Identifying Customer Needs
    - Understanding the Customer's Situation
    - Avoiding Assumption and Prejudgment
    - Meeting Basic Needs
    - Seeking to Exceeding Expectations
    - Building Repeat Relationships
- Connecting with the Customer
    - Achieving Authenticity through Body Language
    - Responding Effectively to Problems
    - Mastering Online Etiquette
    - Seeking Customer Feedback
- Dealing with Difficult Situations
    - Effectively Addressing Complaints
    - De-escalating Anger
    - Establishing Common Ground
    - Remaining Calm, Respectful and Objective
- Delivering Outstanding Service
    - Creating a Memorable Customer Experience

Strategic Negotiation Skills - 2 Days

Negotiating is an art form. To get what you want, you need to be aware of the other side's objectives, seeking a mutually beneficial result. You must be able to decide on a goal, plan carefully, and apply key skills and tools to reach a successful outcome.

In this course, you will learn the essential strategies and techniques needed to guide negotiations from opening discussions through to a positive result. With discussion and hands-on training, you will leave with practical solutions to negotiating effectively.

WHO SHOULD ATTEND: Professionals involved in internal and/or external negotiations.

OBJECTIVES
- Develop the necessary skills to negotiate like a pro
- Prepare for a negotiation applying best practices
- Utilize industry standard tools and techniques
- Create your Best Alternative to a Negotiated Agreement (BATNA)
- Build common ground and consensus in your negotiation strategies
- Negotiate with experts to develop your skills for success

COURSE OUTLINE
- Negotiation Introduced
    - Identifying Integrative and Distributive Negotiation Types
    - Understanding the Three Phases of Negotiation
    - Strengthening Negotiation Skills
- Preparing for Your Negotiation
    - Establishing Personal Boundaries
    - Deciding on Your WATNA and BATNA and Negotiating Based on Them
    - Preparing and Sticking to Your Plan
    - Negotiation Strategies
- Negotiation Process for Success
    - Setting the Time and Place
    - Avoiding Negative Environments
    - Establishing Common Ground and Building Momentum
    - Creating a Negotiation Framework, Agreeing on Issues, and Maintaining a Positive Framework
    - Working through the Five Steps of Negotiation
- Best Practices
    - Starting Off on the Right Foot
    - What to Share and What to Keep to Yourself
    - Knowing What to Expect
    - Utilizing the Top Ten Negotiation Techniques
    - Managing an Impasse
- Negotiation Tools & Techniques
    - Reviewing the Three Ways to See Your Options
    - Creating a Mutual Gain Solution
    - Agreeing on Wants – Working with What You Want and What They Want
- Consensus & Agreement
    - Building Consensus
    - Consolidating and Finalizing an Agreement
    - Controlling Your Emotions and Dealing with Personal Attacks
    - Walking Away When Necessary

Constructive Conflict Management - 2 Days

People approach situations with their own set of experiences, priorities, and viewpoints. Conflict is inevitable. The ability to govern disputes and even avoid them altogether is vital. In this course, you will learn to recognize the warning signs that precede quarrels and how to mitigate their impact, as well as constructive ways to harness the differences between team members and shift them toward productive, positive outcomes.

WHO SHOULD ATTEND: Professionals who manage teams and desire to understand what leads to conflict, help peacefully navigate team members through potentially antagonistic situations, encourage and empower others to disagree respectfully and productively, and effectively manage disputes between team members.

OBJECTIVES
- Identify and manage sources of conflict
- Define an effective strategy to deal with conflict
- Implement a process to manage conflict situations
- Build civility in the workplace

COURSE OUTLINE
- Understanding conflict
    - Identifying the Causes of Conflict
    - Harnessing the Benefits of Conflict
    - Resolving Conflict
    - Understanding the Key People in Conflict Resolution
- Civility in the Workplace
    - Recognizing Uncivil Behavior
    - Reaping the Benefits of Civil Behavior
    - Working with Difficult People
    - Identifying and Avoiding Incivility
    - Creating, Implementing, and Enforcing a Civility Policy
- Conflict Resolution Process
    - Making an Effective Atmosphere
    - Developing Mutual Understanding
    - Focusing on individual and Shared Needs
    - Getting to the Root Cause
    - Generating Options
    - Building a Solution
- Conflict Resolution Strategies
    - Differentiating Resolution Strategy Versus Process
    - Recognizing the Advantages and Disadvantages to Collaborating, Competing, Compromising, and Avoiding

Navigating the Modern Workforce: Diversity, Culture, Generations - 2 Days

The modern business climate is more diverse than ever. Team members are bringing new experiences, expertise, and viewpoints to the workforce; and constant change is the new normal. In this course, you will learn how to capitalize on the strengths of your diverse team while directing and guiding them to even greater achievements.

WHO SHOULD ATTEND: Team leaders, managers, executives and other business professionals who lead others.

OBJECTIVES
- Learn to lead in a world of diversity
- Engage and empower our multi-generational workforce
- Leverage culture as the new strategic differentiator
- Develop your path to leadership success

COURSE OUTLINE
- A Complex World of Diversity
    - Working in Fluid Dynamic Environments
    - Understanding the New Transient Workforce
    - Addressing the Need for a New Type of Leadership
    - Leading with Authenticity
    - Developing Required Skills and Competencies
    - Decentralizing Power
- Making Difference Your Strategic Advantage
    - Measuring Engagement
    - Overcoming Challenges to Employee Engagement
    - Embracing Difference and Bridging Boundaries
    - Developing Cultural Intelligence
    - Applying SCARF to Direct Behavior
- Leveraging Change as the New Normal
    - Understanding and Applying Emotional Intelligence
    - Motivating Others
    - Developing Your Leadership Psychological Toolkit
    - Identifying Drivers – Desires and Expectations
    - The Impact of an Environment of Trust
    - Meeting the Needs of the Social Brain
    - Promoting Involvement
- Creating Leaders for the Future
    - Avoiding Cultural Pitfalls
    - Creating a Common Culture for All
    - Seeking Diverse Perspectives
    - Utilizing Various Leadership Styles – Storytelling, Adaptive, and Connective
    - Building a Sustainable Vision, Developing a Path, and Creating a Passion for Excellence

LEADERSHIP & MANAGEMENT PATH

The courses in this path emphasize the rich professional and leadership competencies needed to pave the way into Executive Leadership that can drive significant growth for teams, departments, and organizations.

Each of the courses in this path supports your personal growth through:

AN EXCEPTIONAL LEARNING EXPERIENCE
Our classes were built from the ground up to encourage collaboration and group activity. Online or in-person, our Leadership and Development courses will keep you engaged throughout.

EXPERT FACILITATORS
A leader in the classroom is as important as a leader in the boardroom. Our subject matter experts offer keen insight while facilitating group activities and discussions.

TOPIC-SPECIFIC,REINFORCEMENT MATERIALS TO ENRICH YOUR JOURNEY
eBooks, On-Demand Courses, Quick Videos, Personal & Team Assessments, Tools & Templates.

Discovering Your Leadership Voice - 2 Days

By their very definition, leaders inspire followership in others. In this course, you will learn proven techniques to find and develop your own voice as a leader – one that builds trusts, fosters enthusiasm for change, engages colleagues, strengthens relationships, and achieves results.

WHO SHOULD ATTEND: Professionals who want to develop or strengthen their leadership position.

OBJECTIVES
- Enhance your leadership effectiveness through your message
- Communicate with greater openness and authenticity
- Craft compelling messages that connect people to purpose
- Engage, motivate, and inspire others to embrace change
- Apply your leadership voice to increase your impact and influence

COURSE OUTLINE
- Leading with Authenticity
  - Adopting a Structured Approach
  - Linking Authenticity and Awareness
  - Enhancing Self-Awareness
  - Applying the Johari Window
- Your Leadership Voice
  - Becoming an Authentic Leader
  - Assessing Key Competencies
  - Defining Your Leadership Purpose
- A Compelling Vision
  - Crafting Your Vision for Change
  - Clarifying Goals and Outcomes
- Crafting Your Message
  - Speaking with Credibility, Emotion, and Logic
  - Leading from Anywhere
  - Applying Techniques for Engaging Others
  - Engaging Through Storytelling
- Delivering Your Message
  - Bridging Different Thinking
  - Flexing Communication Styles
  - Adjusting for Style and Impact
- Reviewing Your Results
  - Reviewing and Adjusting
  - Taking an Iterative Approach
  - Repeating, Reiterating, and Building Support

Evolving into the Manager Role - 3 Days

The manager's role is very different from the non-manager's. Managers must be able to develop and unify team members, plan strategically, set goals, delegate responsibilities, provide meaningful feedback, and effectively communicate. In this course, you will learn how to confidently acquire and build these skills through relevant discussions, team and individual activities.

WHO SHOULD ATTEND: New managers wanting to become skilled in their management roles.

OBJECTIVES
- Describe the roles that a manager has in an organization
- Identify and nurture talent in your team
- Build a management vision for success
- Create strategies to motivate and empower your team
- Combine leadership qualities and influence skills to motivate your team
- Plan and manage effective meetings

COURSE OUTLINE
- The Manager's Role
    - Distinguishing a Manager's Role from Function
    - Understanding Interpersonal, Informational, and Decision Roles
- Building a Shared Vision
    - Building a Strong Vision
    - Creating and Communicating a Vision Statement
    - Identifying Benefits of Your Vision
- Leadership and Influence
    - Identifying the Characteristics and Qualities of a Leader
    - Modeling the Way and Enabling Others to Act
    - Encouraging Your Inner Innovator
    - Creating Mutual Respect
    - Effectively Communicating and Reasoning with Others
- Nurturing Talent
    - Calibrating Talent
    - Finding the Attributes that Meet Your Requirements
    - Articulating Culture and Hiring for a Cultural Fit
    - Looking to the Future – Developing and Executing a Plan
    - Succession Planning
    - Creating and Fostering Employee Engagement
    - Coaching, Training, and Development
- Delegation and Empowerment
    - Working with Workgroups and Teams
    - Delegating
    - Progress Tracking and Reviewing Results
- Building a Better Meeting
    - Identifying Proper Participants
    - Creating an Agenda
    - Evaluating the Use of Technology

Effective Leadership Through Coaching - 3 Days

The most successful leaders recognize that their success depends upon the success of those they lead. Enabling others to grow and fulfil their potential by coaching them to discover and apply their talents and strengths is a core competency of effective leadership. Whether supporting employees to optimize their contribution, or enabling them to further their career aspirations, your coaching will have a positive impact and will foster an environment of growth and success.

WHO SHOULD ATTEND: Anyone managing the performance of others, including executives, managers, supervisors and team leaders.

OBJECTIVES
- Develop a positive partnership that supports employee growth
- Provide effective coaching and feedback within a relationship of mutual trust
- Agree appropriate performance goals using the SMART technique
- Clarify the current state or reality of your employees' situation
- Create options for your employee and develop them into a plan
- Motivate and support your employee to achieve their goals
- Recognize and remove any obstacles to employee success

COURSE OUTLINE
- The Leader as Coach
    - Harnessing the Power of Coaching
    - Recognizing Talent and Potential
    - Identifying Values and Beliefs
- The GROW Model
    - Structuring the Coaching Process
    - Applying GROW
- Agreeing on the Development Goals
    - Providing Direction and Purpose
    - Identifying Appropriate Goals
- Clarifying the Current Reality
    - Framing the Reality
    - Generating Self-Awareness
    - Overcoming Obstacles and Resistance
    - Exploring the Past
- Discussing Options
    - Generating Options
    - Choosing an Approach
    - Structuring a Plan
- Finalizing the Plan
    - Confirming the Will
    - Selecting the First Step
    - Motivating the Employee
- The Importance of Trust
    - Avoiding Negatives in Coaching
    - Enhancing Trust Relationships
- Giving Constructive Feedback
    - Structuring Feedback
    - Encouraging Growth and Development
- Overcoming Roadblocks
    - Uncovering Common Roadblocks
    - Realigning or Re-evaluating Goals
    - Focusing on Progress
- Transitioning to the Next Stage
    - Taking an Inventory
    - Testing Readiness to Transition
    - Wrapping it all Up

Managing Remote and Virtual Teams - 2 Days

The business model is constantly evolving. Managing remote teams – a rarity just a few years ago – is now a common occurrence. This course will teach you to adjust your management style to successfully improve communication, foster connections, increase productivity, and develop remote and virtual teams.

WHO SHOULD ATTEND: Professionals managing remote teams or existing traditional teams that are evolving into more virtual roles.

OBJECTIVES
- Effectively manage team dynamics in remote and virtual teams
- Leverage communications technologies to the benefit of your remote and virtual teams
- Identify the specific skills required for managing remote and virtual teams
- Evaluate the impact of culture and language on your team's performance

COURSE OUTLINE
- Defining Remote and Virtual Teams
    - Managing Relationships, Communication, and Tasks
    - Meeting Your and Your Team's Needs
- Management Requirements for Remote and Virtual Teams
    - Moving from Reactive to Proactive
    - Understanding Team Member's Unique Situations
    - Keeping Everyone Informed
    - Innovating with Virtual Teams
    - Managing Work Outputs
    - Overseeing Separated Team Members
    - Defining and Building Relationships with Stakeholders
    - Team Dynamics
    - Creating Team Identity
    - Forming Remote and Virtual Teams
    - Managing the Storming Process
    - Getting to Norming and Storming
    - Creating and Governing with Ground Rules
    - Tracking Team Performance
    - Setting Expectations and Providing Feedback
- Making Technology Work for You
    - Communicating with and Coordinating Your Team
    - Avoiding the Technology Trap
    - Developing Effective Communication Across Various Mediums
    - Choosing the Right Technology Platform
- The Impact of Culture and Language
    - Recognizing Cultural Characteristics and Differences
    - Building Cultural Knowledge
    - Managing Across Time Zones
    - Respecting Non-Working Time

Transitioning into Leadership for an IT Manager - 3 Days

IT managers require a specific skillset to properly create, oversee, enable, and motivate their teams. From developing an inspiring vision and empowering members to reach it to meeting deadlines and evaluating results, in this course you will learn the skills needed to successfully transition into an IT manager role.

WHO SHOULD ATTEND: IT Professionals who expect to or who have recently transitioned into a management role.

OBJECTIVES
- Make a smooth transition into management
- Develop your authentic leadership style
- Engage and empower staff to achieve excellence
- Build high performing, collaborative teams
- Apply delegation best practices
- Attract and retain great staff

COURSE OUTLINE
- Making the Transition into Leadership
    - Defining Success
    - Developing Leadership Competencies
    - Acting as Leader, Liaison, Figurehead. Monitor, Disseminator, and Spokesperson
    - Allocating Resources
    - Acting Entrepreneurially
    - Negotiating and Handling Disturbances
- Building Trust, Engagement and Involvement
    - Applying SCARF
    - Leading by Example with the 5 Components of Emotional Intelligence
    - Engaging, Involving, and Motivating Others
    - The 4 Disciplines of Motivation
    - Working with Differing Personality Styles
    - Developing Your Leadership Psychological Toolkit
    - Discovering and Meeting Stakeholder Expectations
- Collaboration & Teams
    - Creating, Facilitating, and Maintaining Teams
    - Building a Team through Culture
    - Modern, Autonomous, Self-Organizing, and Cross-Functional Teams
- Building People with Challenging Work
    - Delegating Successfully - Preparing and Researching, Clarifying the Intent of the Task, Planning Your Delegation, Delegating Responsibility and Empowering Your Staff to Take Action, and Providing Ongoing Support and Oversight
- Attracting and Keeping Great People
    - Managing Performance
    - Knowing Your Staff
    - Checking Assumptions
    - Engaging Your Team
    - Leading and Coaching for Success
    - Managing Disruption

Becoming a Transformational Leader - 2 Days

Transformational Leaders have a tremendous impact. They can empower teams to grow and work together, envision the future, embrace change, and maximize performance. This course will help you develop authentic leadership qualities that motivate and drive others to reach their full potential, and become the transformational leaders of the future.

WHO SHOULD ATTEND: Managers, directors, executives, and others responsible for leading teams, overseeing projects, and developing new leaders.

OBJECTIVES
- Bring about valuable and positive change in those you lead
- Increase engagement, motivation and morale in your team
- Enhance performance of individuals and the team
- Provide an authentic role model that inspires followership
- Develop others into leaders

COURSE OUTLINE
- Defining Transformational Leadership
    - Comparing Leadership Styles
    - Developing the Attitudes and Beliefs of a Transformational Leader
- Being an Authentic Leader
    - Knowing Who You Are
    - Fostering Authenticity and Credibility
- Demonstrating Leadership Practice
    - Following the Five Practices of Exemplary Leadership
        - Modeling the Way
        - Inspiring a Shared Vision
        - Challenging the Process
        - Enabling Others to Act
        - Encouraging the Heart
- Building Engagement and Motivation
    - Understanding the Drivers of Employee Engagement
    - Motivating Like a Transformational Leader
- Optimizing Performance
    - Coaching for Performance
    - Supporting Performance through Partnership
    - Unlocking Potential
    - Developing and Transforming Careers
- Mentoring Leaders
    - Growing Leaders
    - Putting Relationships First
    - Focusing on Character
    - Capitalizing on Strengths
    - Showing Optimism and Not Skepticism
    - Seeking Passion and Success
- Committing to Transformational Leadership

Business Acumen for Leaders - 2 Days

A business is more than a building and assets, and business leaders must be masters of many skills. In this course, you will learn to understand the mechanics of the organization – reading and interpreting financials, making sound business decisions, and setting a course – while also developing the skills to guide and direct your workforce in an ethical and professional manner.

WHO SHOULD ATTEND: Professionals desiring to improve their business planning, financial management, and decision-making skills and practice them in an ethical and professional manner.

OBJECTIVES
- Recognize the importance of the big picture in business planning
- Leverage financial information to make sound business decisions
- Identify the importance of other financial levers to your business
- Understand the importance of ethics on long term business success
- Appreciate how business etiquette affects your organizational success

COURSE OUTLINE
- Gaining a Wider Perspective
    - Understanding Business Acumen
    - Improving Long and Short Term Interactions
    - Finding and Recognizing Growth Opportunities
    - Making Mindful Decisions
    - How to Relate to Others
- Understanding the Numbers
    - Developing, Defining, and Reporting Key Performance Indicators (KPIs)
    - Keeping Up with the Business
    - Understanding Sales, Costs, and Profit Margin
    - Monitoring Assets, Liabilities, Equity, and Financial Ratios
    - Reviewing Income Statements, Balance Sheets, and Cash Flow Statements
- Management Considerations
    - Recognizing Talent and Organizational Management
    - Thinking Critically – Asking the Right Questions, Evaluating the Situation, and Making the Decision
    - Leveraging the Organization – Investing in Employees and Customers, Process Improvement, and Goal Alignment
- Business Ethics
    - Ensuring Ethical Obligations are Met
    - Understanding Roles and Responsibilities
    - Balancing Personal and Organizational Ethics
    - Managing Ethically – Maintaining the 4 P's
- Business Etiquette
    - Maintaining Etiquette across Communication Platforms – Email, IMs, and Telephone
    - Following Etiquette in Meetings
    - Delivering Etiquette in Customer Interactions

Contemporary Leadership in a Complex World- 2 Days

Leading others requires building credibility, communicating effectively, developing trust, making decisions, and demonstrating confidence. This course will help you to cultivate the leadership skills that you need to influence others and guide them.

WHO SHOULD ATTEND: Anyone working within leadership, or aspiring to transition into leadership, who would like to professionalize their skills and competencies.

OBJECTIVES
- Learn to thrive in a volatile world
- Build employee engagement in a precarious work environment
- Leverage fundamental values to build a better workplace
- Develop a culture of change
- Plan a path to the future

COURSE OUTLINE
- Building a Sustainable Organization
    - Seeing the Need for a New Type of Leadership
    - Choosing to Be an Authentic Leader
    - Rebuilding Confidence
    - Decentralizing Power
- Values and Engagement in a New Reality
    - Engaging in the 21st Century
    - Measuring Employee Engagement
    - Developing Highly Engaged Employees
    - Tapping into Discretionary Energy
    - Embracing Differences
    - Building a Sustainable Organization
    - Integrating Engagement into Your Culture
    - Building a Passion for Excellence
    - Inspiring Trust
    - Reaping the Benefits of Trust
- Making Change the New Normal
    - Facing Complexities
    - Navigating Fluid Environments
    - Harnessing the Power of Change
    - Applying Intuition
    - Creating Profound Change
    - Understanding the Phases of Change
    - Engaging Stakeholders
    - Leading Through the Transition
- Planning for the Road Ahead
    - Managing Issues of the 21st Century
    - Working Within the New Cultural Reality
    - Avoiding Traps and Pitfalls
    - Challenging How Teams Are Managed
    - Building a Vision
    - Managing with Purpose

Critical Facilitation Skills for Leaders - 2 Days

An effective leader harnesses the diverse strengths of the team to maximize performance. Successfully mastering critical facilitation skills and applying them deftly can help drive these results. In this course, you will learn how to develop and apply facilitation techniques to support your team at every stage of the team life cycle. You will enhance your interpersonal competencies and observational abilities to deal effectively with disruptions and dysfunctions, and guide groups to reach consensus and achieve results.

WHO SHOULD ATTEND: Leaders and professionals who manage teams or groups and are responsible for their outcomes.

OBJECTIVES
- Apply techniques to encourage participation and reach consensus
- Utilize facilitative questioning techniques
- Recognize indicators to facilitate each stage of the team process
- Deal constructively with disruptions and typical problem behavior
- Implement interventions appropriately
- Plan and run a focused discussion, meeting or event

COURSE OUTLINE
- The Importance of Facilitation
    - Being an Effective Facilitator
    - Harnessing Knowledge, Experience, and Diversity
    - Encouraging Group Motivation and Commitment
    - Observing the Team Process
- Facilitating Process and Content
    - Identifying Process and Content Elements
    - Managing the Flow
    - Resolving Tensions and Disagreement
- Setting the Stage for Facilitation
    - Laying the Groundwork,
    - Educating Participants, and Securing Support
    - Selecting the Right Facilitator
    - Planning for a Facilitated Meeting
- Facilitating Team Development
    - Encouraging Participation
    - Recognizing Stages in the Team Life Cycle
    - Supporting the Team through the Stages
- Building Consensus and Reaching Decisions
    - Gathering and Presenting Data
    - Synthesizing and Summarizing
    - Identifying Options and Brainstorming
    - Facilitating SWOT Analysis
    - Creating a Short List
    - Using the Multi-Option technique
- Disruptions, Dysfunctions and Interventions
    - Handling Disruptions and Difficult Behavior
    - Addressing Dysfunction
    - Agreeing on Ground Rules
    - Restating and Reframing
    - Selecting a Method of Intervention
    - Getting Back on Track

Leadership Excellence for Senior Managers - 3 Days

Senior managers have unique demands placed upon them. They need to be able to lead the leaders – offering guidance, critiquing performance, and mentoring their team – while also identifying and developing new managers. To maximize performance and foster a healthy environment, senior managers must also motivate others, nurturing and utilizing the distinctive skills of each team member.

WHO SHOULD ATTEND: Mid- and upper-level managers looking to hone their senior management skills.

OBJECTIVES
- Use wisdom and understanding to lead others
- Deliver constructive critiques to your staff
- More effectively coach and mentor your staff
- Develop new managers
- Better motivate your staff
- Navigate organizational politics

COURSE OUTLINE
- Leading Others
     Comparing Vertical and Lateral Hierarchies
     Leveraging Your Organization's Structure
     Knowing Your Employees – Developing Empathy
     Back-Casting to the Desired Future State
     Setting S.M.A.R.T. Goals
     Earning Your Team's Trust with Honesty, Reliability, Availability, and Openness
- Strategies for Course Correction
     Lighting a Fire: Motivating, Guiding, and Inspiring
     Resolving Conflict
     Trusting Your Team and Empowering Delegation
     Defining Team Roles and Creating a Balanced Team
- Effective Coaching and Mentoring
     Providing Clear and Timely Feedback
     Creating a Supportive Environment
     Building a Mentorship Plan - Mentoring for Success
- Training New Managers
     Preparing, Developing, and Supporting New Managers
     Defining and Building Competencies
     Documenting Best Practices
     Encouraging a Peer Network
- Motivation
     Understanding the 8 Level Hierarchy of Needs
     Managing Across Generations
     Applying the CARE Model
- Organizational Politics
     Being Politically Savvy, Ethical, and Effective
     Building Political Intelligence
     Understanding the Landscape
- The Big Picture
     Thinking Through the Elements of Management

Each Leadership & Professional Development course comes with a unique set of materials to reinforce and promote your ongoing development journey, including:

Topic-specific Videos/Courses

Tools & Self Assessments

Business Challenge Activities & Guides

Key Concept Reinforcement Documents

Case Studies

Leader and Team Guides e-Books

Our dedication to your growth goes well beyond the classroom. No other training provider includes this breadth and depth of commitment with every course you take. See for yourself the true difference the New Horizons Center for Leadership and Development can make.

New Horizons is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CPSM or SHRM-SCPSM.

As a trusted Society for Human Resource Management (SHRM) Education Partner, the Center for Leadership and Development offers the best of Official SHRM Curriculum for the Human Resource professional, taught by certified expert instructors. Courses are available for both the new HR specialist and the experienced professional. New Horizons is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CPSM or SHRM-SCPSM.

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SHRM ESSENTIALS OF HR MANAGEMENT – 2 DAYS

This course addresses the complex, real-world, and legal issues you face and is a must for anyone in the business of managing people. Knowing the basics of HR can make you a better manager, improve workplace orale and employee performance, and protect your organization from needless litigation.

SHRM-CP/SHRM-SCP CERTIFICATION PREPARATION – 5 DAYS

Students will be able to identify areas of strength and build on them. They will also see where they will need further concentrated study in preparation for their exam.

Commercially Relevant and Superb Learner Experience

"This suite of courses from New Horizons has undergone an exhaustive quality assurance check, reinforced by our professional code of practice. Not only have we proved the real-world effectiveness of the learning materials and the expertise of those delivering it, but we have also seen first-hand how this training could have a positive impact on performance outcomes."
- LPI consulting partner, Ettie McCormack

"New Horizons has demonstrated, beyond all doubt, that its Leadership and Professional Development suite of courses ticks every box and delivers a commercially relevant and superb learner experience on all levels."
- LPI CEO, Edmund Monk

Learning & Performance Institute

ENDORSED LEARNING PROGRAMME

The Center for Leadership and Development program is endorsed by the Learning and Performance Institute (LPI) - a completely independent, globally recognized leader in Learning and Development - **receiving a rating of** **"Excellent"**, the highest rating ever given to a Leadership program.

The role of the Business Analyst is becoming more vital to the success of IT and non-IT projects. Whether you are new to Business Analysis or interested in earning your Certified Business Analysis Professionals (CBAP) certification from the International Institute of Business Analysis (IIBA), the Center for Leadership and Development can help you acquire the skills you need.

(BA01) BUSINESS ANALYSIS ESSENTIALS – 2 DAYS

This introductory course is designed to provide participants with a basic understanding of the benefits, functions and impact a Business Analyst has within an organization. **ILT** **OLL**

(BA02) STRATEGIC BUSINESS ANALYSIS – 2 DAYS

This course provides the knowledge and skills to gain a clear understanding and systematic approach to Strategic Enterprise Business Analysis. **ILT** **OLL**

(BA03) WRITING EFFECTIVE BUSINESS CASES – 2 DAYS

Acquire the practical skills and techniques needed to make high-impact recommendations and receive full management support for your ideas. **ILT** **OLL**

(BA04) ELICITING AND WRITING EFFECTIVE REQUIREMENTS – 3 DAYS

This course provides the skills to write well-formed, testable, verifiable user requirements that can translate client needs into clear and measurable metrics. **ILT** **OLL**

(BA05) PROCESS MODELING USING BPMN – 2 DAYS

Gain the hands-on skills required to map business processes easily and efficiently using the industry standard Business Process Modeling Notation (BPMN) format. **ILT** **OLL**

(BA06) MANAGING AND COMMUNICATING REQUIREMENTS FOR PROJECTS – 2 DAYS

Learn to develop a plan that includes determining the requirements activities a Business Analyst will perform on a particular project and how to control and manage changes to the deliverables. **ILT** **OLL**

(BA07) IMPLEMENTING AN AGILE PROJECT – 2 DAYS

Learn to plan, manage and close requirements for software development projects in reduced time using Agile practices. Learn the agile methodology in this hands-on, skills-building course. **ILT** **OLL**

(BA08) AGILE FOR BUSINESS ANALYSIS – 2 DAYS

In this advanced business analysis course you will explore and apply proven techniques to help you to understand and apply business analysis techniques within the context of an Agile software development project. **ILT** **OLL**

(BA09) MANAGING REQUIREMENTS FOR SHAREPOINT PROJECTS – 2 DAYS

For those leading, managing and analyzing SharePoint initiatives, this course provides the knowledge and skills required to successfully manage requirements in an effective SharePoint environment. **ILT** **OLL**

(BA10) UNDERSTANDING ROOT CAUSE ANALYSIS – 2 DAYS

In this course, students will learn to apply several practical, systematic methods for analyzing incidents and problems to uncover root causes. **ILT** **OLL**

(BA15) PLANNING AND MANAGING AGILE PROJECTS – 3 DAYS

This course is a more elaborate version of the Certified Scrum Master training as it discusses how to plan and manage Agile practices, not only those in Scrum. The course also goes into greater depth about all the roles and responsibilities on the team and not just the Scrum Master and Product Owner roles. **ILT** **OLL**

(BA16) MANAGING SW PROJECTS USING SCRUM – 2 DAYS

This 2-day course will prepare you to manage, lead, or participate on Scrum projects. You will learn how to apply the practices of Scrum to achieve software success. **ILT** **OLL**

(BA17) PROBLEM DETERMINATION ROOT CAUSE ANALYSIS – 2 DAYS

Experienced professionals will learn to find and fix root causes and develop corrective actions that will effectively eliminate or control costly problems. **ILT** **OLL**

(BA19) USER ACCEPTANCE TESTING (UAT) FOR BUSINESS ANALYSTS (BAs) – 2 DAYS

This course is designed to help the Business Analyst (BA) to develop an understanding of his role, the process, and the deliverables associated with UAT. **ILT** **OLL**

(BA20) BUSINESS PROCESS IMPROVEMENT – 2 DAYS

Students will gain a strong understanding of how to manage and implement BPI to effectively lead teams to deliver on initiatives. **ILT** **OLL**

(BA25) MANAGING THE AGILE PRODUCT DEVELOPMENT LIFE CYCLE – 4 DAYS

This 4-day course explores how adapting Agile values and principles will improve product development within an enterprise. It contrasts traditional SDLC methods with the most popular Agile methods to set the stage for benchmarking performance. **ILT** **OLL**

(BA26) REQUIREMENTS ELICITING – 2 DAYS

In this highly interactive course, students will learn how to enhance and refine their elicitation skills using proven industry best practices augmented with professional tips and methods. **ILT** **OLL**

(BA27) WRITING AND MANAGING EFFECTIVE REQUIREMENTS – 3 DAYS

This course provides the techniques to help Business Analysts write well-formed, verifiable requirements that translate stakeholder needs into clear and testable solutions. **ILT** **OLL**

(BA28) REQUIREMENTS ANALYSIS AND USE CASES WORKSHOP – 2 DAYS

This course provides a strong hands-on foundation in the mechanics of use case diagramming and writing textual descriptions of use cases. **ILT** **OLL**

(BA29) USER ACCEPTANCE TESTING FOR BUSINESS ANALYSTS – 2 DAYS

Students discover the business issues which drive the need for a fully functional UAT process and gain the practical knowledge of the components of such a process. **ILT** **OLL**

(BA30) FOUNDATIONS OF BUSINESS ANALYSIS – 4 DAYS

In this course, students will learn how to perform stakeholder analysis, utilize techniques to elicit the needs of these stakeholders, translate their needs into solution requirements, and confirm these requirements are well-written, correct, and precise. **ILT** **OLL**

(BACP02) CBAP AND CCBA EXAM PREPARATION – 4 DAYS

This intensive exam preparation course is designed for experienced Business Analysts who are preparing to sit either the CCBA or CBAP certification exam. **ILT** **OLL**

(BAPB04) PMI PROFESSIONAL IN BUSINESS ANALYSIS (PMI-PBA) EXAM PREPARATION – 4 DAYS

This course is an in-depth review of the PMI business analysis standard Business Analysis for Practitioners: A Practice Guide, to prepare students to sit the PMI-PBA exam. **ILT** **OLL**

As a Project Manager, you are called upon to lead your team in achieving specific organizational and project goals within identifiable parameters. The Center for Leadership and Development offers courses appropriate for anyone from new project managers and those taking on the role within other departments, to more experienced professionals interested in certification, PMI, PRINCE2, Agile, Scrum, and other key project management topics.

PROJECT MANAGEMENT ESSENTIALS – 3 DAYS
In this course, students will identify and apply generally recognized practices in project management. `ILT` `OLL`

PROJECT MANAGEMENT FUNDAMENTALS – 1 DAY
In this course, students will identify effective project management practices and their related processes. They will examine the elements of sound project management and apply the generally recognized practices to successfully manage projects. `ILT` `OLL`

PROJECT MANAGEMENT SKILLS FOR NON-PROJECT MANAGERS – 0.5 DAY
In this course, students will identify methods of effectively managing small- to medium-sized projects and achieving their stated objectives. `ILT` `OLL` `ML`

PRINCE2® AGILE – 3 DAYS
PRINCE2® Agile enables students to apply the project management principles of PRINCE2® whilst combining the flexibility and responsiveness of agile concepts such as Scrum and Kanban. `ILT` `OLL`

PRINCE2 FOUNDATION – 3 DAYS
PRINCE2 is a process-based approach for project management providing an easily tailored and scalable method for all types of projects. Foundation is suitable for people requiring a solid grounding in the PRINCE2 project management methodology. `ILT` `OLL`

PRINCE2 PRACTITIONER – 2 DAYS
PRINCE2 Practitioner course covers best practice guidance on project management. Practitioner is suitable for people requiring a solid grounding on PRINCE2 project management methodology and those requiring the depth of the Practitioner program. `ILT` `OLL`

PRINCE2 BOOTCAMP – 5 DAYS
This combination bootcamp course covers both PRINCE2 Foundation and Practitioner and prepares students to pass both PRINCE2 exams. `ILT` `OLL`

PROJECT MANAGEMENT SKILLS FOR NON-PROJECT MANAGERS – 1 DAY
Learn how to strategically plan a project so you can achieve the desired results on time and on budget. Identify project requirements and resources, monitor the project's progress, and mitigate related obstacles so you can lead a team in bringing the project to a successful completion. `ILT`

CERTIFIED ASSOCIATE IN PROJECT MANAGEMENT (CAPM) - FOURTH EDITION – 3 DAYS
In this course students will apply the generally recognized practices of project management acknowledged by the Project Management Institute (PMI) to manage projects successfully. `ILT` `OLL`

INTRODUCTION TO AGILE PROJECT MANAGEMENT – 1 DAY
In this course, students become familiar with the concepts of traditional project management and may have used the concepts to manage multiple projects. Students will use Agile project management. `ILT` `OLL`

INTRODUCTION TO PROJECT PORTFOLIO MANAGEMENT – 1 DAY
In this course, students become familiar with the basic concepts of Project Portfolio Management (PPM). `ILT` `OLL` `ML`

RISK MANAGEMENT PROFESSIONAL (PMI-RMP) CERTIFICATION – 4 DAYS
In this course, students will apply the generally recognized practices of project risk management acknowledged by the Project Management Institute (PMI) to manage project risks successfully. `ILT` `OLL`

PROJECT MANAGEMENT PROFESSIONAL (PMP) CERTIFICATION PREPARATION – 5 DAYS
In this course, students will apply the generally recognized practices of project management acknowledged by the Project Management Institute (PMI) to successfully manage projects. `ILT` `OLL` `ML`

PMI AGILE CERTIFIED PROFESSIONAL (PMI-ACP) EXAM PREPARATION – 3 DAYS
This three-day course provides participants with a solid foundation of the PMI-ACP exam. During class, participants will be introduced to PMI Agile concepts and practices with banks of sample questions. `ILT` `OLL`

INTRODUCTION TO AGILE PROJECT MANAGEMENT – 1 DAY
This course is designed for Project Managers, Program Managers, or anyone who wants to efficiently manage projects that experience frequent changes in user requirements. `ILT` `OLL`

IT PROJECTS - INFLUENCING WITHOUT AUTHORITY – 1 DAY
In this course, students will influence others to get results in their IT projects without any formal authority. `ILT`

MANAGING OUTSOURCED PROJECTS AS AN IT VENDOR – 1 DAY
In this course, students will examine the management of outsourced projects as an IT vendor. `ILT`

MANAGING PROJECT TEAMS – 1 DAY
In this course, students will determine how to manage the team so that it remains effective. They will identify ways of building a team, apply strategies for managing a working team, and identify ways of effectively decommissioning a team. `ILT`

COMPTIA PROJECT+
In this course, students will apply recognized practices of project management and understand a project's life cycle and roles and skills necessary to effectively initiate, plan, execute, monitor and control, and close a project. This course prepares students for the CompTIA Project+ exam (PKO-004). `ILT` `OLL` `ML`

CHANGE MANAGEMENT FOUNDATION
The purpose of the Foundation certification is to confirm that a candidate has sufficient knowledge and understanding of Change Management to work as an informal member of a team working on an organizational change initiative.

CHANGE MANAGEMENT FOUNDATION & PRACTITIONER
This 5 day course combines the elements from the Foundation and Practitioner courses into a single experience. The purpose of the Foundation certification is to confirm that a candidate has sufficient knowledge and understanding of Change Management to work as an informal member of a team working on an organizational change initiative. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working a process environment.

CHANGE MANAGEMENT PRACTITIONER
The purpose of the Practitioner certification is to confirm whether the candidate has achieved sufficient know-how to apply and tailor Change Management guidance in a given organizational change situation. A successful Practitioner candidate should, with suitable direction, be able to start applying the Change Management approaches and techniques to a real change initiative - but may not be sufficiently skilled to do this appropriately for all situations. Their individual Change Management expertise, complexity of the change initiative and the support provided for the use of Change Management approaches in their work environment will all be factors that impact what the Practitioner can achieve. Successful candidates will have fulfilled the knowledge requirements for Change Management Institute accreditation.

Managing the complexities of Information Technology is critical to an organization's success. With courses covering such topics as ITIL, DevOps, COBIT and more, we have what you need to succeed. From those new to IT Service Management through to experienced professionals, our expert training can prepare you to meet the ever-changing IT needs of your organization.

ITIL

ITIL FOUNDATION – 3 DAYS
ITIL Foundation certification training program introduces the student to the fundamentals of IT Service Management (ITSM) based on ITIL 2011 Edition. This course covers the latest version of core ITIL best practices presented from a lifecycle perspective. `ILT` `OLL` `ML`

ITIL PRACTITIONER – 2 DAYS
Following ITIL Foundation, this course provides essential ITSM best practice skills you can apply in the real world. `ILT` `OLL` `ML`

ITIL 2011 INTERMEDIATE: SERVICE TRANSITION 2011 EDITION – 4 DAYS
The ITIL v3 (version 3) ST (Service Transition) course is part of the ITIL v3 Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL v3 Service Transition Intermediate exam. `ILT` `OLL`

ITIL INTERMEDIATE SERVICE STRATEGY – 4 DAYS
Students will learn the SS (Service Strategy) part of the ITIL v3 Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL v3 Service Strategy Intermediate exam. `ILT` `OLL`

ITIL INTERMEDIATE CONTINUAL SERVICE IMPROVEMENT 2011 EDITION – 4 DAYS
The ITIL CSI (Continual Service Improvement) course is part of the ITIL Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL Continual Service Improvement intermediate exam. `ILT` `OLL`

ITIL INTERMEDIATE SERVICE DESIGN 2011 EDITION – 4 DAYS
The student will learn the SD (Service Design) part of the ITIL v3 Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL v3 Service Design Intermediate exam as well as proving valuable workplace knowledge. `ILT` `OLL`

ITIL INTERMEDIATE SERVICE OPERATION – 4 DAYS
This course is part of the ITIL Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL Service Operation intermediate exam as well as providing valuable knowledge that can be implemented in the workplace. `ILT` `OLL`

ITIL INTERMEDIATE RELEASE CONTROL & VALIDATION 2011 EDITION – 5 DAYS
Students will learn the principles and core elements of the Service Capability approach to IT Service Management as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle. `ILT` `OLL`

ITIL INTERMEDIATE SERVICE OFFERINGS AND AGREEMENTS 2011 EDITION – 5 DAYS
The Service Offerings & Agreements course is part of the ITIL v3 Intermediate Capability certification stream. The course prepares candidates to take the ITIL v3 Service Offerings & Agreements Intermediate exam. `ILT` `OLL`

ITIL INTERMEDIATE OPERATIONAL SUPPORT & ANALYSIS 2011 EDITION – 5 DAYS
Students will learn the OSA (Operational Support & Analysis) part of the ITIL v3 Intermediate Capability certification stream. The course prepares candidates to take the ITIL v3 Operational Support & Analysis Intermediate exam. `ILT` `OLL`

ITIL INTERMEDIATE PLANNING, PROTECTION & OPTIMIZATION 2011 EDITION – 5 DAYS
The ITIL PPO (Planning, Protection & Optimization) course covers the principles and core elements of the Service Capability approach to ITSM as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle. `ILT` `OLL`

ITIL EXPERT MANAGING ACROSS THE LIFECYCLE (2011 EDITION) – 4 DAYS
This course offers candidates the ability to achieve the ITIL Expert certification upon passing the ITIL Managing Across the Lifecycle exam as well as providing valuable knowledge that can be implemented in the workplace. `ILT` `OLL`

IAITAM

IAITAM ITAM FOUNDATIONS – 2 DAYS
This course is designed to impart an extensive overview of IT Asset Management (ITAM) best practices and processes as well as ways to embrace multiple organizational frameworks such as ITAM & IT Service Management (ITSM). `ILT` `OLL`

CERTIFIED HARDWARE ASSET MANAGEMENT PROFESSIONAL - (CHAMP) – 2 DAYS
Designed to address the numerous issues plaguing professionals in managing hardware assets, the IAITAM Certified Hardware Asset Management Professional ("CHAMP") Course follows the lifecycle of IT hardware assets beyond the scope of the cradle to grave analogy and discusses the business practices that can best be used to manage those assets efficiently and cost-effectively. Emphasis is placed on identifying the policies that enhance lifecycle management. `ILT` `OLL`

CERTIFIED MOBILE ASSET MANAGEMENT (CMAM) – 2 DAYS
This course is aligned with the IAITAM Best Practices Library ("IBPL"). The IAITAM Certified Mobile Asset Management ("CMAM") course prepares the individual and organizations responsible for the complex task of managing mobile devices. `ILT` `OLL`

CERTIFIED IT ASSET DISPOSAL – (CITAD) – 2 DAYS
The IAITAM Certified IT Asset Disposal ("CITAD") course prepares individuals to manage the IT asset disposal process within an organization. Best practices in IT Asset Disposition ("ITAD") are broken down from policy management, data security to chain of custody transitioning. Attendees will take away the knowledge of how to avoid risk of data loss and public exposure that surround a breakdown in ITAD process management. ITAD processes can be a profit center and area of risk mitigation for those organizations that embrace the CITAD. `ILT` `OLL`

SIX SIGMA

SIX SIGMA GREEN BELT – 1 DAY
Students will implement Six Sigma as a Green Belt. `ILT`

SIX SIGMA LEAN - INTRODUCTION – 1 DAY
In this course, students will identify the fundamental concepts of Lean Six Sigma. `ILT` `OLL`

LEAN SIX SIGMA MASTER BLACK BELT – 5 DAYS
The Lean Six Sigma Master Black Belt program allows students to complete certification requirements faster than traditional Lean Six Sigma training programs. This course combines Six Sigma Methodology and Lean Thinking. `ILT` `OLL`

COBIT 5

INTRODUCTION TO COBIT 5 – 1 DAY
This course will provide existing practitioners and potential new COBIT users' excellent insight into the new framework and explain the differences between COBIT4.1 and COBIT5. `ILT` `OLL`

COBIT 5 FOUNDATION – 3 DAYS
This course provides an overview the main concepts of ITGovernance according to COBIT 5, ISACA's latest governance framework, and how they can be applied. `ILT` `OLL`

LEAN IT

LEAN IT FOUNDATION – 2 DAYS
Lean IT is applied to transform your IT organization to a customer-focused, efficient and transparent IT organization that can deliver sustainable results to the business. The Lean IT Foundation training covers all elements to introduce you to Lean IT. `ILT` `OLL`

DEV OPS

DEVOPS FOUNDATION® – 2 DAYS
This course provides an introduction to DevOps - the cultural and professional movement that stresses communication, collaboration, integration and automation in order to improve the flow of work between software developers and IT operations professionals. Improved workflows will result in an improved ability to design, develop, deploy and operate software and services faster. `ILT` `OLL`

CERTIFIED AGILE SERVICE MANAGER® – 2 DAYS
This course provides an introduction to Agile Service Management - the application and integration of agile thinking into service management processes and process design projects. Agile thinking improves IT's effectiveness and efficiency, and enables IT to continue to deliver value in the face of changing requirements. `ILT` `OLL`

CERTIFIED AGILE PROCESS OWNER® – 2 DAYS
This course describes process owner responsibilities and provides the education needed to oversee the design, reengineering and improvement of IT Service Management (ITSM) processes; particularly in the context of Agile Service Management. Participants learn how to use Agile and Lean principles and practices to put in place 'just enough' process and how to continually align process performance with overall business goals. **ILT** **OLL**

DEVOPS TEST ENGINEERING – 2 DAYS
This course describes culture and team aspects for test engineering, test strategies, test infrastructures, test tools, test automation, best practices, test management and analysis. **ILT** **OLL**

DEVOPS LEADER – 2 DAYS
This course is addressed to DevOps Leaders, who are the tactical or strategic individuals who help design, influence, implement or motivate the cultural transformation proven to be a critical success factor in DevOps adoption. **ILT** **OLL**

CONTINUOUS DELIVERY ARCHITECTURE – 2 DAYS
This course equips IT professionals with the broadbased competencies necessary to architect and orchestrate effective and efficient automated deployment pipelines. **ILT** **OLL**

DEVSECOPS ENGINEERING – 2 DAYS
This course explains how DevOps security practices differ from other security approaches, and provides the education needed to understand and apply data and security sciences. Participants learn the purpose, benefits, concepts and vocabulary of DevSecOps; particularly in how DevSecOps roles fit with a DevOps culture and organization. **ILT** **OLL**