

# Offshoremilroom Course Catalogue

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# End User Desktop Computing

## Getting Started

- Getting Started: How to Take a Course
- **Access 2000 MOUS**
  - 1 Creating Databases
  - 2 Building Table
  - 3 Modifying Tables
  - 4 Sorting and Filtering
  - 5 Relationships & Queries
  - 6 Building Forms
  - 7 Producing Reports
  - 8 Advanced Tasks
- **Access 97**
  - 1 Getting Started
  - 2 Using a Database
- **Access 2002 Series**
  - 1 Creating Databases
  - 2 Building Tables
  - 3 Modifying Tables
  - 4 Sorting and Filtering
  - 5 Relationships & Queries
  - 6 Building Forms
  - 7 Producing Reports
  - 8 Advanced Tasks
- **Computing Concepts**
  - 1 Types of Security
  - 2 Security Risks
  - 3 Database Basics
  - 4 Selecting Databases
  - 5 Data Processing
  - 6 Managing Data
  - 7 Teleprocessing
  - 8 Transmitting Data
  - 9 Messages
- **Crystal Reports 8**
  - 1 Getting Started
  - 2 Designing a Report
  - 3 Selecting Records
  - 4 Sorting and Grouping Data
  - 5 Creating Summary Totals, Reports, and Graphs
  - 6 Formulas and Functions
  - 7 Printing and Exporting Reports
  - 8 Linking Tables
- **European Computer Driving Licence**
  - 1 Understanding Information Technology
  - 2 Using the Computer and Managing Files
  - 3 Word Processing
  - 4 Creating and Using Spreadsheets
- **Netscape Communicator 4.0**
  - An Overview
- **Netscape Navigator 3.0**
  - A Beginner's Guide
- **Netscape Navigator 4.0**
  - A Beginner's Guide
- **Networking for End Users Series**
  - Data Communication for End Users
- **Office 2000**
  - 1 Getting Started
  - 2 Editing Text and Printing
  - 3 Text and Document Formats
  - 4 Introduction to Word
  - 5 Introduction to Excel
  - 6 Introduction to Outlook
  - 7 Introduction to PowerPoint
  - 8 Introduction to Access
- **Office XP Upgrade**
  - 1 Getting Around in the New Interface
  - 2 New Options and Tools
  - 3 Application Changes
- **Outlook 97**
  - Getting Organised
- **Outlook 98**
  - 1 Using Electronic Mail
  - 2 Organising Your Time
- **Outlook 2002 Series**
  - 1 Navigating in Outlook
  - 2 Reading and Sending Messages
  - 3 Customizing and Organizing Messages
  - 4 Using the Calendar
  - 5 Using Tasks and Notes
- **Paint Shop Pro 5**
  - 1 Working With Graphics
  - 2 Enhancing Images
- **PowerPoint 2000 MOUS**
  - 1 Presentations
  - 2 Layout and Text
  - 3 Graphics & Tables
  - 4 Custom Slides
  - 5 Showing Slides

- 5 Creating and Using Database
- 6 Building and Delivering Presentations
- 7 The World Wide Web and Electronic Mail
  
- **Excel 2000 MOUS Expert**
- 1 Importing and Exporting Data
- 2 Working with Templates, Links, and Report Manager
- 3 Formatting, Sorting, and Filtering Data
- 4 Naming Ranges, Working with Macros, and Customising Toolbars
- 5 Validating and Auditing Data
- 6 Analysing Data and Using PivotTables
- 7 Sharing Work and Adding Security
  
- **Excel 2000 MOUS**
- 1 Working with Cells
- 2 Working with Files
- 3 Formatting Worksheets
- 4 Page Setup and Printing
- 5 Worksheets & Workbooks
- 6 Formulas and Functions
- 7 Charts and Objects
  
- **Excel 97**
- 1 Getting Started
- 2 Modifying Worksheets
- 3 Using Excel Tools
  
- **Excel 2002 Series**
- 1 Working with Cells
- 2 Working with Files
- 3 Formatting Worksheets
- 4 Page Setup and Printing
- 5 Worksheets and Workbooks
- 6 Formulas and Functions
- 7 Charts and Objects
  
- **Exchange 4.0**
- Using Microsoft Exchange
  
- **Exchange 5.0**
- Using Microsoft Exchange 5.0
  
- **GroupWise 5.5**
- 1 Getting Started with GroupWise
- 2 Creating and Sending Messages
- 3 Organising Your Mailbox
- 4 Calendar, Task and Phone Features
- 5 Managing Documents and Folders
- 6 Advanced GroupWise Features
  
- **International Computer Driving Licence Series**
- 1 Understanding Information Technology
- 2 Using the Computer and Managing Files
- 3 Word Processing
- 4 Creating and Using Spreadsheets
- 5 Creating and Using Database
- 6 Building and Delivering Presentation
- 7 The World Wide Web and Electronic Mail
  
- **PowerPoint 97**
- 1 Creating Presentations
- 2 Modifying Presentations
  
- **PowerPoint 2002 Series**
- 1 Presentations
- 2 Layout and Text
- 3 Graphics and Tables
- 4 Custom Slides
- 5 Showing Slides
  
- **Project 2000 MOUS**
- 1 Starting a Project
- 2 Scheduling Tasks and Adding Resources
- 3 Managing Work and Multiple Projects
- 4 Using Project Central
- 5 Customising the Project
- 6 Creating Reports and Exporting Data
  
- **Project 98**
- 1 Getting Started
- 2 Project Administration
  
- **SAP R/3 Release 4.6**
- 1 Getting Started
- 2 Using the Task Interface
- 3 Working with Data in a Task
- 4 Optimising R/3 and Getting Help
- 5 Reporting
  
- **Windows 2000 Basics**
- Client
  
- **Windows95**
- Introduction to Windows 95
  
- **Windows 98 Tips**
- 1 Customising the Desktop
- 2 Working Faster
- 3 Maximising Performance
  
- **Windows 98**
- What's New in Windows 98
  
- **Windows XP Upgrade**
- 1 Home Edition
- 2 Professional
  
- **WinNT Wkstn 4.0**
- Intro. To Windows NT Workstation
  
- **Word 2000 MOUS Expert**
- 1 Page Formatting
- 2 Managing Documents
- 3 Inserting Objects
- 4 Advanced Features
- 5 Workgroups
  
- **Word 2000 MOUS**
- 1 Managing Documents
- 2 Working with Text

- **Internet**
- A Beginner's Guide
  
- **Internet Explorer 3.0**
- A Beginner's Guide
  
- **Internet Explorer 4.0**
- A Beginner's Guide
  
- **Internet Explorer 5**
- 1 Browsing the Web
- 2 Using Files & Mail
  
- **Internet Tools**
- Internet Explorer
- Netscape Navigator
  
- **Introduction to PCs - Part I**
- 1 Introducing the PC
- 2 Using Your PC
- 3 Working with Folders and Files
- 4 Inside Your PC
- 5 Basic Peripherals
  
- **Lotus Notes 4.6**
- 1 Using Notes Mail
- 2 Using Calendar and Databases
  
- **Lotus Notes R5**
- 1 Getting Around in Notes
- 2 Reading and Sending Mail
- 3 Managing Mail
- 4 Using the Calendar
- 5 Meetings & Address Books
- 6 Browsing the Web
- 7 Editing Documents
- 8 Using Document Tables
- 9 File Attachments & Links
- 10 Finding and Viewing Data
- 11 Replication
- 12 Using Notes Remotely
  
- 3 Formatting Paragraphs
- 4 Page Format and Printing
- 5 Tables and Other Objects
  
- **Word 2002 Series**
- 1 Managing Documents
- 2 Working with Text
- 3 Formatting Paragraphs
- 4 Page Format and Printing
- 5 Tables and Other Objects

# End User Home and Small Business

## Getting Started

- Getting Started: How to Take a Course
- **Budgeting and Saving**
  - 1 Confronting Debt
  - 2 Eliminating Debt
  - 3 Banking Basics
  - 4 Choosing Bank Accounts
  - 5 Planning Your Retirement
  - 6 Making 401(k) Plans Work
  - 7 Exploring Investment Options
- **Estate Planning**
  - 1 Starting an Estate Plan
  - 2 Sorting Out Your Assets
  - 3 Preparing Your Will
  - 4 All About Probate
  - 5 Considering Your Family
  - 6 Taxes to Expect
  - 7 Tax Strategies
  - 8 Retirement Issues
  - 9 Revising an Estate Plan
- **Home Business**
  - 1 Choosing a Business
  - 2 Raising Financing
  - 3 Office Management
  - 4 Managing Your Business
- **Interview Skills**
  - 1 Getting the Interview
  - 2 Preparing Yourself
  - 3 Making an Entrance
  - 4 Listening & Answering
  - 5 Taking the Reins
  - 6 Asking Questions
  - 7 Opening Interviews
  - 8 Tough Interviews
  - 9 Following Through
- **Investing Fundamentals**
  - 1 The Basics
  - 2 Organising
  - 3 Stocks
  - 4 Bonds
  - 5 Mutual Funds
  - 6 Planning
- **Money 98**
  - 1 Getting Started
  - 2 Plan and Budget For Life
- **QuickBooks**
  - 1 The First Time in QuickBooks
  - 2 Setting Up Accounting
  - 3 Entering Historical Data
  - 4 Managing Accounts and Lists
  - 5 Invoices and Sales Tax
  - 6 Paying Bills
  - 7 Managing Assets and Reports
  - 8 Paying Employees
  - 9 Managing Taxes
  - 10 Online Banking and Budgets
- **Quicken 98**
  - 1 Getting Started
  - 2 Planning and Budgeting
- **Resumes**
  - 1 Choosing a Resume Format
  - 2 Starting Out with a Bang
  - 3 Packing a Powerful Resume
  - 4 Circulating Your Resume
- **Retirement Planning**
  - 1 Money Management
  - 2 Investing
- **SAT Preparation**
  - 1 Test Strategies
  - 2 Practice Test 1
  - 3 Practice Test 2
- **Works**
  - 1 Getting Started
  - 2 Introducing the Word Processor
  - 3 Formatting Word Processor Pages
  - 4 Using the Spreadsheet
  - 5 Managing Spreadsheet Data
  - 6 Using the Database
  - 7 Calendar and Cross-works Tools

# End User Business Skills Development

## Getting Started

- Getting Started: How to Take a Course

### • **Basics of Business Math**

- 1 Fractions
- 2 Decimals
- 3 Calculator
- 4 Equations
- 5 Percents
- 6 Reports

### • **Business Communication**

- 1 Writing Skills
- 2 Forms of Writing
- 3 Documentation

### • **Business Management**

- 1 Pressure
- 2 The Three C's
- 3 Visualisation
- 4 Stress Management
- 6 Project Resources

### • **Customer Service**

- 1 Defining Service
- 2 Communicating
- 3 Fixing Problems
- 4 Building a Department
- 5 Tools of the Trade

## Grammar

- 1 Fundamental Sentence Structures
- 2 Punctuation
- 3 Complex Sentence Structures
- 4 Advanced Grammar

### • **Motivation**

- 1 Leading with a Vision
- 2 Communicating
- 3 Rewarding and Correcting
- 4 Performance and Training
- 5 Building Trust

### • **Negotiating Series**

- 1 Negotiating Techniques
- 2 Gaining Control
- 3 Closing the Deal
- 4 Everyday Negotiations

### • **Project Management Series**

- 1 Management Overview
- 2 Understanding the Project Manager's Role
- 3 Defining the Problem
- 4 Determining the Strategy
- 5 Developing the Work Breakdown Structure
- 6 Estimating and Scheduling Resources
- 7 Understanding Scheduling Computations
- 8 Tracking Project Activities
- 9 Closing Out the Project
- 10 Formalizing Project Management Standards
- 11 Developing Project Teams
- 12 Ensuring Your Own Effectiveness

### • **Sexual Harassment Series**

- 1 Understanding the Issues
- 2 Understanding the Law
- 3 Assessing Problem Situations
- 4 Responding Effectively
- 5 Designing Policies and procedures
- 6 Federal and State Law
- 7 Common Law Tort Actions

### • **Time Management Series**

- 1 Introduction
- 2 Meetings
- 3 Managing Work
- 4 Co-Workers

Total Number of Courses:

<b>End User Desktop Computing</b>	<b>180</b>
<b>End User Home and Small Business</b>	<b>65</b>
<b><u>End User Business Skills Development</u></b>	<b><u>57</u></b>

**Total    302**

# Technical General

## Getting Started

- Getting Started: How to Take a Course
- **A+ 2001 Hardware and Operating System Certification**
  - 1 Computer Introduction
  - 2 The System Board
  - 3 Connecting Peripherals
  - 4 Operating Systems
  - 5 MS-DOS
  - 6 Windows 9x and 2000
  - 7 Disk Drives
  - 8 Monitors
  - 9 Modems
  - 10 Printers
  - 11 Networks
  - 12 Troubleshooting
  - 13 Maintenance Tasks
- **C in 21 Days**
  - Week 1
  - Week 2
  - Week 3
- **Cisco CCDA**
  - 1 Internetworking Review
  - 2 LAN Networking
  - 3 WAN Networking
  - 4 Introduction to Design
  - 5 Examining Existing Networks
  - 6 Designing LANs
  - 7 Designing WANs
  - 8 Design Issues
  - 9 Optimising by Design
  - 10 Testing and Managing
- **Cisco CCNA**
  - 1 OSI Reference Model
  - 2 Networks and Data Transfer
  - 3 Local Area Networking
  - 4 Wide Area Networking
  - 5 Using a Router
  - 6 Introduction to IOS
  - 7 IOS Configuration
  - 8 Network Management
  - 9 Bridges and Switches
  - 10 TCP/IP Networking
  - 11 IP Addressing
  - 12 IP Routing
  - 13 IPX Networking
  - 14 Network Security and Control
  - 15 Additional Configurations
  - 16 Exam Preparation 1
  - 17 Exam Preparation 2
  - 18 Numbering Systems
- **OOP Using C++**
  - Week 1
  - Week 2
  - Week 3
- **Oracle8**
  - 1 Installing Oracle
  - 2 Database Management
  - 3 Building Databases
  - 4 Files, Data, and Users
  - 5 Database Schema Objects
  - 6 Processes and Security
  - 7 Backup and Recovery
- **Oracle**
  - 1 Introduction to PL/SQL
  - 2 Overview of Developer/2000
  - 3 Forms 4.5 and Reports 2.5
  - 4 Graphics 2.5 and Procedure Builder 1.5
  - 5 Developer/2000 Applications
  - 6 Developer/2000 Integration|
- **Oracle 9i Database Fundamentals 1Z1-031 Series**
  - 1 Oracle Architecture and Tools
  - 2 Managing Instances and Creating Databases
  - 3 Managing the Database Structure
  - 4 Managing Table Spaces and Datafiles
  - 5 Managing Storage Structures and Undo Data
  - 6 Managing Tables
  - 7 Managing Indexes and Data Integrity
  - 8 Managing Users and Profiles
  - 9 Managing privileges and Roles
  - 10 Exam Preparation
- **PowerBuilder 5.0**
  - 1 PowerBuilder 5 Overview
  - 2 Getting Started with PowerBuilder 5
  - 3 Using PowerScript
  - 4 Using DataWindows
  - 5 Delivering the Final Product
- **PowerBuilder 6 Series**
  - 1 Introducing PowerBuilder
  - 2 Design Concepts
  - 3 Building Objects
  - 4 Building Windows
  - 5 Event Programming
  - 6 PowerScript and SQL
  - 7 Creating DataWindows
  - 8 Using DataWindows
  - 9 Reviewing an Application
  - 10 The Final Product
- **RDBMS Fundamentals**
  - Database Principles

- **Client/Server**
- C/S Technology for Managers
- **Data Warehousing**
- 1 Concepts
- 2 Management
- **FOCUS**
- 1 Getting Started
- 2 Working with FOCUS
- 3 Basic Report Preparation
- 4 Creating Simple Reports
- 5 Creating Complex Reports
- 6 Additional Reporting Techniques
- 7 Fundamentals of Graphs
- 8 Advanced Graph Topics
- 9 Data Manipulation for Reporting
- 10 Advanced Screening Techniques
- 11 Creating File Definitions
- 12 Adjusting File Definitions
- 13 Accessing External Files
- 14 Basic MODIFY Requests
- 15 Segment Modification
- 16 Complex MODIFY Requests
- 17 Additional File Maintenance
- 18 Dialogue Manager and FIDEL
- 19 More Features of FIDEL
- 20 MAINTAIN Facility
- 21 Completing a MAINTAIN Application
- **LANs**
- 1 Network Basics
- 2 Hardware and Software
- 3 Internetworking
- **Linux LPIC Level I Exam 101 Series**
- 1 Partitions and the Boot Process
- 2 File Management
- 3 GNU and Linux Commands
- 4 File System Maintenance
- 5 Users and Groups
- 6 Text Streams
- 7 Permissions
- 8 Administration and Documentation
- 9 Backup and Restore
- **Network+ Series**
- 1 Network Topology and Operating Systems
- 2 Network Media and Elements
- 3 The OSI Reference Model and Physical Layer
- 4 Data Link, Network and Transport Layers
- 5 Understanding TCP/IP
- 6 TCP/IP Configuration and Utilities
- 7 Remote Connectivity
- 8 Network Installation
- 9 Security, Maintenance, and Support
- 10 Troubleshooting
- **RPG IV Programming**
- 1 Introduction to RPG
- RPG2 Getting Started with RPG
- 3 Defining Data
- 4 Arithmetic Operations
- 5 Flow of Control
- 6 Externally Described Files
- 7 File Access and Record Manipulation
- 8 Interactive Applications
- 9 Tables and Arrays
- 10 Modular Programming
- 11 Advanced Data Definition
- 12 Advanced Techniques
- 13 Maintaining the Past
- **SAS 8**
- 1 Introduction
- 2 Using SAS
- 3 Data Manipulation
- 4 DATA Step Programming
- 5 Results
- 6 Display Manager System
- 7 Data Libraries
- 8 Inputting Data and PROC SQL
- 9 Combining and Updating Data Sets
- **SAS**
- 1 Introduction
- 2 Using SAS
- 3 Data Manipulation
- 4 DATA Step Programming
- 5 Results
- 6 Display Manager System
- 7 Data Libraries
- 8 Inputting Data and PROC SQL
- 9 Combining and Updating Data Sets
- **Solaris 8 System Administrator 310-011**
- 1 Installation, Initialization, and Shutdown
- 2 The Boot Process and Boot PROM
- 3 User and Software Package Administration
- 4 System Security and Remote Connection
- 5 Process Control
- **Sybase Series**
- 1 Introduction to Sybase
- 2 Using SQL Server
- 3 System Administration
- 4 User Administration
- 5 Programming with T-SQL
- 6 Querying Databases with T-SQL
- 7 T-SQL Commands
- **UNIX**
- 1 Introduction to UNIX
- 2 Shells: Bourne, Korn, and C
- 3 Shell Programming
- 4 System Administration I
- 5 System Administration II
- 6 Process Management

- **Networking for Technical Users**

- 1 Technical Information
- 2 Hardware and Software

- **Notes 5 Programming**

- 1 Designing in Domino
- 2 Pages and Forms
- 3 Organising Info
- 4 Scripting
- 5 LotusScript
- 6 Java

- **Novell 560 CNE**

- 1 NetWare Basics
- 2 Installation
- 3 Using NDS
- 4 File System
- 5 NDS Security
- 6 File Security
- 7 SENworks
- 8 Advanced SENworks
- 9 Distributed Printing

- **Novell 570 CNE Advanced Administration**

- 1 Upgrading or Migrating
- 2 Managing the Server
- 3 The File System
- 4 NSS and Backup
- 5 Memory and CPU Performance
- 6 Disk and Network Performance

- **Object-Oriented Analysis & Design**

- 1 Intro
- 2 System

- **Visual Basic 4.0**

- 1 Beginning Skills
- 2 Intermediate Skills
- 3 Advanced Skills

- **Visual Basic 5.0**

- 1 Beginning Skills
- 2 Intermediate Skills
- 3 Advanced Skills
- 4 Windows API and ActiveX

- **Visual Basic 6**

- 1 Programming Basics
- 2 Controls and Coding
- 3 Coding the Details
- 4 Lists and More Controls
- 5 Using Supplied Tools
- 6 Data Files and Printing
- 7 Program Tuning
- 8 Delivering the Program

- **Windows 2000 Basics**

- Server

# Technical MCSE

## Getting Started

- Getting Started: How to Take a Course
- **Exchange 2000 Administration MCSE 70-224 Series**
  - 1 Installation and Coexistence
  - 2 Creating and Managing Recipient Objects
  - 3 Creating and Managing Groups and Connectors
  - 4 Deploying Internet Messaging
  - 5 Administrating The Chat Service
  - 6 Working With Clients
  - 7 Using Public Folders
  - 8 Security and Performance
  - 9 Backing Up Data
- **Exchange Server 4.0**
  - 1 Planning
  - 2 Installing and Configuring
  - 3 Administering and Managing
- **Exchange Server 5.0**
  - 1 Planning
  - 2 Configuration
  - 3 Installation
  - 4 Managing
  - 5 Monitoring
  - 6 Troubleshooting
  - 7 Site Solutions
- **Exchange Server 5.5**
  - 1 Planning
  - 2 Strategies
  - 3 Installing
  - 4 Configuring
  - 5 Managing
  - 6 Monitoring
  - 7 Troubleshooting
  - 8 Connectivity
  - 9 Site Solutions
- **IIS 4**
  - 1 Internet Information Server Basics
  - 2 Architecture and Components
  - 3 Configuration
  - 4 The WWW Server
  - 5 The FTP Service
  - 6 Security
  - 7 Microsoft Certificate Server
  - 8 The SMTP Server
  - 9 The NNTP Server
  - 10 Microsoft Index Server
  - 11 Programmability
  - 12 Performance Tuning
  - 13 Site Analysis
  - 14 Troubleshooting
- **Windows 2000 Network Administration 70-216**
  - 1 Working with DNS and DHCP
  - 2 Working with Remote Access
  - 3 Working with Network Protocols
  - 4 Working with WINS and NAT
  - 5 Working with IP Routing
  - 6 Working with Certificate Services
- **Windows 2000 Network Management MCSA 70-218**
  - 1 Installing Devices and Managing Discs
  - 2 Confirming Volume Features and Replication
  - 3 Managing Permissions and Resources
  - 4 Updating Windows and Software
  - 5 Managing Group Policy
  - 6 Implementing Auditing and Account Policies
  - 7 Controlling File and Web Access
  - 8 Monitoring and Backing Up Systems
  - 9 Managing TCP/IP and DHCP
  - 10 Administering Name Resolution and DNS
  - 11 Managing Remote Access
  - 12 Configuring VPNs and Terminal Services
  - 13 Practice Test
- **Windows 2000 Directory Design 70-219**
  - 1 Analysing Business Requirements
  - 2 Analysing the Technical Environment
  - 3 Analysing Performance and Access
  - 4 Analysing Security Considerations
  - 5 Analysing the Impact of Active Directory
  - 6 Analysing Client Management Requirements
  - 7 Directory Naming and DNS Placement
  - 8 Designing Directory Service Architecture
  - 9 Designing a Site Topology and Service Locations
  - 10 Designing an OU Management Structure
  - 11 Designing a Group Policy Management Structure
  - 12 Planning for Coexistence with Other Directories
  - 13 Schema Modification Policy and Implementation Plan
- **Windows 2000 Security Design 70-220**
  - 1 Analysing Business Requirements
  - 2 Analysing Technical Requirements
  - 3 Establishing a Security Baseline
  - 4 Planning Security for System Resources
  - 5 Designing a Security Group Strategy
  - 6 Designing Security Policy Inheritance
  - 7 Protecting Resources with Auditing and Encryption
  - 8 Using Native Windows 2000 Authentication
  - 9 Using Alternate Authentication Strategies
  - 10 Designing a Public Key Infrastructure
  - 11 Designing a Security for Network Services

- **Networking Essentials**
- 1 Terminology
- 2 Standards
- 3 Planning a Topology
- 4 Planning Connections
- 5 Implementation
- 6 Troubleshooting
  
- **SQL Server 2000 Database Design MCSE 70-229**
- 1 Data Modelling and Database Creation
- 2 Database Objects
- 3 Retrieving and Modifying Data
- 4 Indexes and Views
- 5 Database Programming
- 6 Remote Data Access and XML
- 7 Optimising and Security
- 8 Exam Preparation 1
- 9 Exam Preparation 2
  
- **SQL Server 6.5**
- 1 Introduction
- 2 Installation and Set-up
- 3 Users and Replication
- 4 Database Administration
- 5 System Management
- 6 Tuning for Performance
  
- **SQL Server 7 Admin**
- 1 Security Strategy
- 2 System Requirements
- 3 Migration Planning
- 4 Replication Plans
- 5 Installing the Server
- 6 Other Installations
- 7 Configuring
- 8 Security Management
- 9 Managing Accounts
- 10 Managing Permissions
- 11 Database Management
- 12 Loading Databases
- 13 Backups and Restores
- 14 Managing Replication
- 15 Management Tasks
- 16 Monitoring Events
- 17 Watching & Optimising
- 18 Server Repair
- 19 More Troubleshooting
  
- **TCP/IP**
- 1 Introduction to TCP/IP Concepts
- 2 Data Delivery and Routing
- 3 Microsoft TCP/IP and IIS
- 4 Printing Services and DHCP
- 5 Name Resolution and WINS
- 6 Introduction to DNS Server
- 7 Managing DNS and TCP/IP
- 8 Utilities for Monitoring TCP/IP
- 9 Performance Monitor and RAS
  
- 12 Designing Security for Access Between networks
- 13 Designing Security for Communications Channels
  
- **Windows 2000 Network Design 70-221**
- 1 Analysing Business Needs
- 2 Analysing Technical Needs
- 3 Infrastructure Design
- 4 DHCP and Name Services
- 5 Designing for the Internet
- 6 Designing a WAN
- 7 Management and Service
  
- **Windows 2000 Professional 70-210**
- 1 Installation
- 2 Remote Installations and Upgrades
- 3 Administering Resources
- 4 Administering Shared Resources
- 5 Managing Disks
- 6 Managing Hardware
- 7 Monitoring and Optimising Your System
- 8 Configuring Your Desktop
- 9 Networking with Windows 2000 Professional
- 10 Using TCP/IP
- 11 Managing Users and Groups
- 12 Securing Your System
  
- **Windows 2000 Server 70-215 Series**
- 1 Installation
- 2 Hardware
- 3 Controlling Access to Files and Folders
- 4 Controlling Access to Web Resources and Printers
- 5 Optimising Your Server
- 6 Recovering from Disaster
- 7 Configuring Disks and Volumes
- 8 Administering Disks
- 9 Networking Your Server
- 10 Implementing Remote Access
- 11 Implementing Terminal Services
- 12 Using Security Features
  
- **Windows NT Server 4.0 Enterprise**
- 1 Configuration
- 2 Connectivity
  
- **Windows NT Server 4.0**
- 1 Planning and Installation
- 2 Configuration
- 3 Resource Management
- 4 Monitoring and Troubleshooting
  
- **Windows NT Workstation 4.0**
- 1 Installation and Configuration
- 2 Connectivity & Resource Mgmt.
- 3 Troubleshooting

- 10 PPTP and Troubleshooting
- **Visual Studio .NET Overview**
- 1 Exploring the .NET Initiative
- 2 Languages and Application Development
- 3 Getting Started with .NET
- **Windows 2000 Active Directory 70-217**
- 1 Preparing for Active Directory
- 2 Building an Active Directory Structure
- 3 Administering Active Directory Services
- 4 Managing Servers
- 5 Understanding Group Policy
- 6 Managing User Environments with Group Policy
- 7 Distributing Software with Group Policy
- 8 Managing Security with Group Policy
- 9 Using Remote Installation Services
- **Windows XP Professional MCSE 70-270 Series**
- 1 Installation
- 2 Administering Resources
- 3 Configuring Hardware
- 4 Optimising the System
- 5 Configuring the Desktop
- 6 Networking the System
- 7 Securing the System

# Technical Web Development

- **Getting Started**
  - Getting Started: How to Take a Course
- **CGI/Perl**
  - 1 Getting Familiar with Forms
  - 2 Building Programs
  - 3 Web Applications
  - 4 Interacting with Databases
- **CIW Foundation 1D0-410**
  - 1 The Internet and the World Wide Web
  - 2 E-mail, FTP, Newsgroups and Telnet
  - 3 Objects, Plug-Ins, Viewers and Security
  - 4 Search Engines and E-Commerce
  - 5 Web Page Authoring and HTML Coding
  - 6 Graphic Elements, Hyperlinks and Tables
  - 7 Forms, Images and Frames
  - 8 HTML Editors and Extensions
  - 9 Networking, Protocols, LANs and WANs
  - 10 TCP/IP, Internet Addressing and Servers
  - 11 Scripting, Connectivity, and Security
  - 12 Practice Exam for Internet Fundamentals
  - 13 Practice Exam for Web Page Authoring Fundamentals
  - 14 Practice Exam for Networking Fundamentals
- **CIW Security 1D0-470**
  - 1 Security Fundamentals
  - 2 Attack Types and Encryption
  - 3 Protocol Layers and Security
  - 4 Firewalls
- **Dynamic HTML**
  - 1 DHTML and Style Sheets
  - 2 Using JavaScript
  - 3 Objects and Events
  - 4 Styles and Content
  - 5 Data From Other Sources
- **E-Commerce**
  - 1 Your E-Business
  - 2 Getting Started
  - 3 Influences on E-Commerce
  - 4 Killer Apps
  - 5 Developing Your E-Business
  - 6 Real-Time and Data Mining
  - 7 Lowering Your Business Costs
  - 8 Customer Service and Payment
  - 9 Marketing Your E-Business
  - 10 Advertising on the Internet
  - 11 Building Marketing Strategy
  - 12 Resource Planning
  - 13 Managing Your E-Business
- **Flash MX**
- **JAVA 1.1**
  - 1 Writing Java Programs
  - 2 Java Programming Basics
  - 3 Using Objects and Arrays
  - 4 Creating Java Applets
  - 5 Graphics and User Events
  - 6 Putting Your Skills to Work
- **JAVA 1.2**
  - 1 Writing Java Programs
  - 2 Java Programming Basics
  - 3 Using Objects and Arrays
  - 4 Creating Java Applets
  - 5 Graphics and User Events
  - 6 Putting Your Skills to Work
- **Java 2 Enterprise Design Series**
  - 1 Enterprise Foundations
  - 2 Modelling Components with JavaBeans
  - 3 Enterprise Data and JDBC
  - 4 Network and Web Communications
  - 5 CORBA, RMI, and DCOM Communications
  - 6 Naming, Directory, Trading and Activation Services
  - 7 Messaging and Transaction Services
  - 8 Systems Assurance and Security
  - 9 Java's Security Features
  - 10 Enterprise Web Enabling
  - 11 Java Servlets
  - 12 JavaServer Pages
  - 13 Enterprise Applications and Enterprise JavaBeans
  - 14 Advanced Enterprise JavaBeans and Application Integration
- **Java 2 Programmer Certification 310-025**
  - 1 Java and Object-Oriented Fundamentals
  - 2 Declarations, Flow Control, and Exception Handling
  - 3 Classes, Interfaces, Methods, and Garbage Collection
  - 4 Threads
  - 5 The java.lang Package
  - 6 The java.util Package
  - 7 GUI Components and Containers of the java.awt Package
  - 8 Layouts and Event Handlers of the java.awt Package
  - 9 Graphic and Image Elements of the java.awt Package
  - 10 The java.io Package
- **Photoshop**
  - 1 Managing Graphics Files
  - 2 Colours, Brushes, and Printing
  - 3 Selecting and Retouching

- 1 Flash Overview
- 2 Animation
- 3 Text and Forms
- 4 Coordinated Animations
- 5 Sound and Music
  
- **FrontPage 2000**
- 1 Creating Web Sites
- 2 Building Pages
- 3 Working with Images
- 4 Adding Spark to Your Site
  
- **FrontPage 97**
- Creating a Web Site
  
- **FrontPage 98**
- FrontPage 98: Creating a Web Site
  
- **GUI Design**
- 1 Planning an Interface
- 2 Developing an Interface
- 3 Designing Screen Elements
  
- **HTML**
- 1 Start Creating Your Own Web Pages
- 2 Creating High Quality Web Graphics
- 3 Layout and Design for Your Web Pages
- 4 Making Your Web Pages Interactive
- 5 Start Using JavaScript
- 6 Using JavaScript for Interactivity
- 7 Using Advanced JavaScript

- 4 Text, Fills, and Actions
- 5 Using Layers and Plug-Ins
- 6 Manipulating Images

#### **Visual InterDev 6**

- 1 Learning the Basics
- 2 Using HTML
- 3 Dynamic Content
- 4 Objects and Databases
- 5 Database Interaction
- 6 Active Server Pages
- 7 Controls and Scripts
- 8 Testing and Debugging
- 9 Management and Design
  
- **Web Design & Graphics**
- 1 Introduction to Design
- 2 Making Your Site Fast and Viewable
- 3 Building Your Site with Images
- 4 Building Your Site with Formatting
- 5 Using Other Tools
  
- **XML**
- 1 Viewing and Understanding XML
- 2 Creating a Basic Document
- 3 Building DTDs & Checking Documents
- 4 Entities
- 5 The Document Object Model
- 6 CSS and XSL Style Sheets

# Technical Mainframe.

- Getting Started: How to Take a Course
- **CICS/ESA Series**
  - 1 Fundamentals
  - 2 Programming Basics
  - 3 Advanced Programming
  - 4 Defining Maps
  - 5 Generating Maps
  - 6 Using Maps
- **CMS Series**
  - 1 CMS for New Users
  - 2 Advanced CMS Functions
- **COBOL Series**
  - 1 Basics
  - 2 Program Structure
  - 3 Data Structure
  - 4 Coding the Procedure Division
  - 5 Completing the Procedure Division
  - 6 Numerics
  - 7 Coding Arithmetic Statements
- **COBOL (New) Series**
  - 1 CICS and the New COBOL
  - 2 Migration to the New COBOL
  - 3 Functions in the New COBOL
  - 4 Compiling and Debugging
- **COBOL(OS/VS) Series**
  - 1 Fundamentals
  - 2 Program Structure
  - 3 Data Division
  - 4 Procedure Division
  - 5 Completing Your Program
  - 6 Numerics
  - 7 Arithmetic Statements
- **DB2 Series**
  - 1 The Programming Environment
  - 2 Row and Table Manipulation
  - 3 Program Development and Efficiency
- **EASYTRIEVE PLUS**
  - 1 Using EASYTRIEVE PLUS
  - 2 Enhancing the Program
- **ISPF Series**
  - 1 User Interface
  - 2 Basic Program Development
  - 3 Advanced Program Development
- **JCL Series**
  - 1 Fundamentals of Jobstreams
  - 2 Data Sets, Procedures, and Output
  - 3 Specifying Job Information
  - 4 Controlling the Job Process
  - 5 Types of Data Sets
  - 6 Working with Data Sets
  - 7 Instream and Catalogued Procedures
  - 8 Coding and Executing Procedures
  - 9 Modifying Procedures
- **Micro Focus COBOL Workbench Series**
  - 1 Getting Started
  - 2 Managing Files
  - 3 Developing Programs
  - 4 Testing Programs
  - 5 Compiling and Testing
- **MVS Series**
  - 1 Fundamentals of MVS and JES
  - 2 Enhancing Performance
  - 3 Utilities
  - 4 Basic Operations
  - 5 Advanced Operations
- **QMF Series**
  - 1 Fundamentals of QMF
  - 2 Prompted Query and QBE
  - 3 Reports
  - 4 Additional Formatting Techniques
- **REXX Series**
  - 1 Introducing REXX
  - 2 Advanced REXX Features
- **SQL Series**
  - 1 Database Maintenance
  - 2 Database Objects
  - 3 Query Techniques
  - 4 Joining Tables
- **TSO/E Series**
  - 1 CLISTs
  - 2 Advanced Features
- **VSAM Series**
  - 1 Fundamentals
  - 2 Advanced Features
- **XEDIT Series**
  - 1 XEDIT for New Users
  - 2 Advanced XEDIT Functions

Total Number of Courses:

<b>Technical General</b>	<b>223</b>
<b>Technical MCSE</b>	<b>196</b>
<b>Technical Web Development</b>	<b>122</b>
<b>Technical Mainframe</b>	<b><u>72</u></b>
<b>Total</b>	<b>613</b>

## **End User Development Schedule**

### ***Desktop Computing Group***

PC Fundamentals  
(December and March 2003)

## **Technical Development Schedule**

### ***Technical Web Development Group***

Certified Internet Webmaster Security Analyst 1D0-470  
(December and March 2003)

Dreamweaver MX  
(March and June 2003)

### ***Technical General Group***

Oracle9i DBA Fundamentals II 1Z0-032  
(June 2003)

Oracle9i PL/SQL 1Z0-007  
(March and June 2003)

Server +  
(March and June 2003)

Solaris SCSA I 310-011  
(December and March 2003)

Solaris SCSA II 310-012  
(June 2003)

***Technical Microsoft Certifications***

Exchange 2000 Administration Series MCSE 70-224  
(September)

Microsoft Certified Application Developer 70-315  
(June and September 2003)

Microsoft Certified Application Developer II 70-320  
(June and September 2003)

.NET overview, the fundamentals of C# syntax, and Visual Studio .NET.  
(December and March 2003)

SQL Server 2000 Enterprise Design Series  
MCSA/MCSE/MCAD/MCSD/MCDBA 70-229  
(September)

Windows 2000 Network Management Series MCSA/MCSE 70-218  
(September and December)

**\* Proposed Development Schedule is subject to change without notice. These are estimated dates of completion and course availability is not guaranteed.**