ABOUT QDG TRAINING PROGRAM

Are you a government IT professional in Qatar? Are you looking to be part of Qatar digital transformation future? Then QDG Training program is for you!

The Qatar Digital Government Training program (QDG Training) is a strategic initiative developed by the Ministry of Transport and Communications (MOTC) to boost the professional capacity of government employees such as yourself with specialized and accredited government training.

QDG Training program aims to build your information and communication technology capabilities to achieve improved service provision, efficiency and transparency in the workplace. At the heart of the Qatar Digital Government 2020 Strategy is you, and the QDG Training program is here to help you be part of that change.
Our training programs are empowered by international technologies (such as Microsoft, SAP, IBM, CISCO, PMI, ITIL, COMPTIA, etc), in a variety of IT disciplines such as:

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<td>Network Administration</td>
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<td>System Administration</td>
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We are also keen on helping you get the industry recognition you deserve. Therefore, the QDG Training program offers certification perpetuation courses, and a certification re-imbursement processes to further support your professional growth in IT.

Not only that, but we also provide prestigious customized training programs to address specific development needs in the government that you might qualify for.

Programs such as the IT Talent Program, is a professional development program at the best practice level for IT fresh graduates. This program focuses on developing emerging talent and aims to provide an intensive immersive learning experience for its participants.

Also, the Executive CTO program; a program that focuses on the development of senior IT professionals, offers a unique experience for senior ICT executives the opportunity to join an international peer group and work with world renowned faculty to gain the strategic insight, leadership skill and tools to shape the future.

Here at the QDG Training program, are continuously looking to forge new and exciting program with globally recognized institutions to further develop IT professionals across the government sector in Qatar. So don’t wait and be part of this change.
OUR OFFERINGS

CORE TECHNICAL TRAINING

DATABASE MANAGEMENT

ERP MANAGEMENT

GRAPHIC DESIGN

IT MANAGEMENT & GOVERNANCE

PROGRAMMING

SYSTEM ADMINISTRATION

NETWORK ADMINISTRATION

SECURITY MANAGEMENT

SPECIALIZED DEVELOPMENT PROGRAMS

IT TALENT PROGRAM

• Targeting the rising Qatari Talent
• To accelerate their professional development
• By an immersive and intensive learning experience
• To meet the needs of the Qatar Digital Government Strategy

EXECUTIVE CTO PROGRAM

• Targeting senior IT professionals
• Offers best in class executive education
• Develops strategic acumen level
• To meet the needs of the global IT market
• 6 modules
• 7 months
• 30+ participants

+30 PARTICIPANTS

1-5 YEARS OF EXPERIENCE

6 MONTHS

6 MODULES

7 MONTHS

CTO GOVERNMENT
HOW TO REGISTER

IF YOU ARE AN IT PROFESSIONAL IN GOVERNMENT THEN YOU CAN LEARN FOR FREE WITH THE QDG TRAINING PROGRAM

1. Use our website or this catalog to identify what courses are relevant to you

2. Meet with your line manager to agree on these courses and ask him to approve your training request with QDG Training

3. All the QDGTP training courses nominations must be done ONLY through "https://sapepp.mawared.qa/irj/portal"

4. QDGTP organizing team will screen your nomination, based on availability and suitability, they will confirm your registration

5. Attend your registered courses and learn away

6. Email us at QDGTraining@mots.gov.qa or call us at 40 45 2334 if you need help
HOW TO GET CERTIFIED

You’ve completed a course with us and ready to get an industry certification in the subject.

Go to our website and to our certification offerings and see if your desired certification is reimbursable by our program.

If you find it, download the certification reimbursement consent form from the website, or refer back to the Certification reimbursement Instructions 2018 for Trainees document that was sent via email.

If you pass the exam from your first try, browse our website again and download the certification reimbursement application form, fill it and submit it along with your proof of passing to the certification e-mail address.

Proceed with your exam application steps. Pay and register for the exam.

Once you have all the paperwork ready, make sure you sign the form and submit the certification e-mail address. You will get a confirmation of receipt email a few days after your submission.

Your application will be reviewed and verified by our team. If all criteria is met, you will then be emailed instructions on how to go about collecting your exam fees.

Go and collect your money and celebrate your achievement.

For more information: +974 40452354 | certification@motec.gov.qa
FREQUENTLY ASKED QUESTIONS

Q1. Is this program for free or do I have to pay for enrolling?

A1. QDG Training programs are free of charge to government employees in the IT field. However, some courses could be under payment fee conditions. Certification exam fees are only re-reimbursement under specific criteria.

Q2. How can I enroll in this program?

A2. Please reach out to your line manager or training manager (the focal point). Every entity that is registered with QDG Training program has an identified focal point responsible for nominations and registrations. In the case that your entity is not registered with the QDG Training Program, then we encourage that your entity’s training department initiate communication with the QDG Training program and register.

Q3. How to learn about the course schedules and specialized programs?

A3. Periodically, training announcements will be sent to the HR or IT managers (the focal points) seeking suitable nominees. You are welcome to visit our website for a list of the most current course and programs offered http://www.motc.gov.qa/en/qdgtraining. We also produce new catalogs (such as this one) on quarterly bases which lists for you our course offerings for the upcoming quarter.

Q4. How are courses scheduled over a given year?

A4. Generally, we hold trainings on quarterly bases (4 seasons a year). Depending on holiday seasons, a season can range between 2-3 months. Each training season has between 15 to 25 courses per month.

Q5. What is the duration of each course?

A5. Courses can be as short as 2 days or as long as 30 days, depending on the subject. Please refer to the course catalog or website for more details.

Q6. Do you offer higher level courses for each technology?

A6. Yes, we offer a range of levels per course (entry-to-expert), however this range might vary between courses or technologies.
Q7. What is the size of each training class?
A7. It depends on technology and training subject, however classes typically range between 9 to 20 learners per class.

Q8. What about certifications?
A8. Getting people certified is one of our priorities in QDG Training. The program offers certification preparation courses and have certification re-imbursement procedures in place to encourage Industry certifications. Please refer to our website to learn more about what certification services we offer.

Q9. How many courses can I take?
A9. There is no limit to how many courses you can take as long it has been deemed required for your professional development in your function in government. It is worth mentioning that course repetition is not permitted.

Q10. Do I get course material in the course?
A10. For every course, learners should expect to receive full course material.

Q11. What should I expect at the course venue?
A11. It is the responsibility of the course organizers to ensure proper logistical arrangements for the learners. Depending on the venue, the learner should expect parking, catering and equipment as per availability. The nature of the arrangement will vary from one venue to another. The course organizers will inform the learners of these arrangements well ahead of course start date.

Q12. What will I get at the end of a course?
A12. Depending on the course itself a learner that completes the minimal requirements of a course will receive at least a Certification of Completion to attests to his attendance.

Q13. How much of the course do I need to attend to get a Certification for Completion?
A13. Depending on the course, a learner must attend at least between 80% for core technical training, 100% for specialized development programs of the course to qualify for a Certification of Completion.

Q14. Is this program only for Qatari nationals?
A14. The QDG Training program serves any government employee working in the IT field regardless of nationality. However, some programs may be restricted to Qatari nationals.
Training is essential for every IT professional at every level in to keep oneself competent with the changing technologies, concepts, skills and environment. With IT professional’s interest at heart, we offer the below list of courses for QDGTP Q1 2018.
## QDGTP Q1 2018 TRAINING PROGRAMME

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<th>COURSE NAME</th>
<th>TECHNOLOGY</th>
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<td>SECS01: Advanced Security Essentials - Enterprise Defender</td>
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<td>EC-Council Disaster Recovery ProfessionalITM v3</td>
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# QDG TRAINING PROGRAM - TRAINING PLAN Q1 2018

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* See CTERF Terms and Conditions apply
**Course Name**
Adobe After Effects CC Expert

**Course Description**

**Overview**
Use 3D camera tracker for following the objects, use advance effects for the videos.

**Target audience**
Animations, Videographer, Video visual effects.

**Course content**

1. Working with 3d camera tracker
   - Preparing rolling shutter distortions.
   - Tracking the footage
   - Creating a ground plane, a camera, and the initial text.
   - Adding light and creating realistic shadows

2. Advanced editing techniques
   - Using wrap stabilizer VFX
   - Bicubic scaling
   - Using single-point motion tracking
   - Checking for drift
   - Mocha for after effects
   - Creating a particle simulation
   - Understanding Particle Systems II properties

**Pre-requisites**
Have completed Adobe After Effects CC basic 2 days level course and the 1 day Adobe After Effects Intermediate level

**Certification info**
Adobe Certified Expert – ACE
- Must have at least 2 years of knowledge and experience in related adobe application
- Must attend a full training course covering all levels
- Needs to read Adobe preparation guide in order to know about ACE exam
Course Name
Adobe Dreamweaver CC Expert

Course Description
Overview
Working with images options, how to work with navigation options, and how to publish design to your hosting

Target audience
Web designers, web developers.

Course content
1. Working with images
   - Web image basics
   - Previewing the complete file
   - Inserting an image
   - Adjusting image positions with CSS classes
   - Working with the insert panel
   - Using the insert menu
   - Inserting non-web file types working with Photoshop Smart Objects
   - Copying and pasting images from Photoshop
   - Inserting images by drag and drop
   - Optimizing images with the property inspector

2. Working with navigation
   - Hyperlink basics
   - Previewing the completed file
   - Creating internal hyperlinks
   - Creating external link
   - Setting up email links
   - Creating an image-based link
   - Targeting page elements
   - Checking your page
   - Adding destination links to same page

3. Publishing to the web
   - Defining a remote site
   - Cloaking folders and files
   - Wrapping things up
   - Putting your site online
   - Synchronizing local and remote sites
Pre-requisites

Have completed Adobe Dreamweaver CC basic 2 days level course and the 1 day Adobe Dreamweaver Intermediate level.

Certification info

Adobe Certified Expert – ACE
- Must have at least 2 years of knowledge and experience in related adobe application
- Must attend a full training course covering all levels
- Needs to read Adobe preparation guide in order to know about ACE exam
Course Name: Adobe Illustrator Expert

Overview:
Adobe Illustrator streamlines the imagination digitally. Illustrator provides tools for drawing and painting, prepare materials for publishing such as logos, business cards, single page advertisements, posters and banners.

Target audience:
Graphic designers, and desktop publishers

Course content:
1. Blending shapes and colors
   - Creating a gradient fill
   - Adjusting the direction of a gradient blend
   - Adding colors to a gradient
   - Creating smooth-color blend
   - Modify the blend

2. Working with symbols
   - Using existing symbols
   - Creating and editing symbols
   - Editing symbol options
   - Working with symbolism tools
   - Mapping with symbols and flash integration

3. Combining Illustrator Graphics with other Adobe
   - Applications
   - Working with adobe bridge
   - Combining artwork
   - Vector versus bitmap graphics
   - Placing photoshop files
   - Masking and image
   - Working with image links
   - Exporting a layered file to Photoshop

Pre-requisites:
Have completed Adobe Illustrator CC basic 2 days level course and the 1 day Adobe Illustrator Intermediate level.

Certification info:
Adobe Certified Expert – ACE
- Must have at least 2 years of knowledge and experience in related adobe application
- Must attend a full training course covering all levels
- Needs to read Adobe preparation guide in order to know about ACE exam
Course Name: Adobe InDesign Expert CC Expert

Overview:
Adobe InDesign is an advanced tool for creative professionals. With InDesign, designers can produce as simple artwork as business cards, through letterheads, flyers, posters, single/multipage advertisements, magazines, newsletters, newspapers, and up to book and catalogues. InDesign leads in the Publishing industry.

Target audience:
Graphic designers, and desktop publishers

Course content:
1. Importing and modifying Graphics
   - Adding graphics from other programs
   - Comparing vector and bitmap graphics
   - Managing links to imported files
   - Working with Clipping paths
   - Importing native PSD, AI, and PDF files
   - Creating and using Libraries

2. Creating tables
   - Importing and formatting a table
   - Editing Cell, and Table options
   - Inserting In-line graphics
   - Placing graphics in table cells

3. Printing and exporting
   - Preflight and Package files
   - Creating an Adobe PDF proof
   - Separation preview
   - Transparency flattener preview
   - Previewing the page
   - Printing laser or inkjet proof

Pre-requisites:
Have completed Adobe InDesign CC basic 2 days level course and the 1 day Adobe InDesign Intermediate level course.

Certification info:
Adobe Certified Expert – ACE
   - Must have at least 2 years of knowledge and experience in related adobe application
   - Must attend a full training course covering all levels
   - Needs to read Adobe preparation guide in order to know about ACE exam
Course Name: Adobe Photoshop CC Expert

Overview:
Create a Vanishing Point plane in order to stick objects and graphics in perspective on the plane, manage layers efficiently, and add filters to a set of layers to create a collage.

Target audience:
Photography enthusiasts, graphic designers, and photo retouch

Course content:
1. Advanced layering
   - Clipping a layer to a shape
   - Setting up a Vanishing Point grid
   - Placing imported artwork
   - Filtering Smart Objects
   - Working with Adjustment layers
   - Working with layer comps
   - Stamping layers

2. Advanced Compositing
   - Automating a multistep task
   - Applying smart filters
   - Setting up montage
   - Hand-coloring selection on a layer
   - Changing color balance
   - Creating effects
   - Matching color schemes across images

Pre-requisites:
Have completed Adobe Photoshop CC basic 2 days level course and the 1 day Adobe Photoshop Intermediate level course.

Certification info:
Adobe Certified Expert – ACE
   - Must have at least 2 years of knowledge and experience in related adobe application
   - Must attend a full training course covering all levels
   - Needs to read Adobe preparation guide in order to know about ACE exam
Course Name
Adobe Premiere Pro CC Expert

Course Description

Overview
Color correction and fixing the exposure problems, working with shapes and text, export your clips to different applications.

Target audience
Videographer, video visual effects

Course content

1. Color correction and grading
   • Following a color-oriented workflow
   • An overview of color-oriented effects
   • Fixing exposure problems
   • Fixing color balance

2. Creating titles
   • An overview if the titler window
   • Creating titles and stylizing text
   • Working with shapes and logos
   • Making text roll and crawl

3. Exporting frames/clips/sequences
   • Exporting a master copy
   • Working with adobe media encoder
   • Exchanging with other editing applications
   • Recording to tape

Pre-requisites
Have completed Adobe Premiere Pro CC basic 2 days level course and the 1 day Adobe Premiere Pro Intermediate level course.

Certification info
Adobe Certified Expert – ACE
• Must have at least 2 years of knowledge and experience in related adobe application
• Must attend a full training course covering all levels
• Needs to read Adobe preparation guide in order to know about ACE exam
Certified Information System Security Professional (CISSP)

Overview
A CISSP is an information assurance professional who defines the architecture, design, management and/or controls that assure the security of business environments. The vast breadth of knowledge and the experience it takes to pass the exam is what sets the CISSP apart.

The CISSP was the first credential in the field of information security to meet the stringent requirements of ISO/IEC Standard 17024. CISSP certification is not only an objective measure of excellence, but also globally recognized standard of achievement.

Target audience
IT professionals seeking to enhance their careers and gain credibility as information security specialists

Objectives
• Best-practice information security management practices, including IS technical skills, risk management and business continuity planning.
• Access control and physical security
• Cryptography
• Security architecture for applications and networks.

Pre-requisites
The Seminar offers a high-level review of the main topics and identifies areas that students need to study and includes:
• Post-Seminar Self-Assessment
• 100% up-to-date material
• An overview of the scope of the information security field

Certification info
In order to obtain the CISSP certification, the associated exam must be passed. The exam covers the eight domains of Information Systems Security. Please note that this exam is provided by (ISC)2 and is not included in this training course. Thus, this must be booked separately. The exam format is as follows:
• Multiple choice
• 6 hours
• 250 questions
• 70% required to pass
• Computer-based

If you are ready to take the CISSP exam, you can register on this link: https://www.isc2.org/Register-for-Exam
Course Name
EC-Council Disaster Recovery Professional™ v3

Overview
EDRP provides the professionals with a strong understanding of business continuity and disaster recovery principles, including conducting business impact analysis, assessing of risks, developing policies and procedures, and implementing a plan. It also teaches professionals how to secure data by putting policies and procedures in place, and how to recover and restore their organization's critical data in the aftermath of a disaster.

Target audience
IT Professionals in the BC/DR or System Administration domain - Business Continuity and Disaster Recovery Consultants - Individuals wanting to establish themselves in the field of IT Business - Continuity and Disaster Recovery - IT Risk Managers and Consultants - CISOs and IT Directors

Objectives
The EDRP course will give participants the necessary skills to develop enterprise-wide business continuity and disaster recovery plans

Pre-requisites
Before attending this course, students should have one year of experience managing Windows/Unix/Linux systems or have equivalent knowledge and skills. Good understanding of common network and security services is required.
Course Name

ECSA: EC-Council Certified Security Analyst

Overview
ECSA/LPT is a security class like no other! Providing real world hands on experience, it is the only in-depth Advanced Hacking and Penetration Testing class available that covers testing in all modern infrastructures, operating systems and application environments.

EC-Council’s Certified Security Analyst/LPT program is a highly interactive 5-day security class designed to teach Security Professionals the advanced uses of the LPT methodologies, tools and techniques required to perform comprehensive information security tests. Students will learn how to design, secure and test networks to protect your organization from the threats hackers and crackers pose. By teaching the tools and ground breaking techniques for security and penetration testing, this class will help you perform the intensive assessments required to effectively identify and mitigate risks to the security of your infrastructure. As students learn to identify security problems, they also learn how to avoid and eliminate them, with the class providing complete coverage of analysis and network security-testing topics.

Target audience
Network server administrators, Firewall Administrators, Security Testers, System Administrators and Risk Assessment professionals.

Objectives
The ECSA certification exam will be conducted on the last day of training. Students need to pass the online Prometric exam 412-79 to receive the ECSA certification. The Student also will be prepared for the LPT certification

The exam for EC Council Certified Security Analyst is in two stages. In the first stage, you will be asked to write a penetration test report following a number of testing exercises on EC-Council’s iLabs.

One your report is accepted, the second stage is a multiple choice exam. This exam consists of 150 questions and the duration is four hours. The pass mark is 70%. The exam is booked separately through the online exam portal using a provided exam voucher upon successful completion of the report. Completion awards you ECSA certification.
Course Name

ITIL Intermediate Capability: Operational Support And Analysis

Overview
This course builds on the general principles covered as part of the ITIL® Foundation course. This enables the organization to introduce Event Management, Incident Management, Request Fulfilment, Problem Management and Access Management processes, Service Desk, Technical Management, IT Operations Management and Application Management functions as integral parts of its overall business-focused Services Framework.

The course is assignment based, with a strong emphasis on practical coursework, working as individuals and in teams. **30 PMI PDUs**

Target audience
The course is suitable for individuals who require a deep understanding of Operational Support & Analysis processes and how they may be used to enhance the quality of IT service provision within an organization. It offers a natural career development for practitioner staff who already hold the ITIL® V3 Foundation Certificate or equivalent.

Objectives
- To obtain knowledge on ITIL® terminology, process structure, roles, functions and activities that will enable role focused capability and competency in support of the Service Lifecycle approach as described in ITIL®.
- To provide delegates with practical guidance on the design and implementation of integrated end-to-end processes based on proven industry best practice guidelines.
- To prepare delegates for the ITIL® Capability examination in Service Offerings & Agreement.

Pre-requisites
Delegates are required to hold the ITIL® V3 Foundation Certificate in IT Service Management or V2 to V3 bridge equivalent. Before taking the course, it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years. It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination.

Certification info
The ITIL® Operational Support and Analysis exam measures knowledge of the Operational Support and Analysis processes of the lifecycle, including core activities and techniques.
- 8 multiple choice questions
- 90 minutes
- Pass mark: 70% or 28/40
- Closed book
Course Name

ITIL Intermediate Capability: Planning, Protection And Optimization

Overview
The course builds on the general principles covered as part of the ITIL® Foundation course. This enables the organization to introduce Capacity Management, Availability Management, ITSCM, Information Security Management, Demand Management and Risk Management processes as an integral part of its overall business-focused Services Framework. The course is assignment based, with a strong emphasis on practical coursework, working as individuals and in teams. This course qualifies you for the following PMI® Professional Development Units (PDUs): 30 PMI PDUs

Target audience
The course is suitable for individuals who require a deep understanding of Planning, Protection & Optimization processes and how they may be used to enhance the quality of IT service provision within an organization. It offers a natural career development path for practitioner staff who already hold the ITIL® V3 Foundation Certificate or equivalent.

Objectives
The purpose of Planning, Protection & Optimization is to obtain knowledge on ITIL® terminology, process structure, roles, functions and activities that will enable role focused capability and competency in support of the Service Lifecycle approach as described in ITIL®. The course provides delegates with practical guidance on the design and implementation of an integrated end-to-end processes based on proven industry best practice guidelines. The course prepares delegates for the ITIL® Capability examination in Planning, Protection & Optimization.

Pre-requisites
Delegates are required to hold the ITIL® V3 Foundation Certificate in IT Service Management or V2 to V3 bridge equivalent. Before taking the course, it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years. It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination.

Certification info
The ITIL® Planning, Protection, and Optimization exam measures knowledge of the Planning, Protection, and Optimization processes of the lifecycle, including core activities and techniques. The exam is:
- 8 multiple choice questions
- 90 minutes
- Pass mark: 70% or 28/40
- Closed book
Course Name

ITIL Intermediate Capability: Service Offerings And Agreements

Overview
The course builds on the general principles covered as part of the ITIL® Foundation course. This enables the organization to introduce Service Portfolio Management, Service Catalogue Management, Service Level Management, Demand Management, Supplier Management, Financial Management and Business Relationship Management as integral parts of its overall business-focused Services Framework. The course is assignment based, with a strong emphasis on practical coursework, working as individuals and in teams. **30 PMI PDUs**

Target audience
The course is suitable for individuals who require a deep understanding of Operational Support & Analysis processes and how they may be used to enhance the quality of IT service provision within an organization. It offers a natural career development path for practitioner staff that already holds the ITIL® V3 Foundation Certificate or equivalent.

Objectives
- The purpose of Service Offerings & Agreement is to obtain knowledge on ITIL® terminology, process structure, roles, functions, activities that will enable role-focused capability, and competency in support of the Service Lifecycle approach as described in ITIL®.
- The course provides delegates with practical guidance on the design and implementation of an integrated end-to-end processes based on proven industry best practice guidelines.
- The course prepares delegates for the ITIL® Capability examination in Service Offerings & Agreement

Pre-requisites
Delegates are required to hold the ITIL® V3 Foundation Certificate in IT Service Management or V2 to V3 bridge equivalent. Before taking the course it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years. It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination.

Certification info
The ITIL® SOA exam measures knowledge of Service Offerings and Agreements practices.
- 8 multiple choice questions
- 90 minutes
- Pass mark: 70% or 28/40
- Closed book
Course Name

ITIL Intermediate Lifecycle: Continual Service Improvement

Overview
The course builds on the general principles covered as part of the ITIL® Foundation course. It covers the lifecycle aspects of Continual Service Improvement (CSI) and covers the management and control of the activities and techniques within the CSI stage. Additionally, the course looks at the concept of CSI as a practice and at the interfaces between CSI and the other stages of the ITIL Service Lifecycle. The course is assignment based, with a strong emphasis on practical coursework, working as individuals and in teams. This course qualifies you for the following PMI® Professional Development Units (PDUs): 21 PMI PDUs

Target audience:
The course is suitable for individuals who require a deeper understanding of the CSI stage of the Service Lifecycle. It offers a natural career development path for practitioner staff who already hold the ITIL® V3 Foundation Certificate.

Objectives:
• To obtain knowledge on ITIL® concepts and terminology. The course looks at activities that may be implemented to enhance the quality of IT service management within an organisation and enables students to understand the concepts, processes, functions, and activities involved in CSI.
• To give a detailed management/business level understanding of the ITIL® CSI phase of the ITIL® core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organisation.
• To explain the roles and justify the need of CSI in the Service Lifecycle.
• To prepare delegates for the ITIL® Lifecycle examination in Continual Service Improvement.

Pre-requisites

Delegates are required to hold the ITIL® V3 Foundation Certificate in IT Service Management or V2 to V3 bridge equivalent. Before taking the course, it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years. It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination.

Certification info

The ITIL® Continual Service Improvement exam measures knowledge of the Continual Service Improvement stage of the lifecycle, including core concepts, activities, and techniques. This exam is:
• 8 multiple choice questions
• 90 minutes
• Pass mark: 70% or 28/40
• Closed book
Course Name: ITIL Practitioner

Overview:
This highly practical course is designed to show students “how” to implement service improvements based around ITIL’s philosophy of ‘Adopt and Adapt’. It has a holistic syllabus and combines all 9 guiding principles of service improvement, the Service Improvement Approach, Communication, Metrics and Measurement, Communication, and Organizational Change Management with practical exercises and exam technique. The course acts as a full preparation for the ITIL practitioner examination which is sat at the end of the 3 day event.

Target audience:
Those engaged in IT development, IT operations and IT service management. Individuals wishing to have detailed understanding of the principles of service improvement.

Objectives:
After completing the course, students are familiar with the following aspects of ITIL:
- Understand how to define services in terms of value, cost, outcomes and risk
- Using the guiding principles of service improvement
- Anchoring programmes to the service improvement approach
- Appreciate and act on organizational change principles
- Be able to define and report using meaningful metrics
- Plan effective communications for improvement
- Be ready to sit the ITIL practitioner examination

Pre-requisites:
ITIL foundation V3 equivalent, V3 or 2011 is a mandatory requirement.

Certification info:
The ITIL® Practitioner exam tests the ability to adopt and adapt the ITIL® framework and apply it to a given scenario.
- 40 multiple choice questions
- 135 minutes
- Pass mark: 70% or 28/40
- Open book
TOGAF 9 Foundation

Overview
The TOGAF 9 Level 1 Foundation course is a 2-day, interactive, classroom-based learning experience. The course covers the Foundation Level 1 curriculum and includes many examples of architecture deliverable and artifacts are provided throughout the course.

The course enables participants to successfully complete the associated TOGAF Level 1 exam, known as TOGAF 9 Foundation. The certification provides validation that the candidate has gained knowledge of the terminology, structure, and basic concepts of TOGAF 9, and understands the core principles of Enterprise Architecture and TOGAF.

Target audience:
- Individuals who require a basic understanding of TOGAF 9
- Professionals who are working in roles associated with an architecture project such as those responsible for planning, execution, development, delivery, and operation
- Architects who are looking for a first introduction to TOGAF 9
- Architects who want to achieve Level 2 certification.

Objectives:
Individuals certified at this level will have demonstrated their understanding of:
- The basic concepts of Enterprise Architecture and TOGAF
- The core concepts of TOGAF 9
- The key terminology of TOGAF 9
- The ADM cycle and the objectives of each phase, and how to adapt and scope the ADM
- The concept of the Enterprise Continuum; its purpose and constituent parts
- How each of the ADM phases contributes to the success of enterprise architecture
- The ADM guidelines and techniques
- How Architecture Governance contributes to the Architecture Development Cycle
- The concepts of views and viewpoints and their role in communicating with stakeholders
- The concept of building blocks
- The key deliverables of the ADM cycle
- The TOGAF reference models
- The TOGAF certification program.

Pre-requisites
There are no formal prerequisites; it is recommended that participants have experience in the IT domain.
Certification info

Open Book Examinations at Pearson VUE Centers
Please note that if you are taking an “Open Book” examination at a Pearson VUE test center, then the reference book is always built into the examination itself, and available by selecting the “Reference” button within the examination.

It should be noted that due to the limitations on monitor size and screen resolution it may be necessary to use the magnification button within the pdf reader to adjust the size of small text within diagrams.

For information on taking an examination at a test center, Please note Candidates who fail an examination are not allowed to retake ANY TOGAF examination again for a period of one (1) month. A result received before one month will be VOID.
Course Name

CISM: Certified Information Security Manager

Overview

- CISM® is a trademark of the Information Systems Audit and Control Association® (ISACA®)
- The Certified Information Security Manager (CISM) certification is a unique management-focused certification that has been earned by more than 16,000 professionals since its introduction in 2003. Unlike other security certifications, CISM is for the individual who manages, designs, oversees and assesses an enterprise’s information security. The demand for skilled information security management professionals is on the rise. Earning a CISM designation will give you a competitive advantage. Many enterprises and government agencies increasingly recognize, require and expect their IS and IT professionals to hold this certification.
- Get ready for the CISM exam with our top-quality preparation course.
- Designed for experienced Information Security (IS) managers, designers, and overseers, Certified Information Security Manager (CISM) certification is a one-of-a-kind credential that will enter you into an elite international network, making you an invaluable asset to your organization.

Target audience:

- This training course is designed for experienced Information Security Managers, and others involved in directing information security programs. This course would particularly benefit Information Security Managers, aspiring Information Security Managers, IT Consultants, and Chief Information Officers.

Objectives:

The objectives of the continuing education program are to:

- Maintain an individuals competency by requiring the update of existing knowledge and skills in the areas of information systems auditing, management, accounting and business areas related to specific industries (e.g., finance, insurance, business law, etc.)
- Provide a means to differentiate between qualified CISMs and those who have not met the requirements for continuation of their certification
- Provide a mechanism for monitoring information systems audit, control and security professionals maintenance of their competency
- Aid top management in developing sound information systems audit, control and security functions by providing criteria for personnel selection and development

Pre-requisites

Five years of experience with audit, IT systems, and security of information systems; systems administration experience; familiarity with TCP/IP; and an understanding of UNIX, Linux, and Windows. This advanced course also requires intermediate-level knowledge of the security concepts covered in our Security+ Prep Course
The Certified Information Security Manager examinations take place three times a year, during the months of June, September, and December. The exam is formatted like so:

- 200 questions
- Multiple choice
- 4 hours to complete
- 800 marks available - 450/800 needs to be achieved in order to gain the certification

The exam is not included with this training course, hence delegates will need to book their CISM exam through ISACA.
Course Name: ITIL Intermediate Capability: Release, Control And Validation

Overview:
The course builds on the general principles covered as part of the ITIL® Foundation course. This enables the organization to introduce Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfilment, Service Evaluation and Knowledge Management as integral parts of its overall business-focused Services Framework. This course is assignment based, with a strong emphasis on practical coursework, working as individuals and in teams.

30 PMI PDUs

Target audience:
The course is suitable for individuals who require a deep understanding of Release, Control & Validation processes and how they may be used to enhance the quality of IT service provision within an organization. It offers a natural career development path for practitioner staff who already hold the ITIL® V3 Foundation Certificate or equivalent.

Objectives:
The purpose of Release, Control & Validation is to obtain knowledge on ITIL® terminology, process structure, roles, functions and activities that will enable role focused capability and competency in support of the Service Lifecycle approach as described in ITIL®. The course provides delegates with practical guidance on the design and implementation of integrated end-to-end processes based on proven industry best practice guidelines. The course prepares delegates for the ITIL® Capability examination in Release, Control & Validation.

Delegates are required to hold the ITIL® V3 Foundation Certificate in IT Service Management or V2 to V3 bridge equivalent. Before taking the course it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years. It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination.

Certification info:
The Release, Control and Validation ITIL® exam measures knowledge of the Release, Control and Validation practices:
- 8 multiple choice questions
- 90 minutes
- Pass mark: 70% or 28/40
- Closed book
Course Name

ITIL Intermediate Lifecycle: Service Design

Overview
The course builds on the general principles covered as part of the ITIL® Foundation course. It covers the lifecycle aspects of Service Design and covers the management & control of the activities& techniques within the Service Design stage of the lifecycle but not the detail of each of the supporting processes (which are covered in detail in the capability courses).
Additionally the course looks at the concept of Service Design as a practice and at the interfaces between Service Design and the other stages of the ITIL Service Lifecycle. The course is assignment based, with a strong emphasis on practical coursework, working as individuals and in teams.
This course qualifies you for the following PMI® Professional Development Units (PDUs): 21 PMI PDUs

Target audience:
The course is suitable for individuals who require a deeper understanding of the Service Design stage of the Service Lifecycle. It offers a natural career development path for practitioner staff who already hold the ITIL® V3 Foundation Certificate.

Objectives:
• Obtain knowledge on ITIL® concepts and terminology.
• Explain the 5 major elements of Service Design and how this can enhance the quality of IT service management within an organization.
• Enable students to understand the concepts, processes, functions and activities involved in Service Design
• Explain the roles and justify the need of Service Design in the Service Lifecycle.
• Prepare delegates for the ITIL® Lifecycle examination in Service Design.

Pre-requisites
Delegates are required to hold the ITIL® Foundation V3 (SMEV3) Certificate in IT Service Management or V2 to V3 bridge equivalent (ITIL® V3 Bridging Foundation (ILFBR)). Before taking the course it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years. It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination.

Certification info
The ITIL® Service Design exam measures knowledge of the Service Design stage of the lifecycle, covering issues such as principles, processes, organisations, and governance. The exam is:
• 8 multiple choice questions
• 90 minutes
• Pass mark: 70% or 28/40
• Closed book
## Course Name

ITIL Intermediate Lifecycle: Service Operation

## Course Description

### Overview

The course builds on the general principles covered as part of the ITIL® Foundation course. It covers the lifecycle aspects of Service Operation including - Service Operations principals, activities and technology considerations. It also gives an overview of the Service Operation Processes and Functions. Additionally the course looks at the interfaces between Service Operation and the other stages of the ITIL Service Lifecycle.

The course is assignment based, with a strong emphasis on practical coursework, working as individuals and in teams.

This course qualifies you for the following PMI® Professional Development Units (PDUs): 21 PMI PDUs

### Target audience:

The course is suitable for individuals who require a deeper understanding of the Service Operation stage of the Service Lifecycle. It offers a natural career development path for practitioner staff who already hold the ITIL® V3 Foundation Certificate or equivalent.

### Objectives:

- Obtain knowledge on ITIL® concepts and terminology.
- Examine organizational issues including functions, groups and teams, department operational health process structures that will enable role focused capability & competency in support of the Service Lifecycle approach as described in ITIL®.
- Prepare delegates for the ITIL® Lifecycle examination in Service Operation

### Pre-requisites

Delegates are required to hold the ITIL® Foundation V3 (SMEV3) certificate in IT Service Management or V2 to V3 bridge equivalent (ITIL® V3 Bridging Foundation (ILFBR))

Before taking the course it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years. It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination.

### Certification info

The ITIL® Service Operation exam measures knowledge of the Service Operation stage of the lifecycle, including core activities and techniques.

- 8 multiple choice questions
- 90 minutes
- Pass mark: 70% or 28/40
- Closed book
Course Name

ITIL Intermediate Lifecycle: Service Strategy

Overview
The course builds on the general principles covered as part of the ITIL® Foundation course. It covers the lifecycle aspects of Service Strategy and covers the management and control of the activities and techniques within the Service Strategy stage of the lifecycle but not the detail of each of the supporting processes (which are covered in detail in the capability courses). Additionally, the course looks at the concept of Service Strategy as a practice and at the interfaces between Service Strategy and the other stages of the ITIL® Service Lifecycle. The course is assignment based, with a strong emphasis on practical coursework, working as individuals and in teams. This course qualifies you for the following PMI® Professional Development Units (PDUs): 21 PMI PDUs

Target audience:
The course is suitable for individuals who require a deeper understanding of the Service Strategy stage of the Service Lifecycle. It offers a natural career development path for practitioner staff who already hold the ITIL® V3 Foundation Certificate or equivalent.

Objectives:
• To obtain knowledge on ITIL® concepts and terminology.
• Looks at activities that may be implemented to enhance the quality of IT service management within an organization and enables students to understand the concepts, processes, functions and activities involved in Service Strategy.
• Look at strategic planning, execution, and control within a service-based business model, to enable an understanding of the concepts, processes, functions and activities involved in Service Strategy.
• Describe strategic perspectives, plans, positions, and patterns as applied to service management and IT.
• Prepare delegates for the ITIL® Lifecycle examination in Service Strategy.

Pre-requisites
Before taking the course it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years. Delegates are required to hold the ITIL® Foundation V3 (SMEV3) Certificate in IT Service Management or V2 to V3 bridge equivalent (ITIL® V3 Bridging Foundation (ILFBR)). It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination.

Certification info
The ITIL Service Strategy exam measures knowledge of the Service Strategy stage of the lifecycle, covering issues such as principles, processes, organisations, and governance.
• 8 multiple choice questions
• 90 minutes
• Pass mark: 70% or 28/40
• Closed book
Course Name

ITIL Intermediate Lifecycle: Service Transition

Overview
The course builds on the general principles covered as part of the ITIL® Foundation course. It covers the lifecycle aspects of Service Transition and covers the management and control of the activities and techniques within the Service Transition stage of the lifecycle but not the detail of each of the supporting processes (which are covered in detail in the capability courses). Additionally the course looks at the concept of Service Transition as a practice and at the interfaces between Service Transition and the other stages of the ITIL® Service Lifecycle. The course is assignment based, with a strong emphasis on practical coursework, working as individuals and in teams.

This course qualifies you for the following PMI® Professional Development Units (PDUs): 21 PMI PDUs

Target audience:
Individuals who require a deeper understanding of the Service Transition stage of the Service Lifecycle. It offers a natural career development path for practitioner staff who already hold the ITIL® V3 Foundation Certificate or equivalent.

Objectives:
• Obtain knowledge on ITIL® concepts and terminology.
• Look at activities that may be implemented to enhance the quality of IT service management within an organization and enables students to understand the concepts, processes, functions and activities involved in Service Transition.
• Explain the roles and justify the need of Service Transition in the Service Lifecycle.
• Prepares delegates for the ITIL® Lifecycle examination in Service Transition.

Pre-requisites
Delegates are required to hold the ITIL® Foundation V3 (SMEV3) Certificate in IT Service Management or V2 to V3 bridge equivalent (ITIL® V3 Bridging Foundation (ILFBR))

Before taking the course it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years. It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination.

Certification info
The ITIL® Service Transition exam measures knowledge of the Service Transition stage of the lifecycle, covering issues such as principles, processes, organisations, and governance.
• 8 multiple choice questions
• 90 minutes
• Pass mark: 70% or 28/40
• Closed book
Course Name
PMP Exam Preparation

Course Description
Overview
Prepare to pass the PMP® or CAPM® exam with this comprehensive course.

In this course, you’ll gain the essential preparation needed to pass the PMP® exam and the CAPM® test. Concentrating on exam content from A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Fifth Edition, Project Management Institute, Inc., 2013 and other sources, this course includes a wide variety of learning tools and study aids, all using Project Management Institute (PMI)® terminology.

Learning activities in this Boot Camp target each of the three major learning styles: visual, auditory, and kinesthetic. Using the simple tool in our study guide, you can identify your learning style. You will receive three suggestions for approaches to studying for the exam that focus on the strengths of each learning style, including yours.

This interactive course includes:
• PMBOK® Guide-Fifth Edition
• Over 600 practice questions
• The PMP® exam prep study guides
• Exercises throughout to reinforce PMP® and CAPM® exam concepts
• Exercises to increase memory recall

The PMP® exam Prep Boot Camp is the best in the industry. Our unique study methodology ensures your success.

PMP, CAPM and PMBOK are registered marks of the Project Management Institute, Inc.

Target audience:
Associate project managers, project managers, IT project managers, project coordinators, project analysts, project leaders, senior project managers, team leaders, product managers, program managers, project sponsors, and project team members seeking the PMP® Certification or CAPM® certification.

Objectives:
• Prepare to take the PMP® exam or The CAPM® test
• Become familiar with PMBOK® Guide terms, definitions, and processes
• Master test-taking techniques
• Learn styles and types of questions found on the PMP® exam or The CAPM® test
• PMBOK® Guide’s five process groups, ten knowledge areas, and the area of professional and social responsibility

To be eligible for the PMP® or CAPM® certification, you must first meet specific education and experience requirements. The PMP® exam Prep Boot Camp satisfies the requirements for contact hours of instruction. The final step in gaining certification is passing a multiple-choice, psychometric-based examination designed to objectively
assess and measure your project management knowledge. It is recommended that you have achieved the experience requirements prior to taking this course.

The exam is provided by The Project Management Institute (PMI)® which must be arranged after you have completed the required 35 contact hours.

The Exam consists of:

• 200 MCQs. 175 are scored questions and 25 are unscored, pre-test questions (these do not get counted towards your final score)
• 4 hours to complete the exam with no scheduled breaks
• The exam is in English however if you require additional language aids, they are provided in 14 other languages at no extra cost
• A calculator is provided (you may not bring your own)

The exam covers 5 key areas in Project Management. The percentages detail what percentage of the questions are covered in each area:

• Initiating (13%)
• Planning (24%)
• Executing (31%)
• Monitoring and Controlling (25%)
• Closing (7%)

Total – 100%

The pass mark is not set. It is dependent on how you answer questions that are of varying levels of difficulty. Please do not confuse the pass mark with being 61%; it was previously 61% but is no longer a set percentage.

From the date you pass your exam, you have three years to earn 60 PDUs. Every subsequent three years also requires a further 60 PDUs. One Professional Development Unit is equivalent to one hour of learning or activity in Project management. You can achieve your 60 PDUs with further education, organising meetings, watching videos, participation in online or digital media.

To apply for the exam, The Project Management Institute (PMI)® requires that you have either:

• A four-year degree (Bachelor’s or Global degree), 4,500 hours leading or directing projects, and 35 hours of project management education
• A Secondary Degree (High school diploma or equivalent), 7,500 hours leading or directing projects, and 35 hours of project management education

Please note, this course provides you with 37.5 hours of project management education, therefore fills the last criterion for the two prerequisite options.

Delegates shall be provided with:

• 4 days of live, instructor-led classroom training
• Guidance on the Exam application process
• The Knowledge Academy PMP® Exam Prep Boot Camp Manual
• 37.5 PMI Required Contact Hours of project management education
• A course completion certificate to validate course attendance
COBIT 5 FOUNDATION

Overview
COBIT 5 provides a comprehensive framework that assists enterprises in achieving their objectives for the governance and management of enterprise IT. It helps enterprises create optimal value from IT by maintaining a balance between realizing benefits, and optimizing risk levels and resource use. COBIT 5 enables IT to be governed and managed in a holistic manner for the entire enterprise, taking in both the full end-to-end business and IT functional areas of responsibility, while considering the IT-related interests of internal and external stakeholders. COBIT 5 is generic and useful for enterprises of all sizes, including commercial, not-for-profit, or public sector. In this course interactive course, you will learn about the need for an IT governance framework and how COBIT addresses this need by providing the latest insights into enterprise-wide governance of IT. Using a logical and example-driven approach, you will cover the elements and supporting materials of the COBIT framework.

Target audience
Business Management, IT /IS Auditors, Internal Auditors, Information Security and IT Practitioners; Consultants, IT/IS Management looking to gain an insight into the Enterprise Governance of IT and looking to be certified as a COBIT Implementer or Assessor.

Objectives
At the conclusion of the course attendees will understand:
• The major drivers for the development of a Framework
• The business benefits of using COBIT 5
• The COBIT 5 Product Architecture.
• The IT management issues and challenges that affect enterprises.
• The 5 Key Principles of COBIT 5 for the governance and management of Enterprise IT
• How COBIT 5 enables IT to be governed and managed in a holistic manner for the entire enterprise.
• The key concepts in a Process Capability Assessment and the key attributes of the COBIT 5 PAM (Process Assessment Model)
• How the COBIT 5 processes and the Process Reference Model (PRM) help guide the creation of the 5 Principles and the 7 Governance and Management Enablers. Assess the current state of their Enterprise IT with the objective of scoping what aspects of COBIT 5 would be appropriate to implement.

Certification info
The COBIT 5 Foundation certificate is to confirm that a candidate has sufficient knowledge and understanding of the COBIT 5 guidance to:
• Be able to understand the enterprise Governance and Management of Enterprise IT
• Create awareness with their business executives and senior IT Management
Course Name

Certification of Capability in Business Analysis

Course Description

Overview
A CCBA recipient develops competence in the principles and practices of business analysis as defined in the IIBA CCBA Competencies.

Target audience:
- IT Business Analysis Professionals
- System Analyst
- IT Functional managers

Objectives
- Business Analysis Planning and Monitoring
- Elicitation and Collaboration
- Requirements Life Cycle Management
- Strategy Analysis
- Requirements Analysis and Design Definition
- Solution Evaluation

Pre-requisites

Certification info
- Minimum 3750 hours of BA work experience
- Minimum 900 hours in each of two of the six knowledge areas or minimum 500 hours in each of four of the six knowledge areas.
- Minimum 21 hours of Professional Development Training in the past four years.
Course Name
Certified Business Analysis Professional

Course Description
Overview
A CBAP® recipient is an elite member of the business analysis community, and a recognized expert in identifying the business needs of an organization in order to determine business solutions and deliver business value. CBAP® recipients are senior BAs who have the skill and expertise to perform business analysis work of various sizes and complexities.

Target audience
• IT Business Analysis Professionals
• System Analyst
• IT Functional managers

Objectives
• Business Analysis Planning and Monitoring
• Elicitation and Collaboration
• Requirements Life Cycle Management
• Strategy Analysis
• Requirements Analysis and Design Definition
• Solution Evaluation

Pre-requisites
Business analysis knowledge and experience

Certification info
• Minimum 7500 hours of BA work experience
• Minimum 900 hours in each of four of the six knowledge areas
• Minimum 35 hours of Professional Development Training in the past four years
Course Name

CAPM - IT PROJECT MANAGEMENT FUNDAMENTALS

Overview
The overall aim of this course is to prepare participants for the CAPM certification through discussing the exam requirements and analyzing the questions format.

Target audience
This course is designed for persons in a variety of job roles who currently contribute to project teams in various ways, including providing subject matter expertise and serving as project team sponsors, facilitators, liaisons, or coordinators.

Objectives
- Prepare participants for the certification
- Understanding project management fundamentals
- Identifying project management processes

Pre-requisites
Project management exposure

Certification info
- CAPM Eligibility Requirements To be eligible for the CAPM certification, you must meet certain educational and professional experience requirements. At minimum, you need a high school diploma or global equivalent and must meet one of the following eligibility requirements.
  - OPTION 1: Secondary diploma (high school diploma / global equivalent) and 1,500 hours of professional experience on a project team
  - OPTION 2: Educational Background Project Management Education Secondary diploma (high school diploma / global equivalent) and 23 contact hours of formal education Secondary degree (high school diploma, associate's degree or the global equivalent)
Course Name

COMPTIA SERVER PLUS

Overview

• Today’s IT environments demand planning, securing and maintaining a variety of server equipment. CompTIA Server+ certification validates IT professionals can do just that and more.
• As an industry-recognized credential, CompTIA Server+ helps boost the performance of IT professionals within businesses of all sizes.
• CompTIA Server+ validates the skills with the most commonly used server and storage systems in the IT industry.
• This certification demonstrates an impressive knowledge base that narrows the skills gap and provides the hands-on experience that businesses need.

Target audience

IT professionals working in server and storage systems

Objectives

• To help IT professionals to stay ahead in server and storage systems
• To help IT professionals to validate their knowledge in the latest server and storage systems in the IT industry.

Pre-requisites

• The CompTIA Server+ certification is targeted towards individuals with 18-24 months of IT experience.
• Although not a prerequisite, it is highly recommended that candidates pursuing the CompTIA Server+ certification hold a CompTIA A+ certification or have equivalent experience.

Certification info

• This exam will certify that the successful candidate has the knowledge and skills required to build, maintain, troubleshoot, secure and support server hardware and software technologies, including virtualization.
• The successful candidate will be able to identify environmental issues, understand and comply with disaster recovery and general security procedures, be familiar with industry terminology and concepts, and understand server roles and their interaction in a dynamic computing environment.
Course Name
CompTIA Linux+

Course Description
Overview
Linux has grown into an industry-leading software and service delivery platform that is used for everything from super computers and Web servers to virtualized systems and your Android phone. This growth creates a high demand for qualified Linux professionals. With CompTIA’s Linux+ Powered by LPI certification, you’ll acquire the fundamental skills and knowledge you need to successfully configure, manage and troubleshoot Linux systems.

Target audience
This course is intended for entry-level computer support professionals with basic knowledge of computer hardware, software, and operating systems, who wish to increase their knowledge and understanding of Linux concepts and skills to prepare for a career in Linux support or administration, or to prepare for CompTIA® Linux+™

Objectives
• Identify basic Linux concepts and perform basic Linux tasks.
• Manage user and group accounts.
• Manage partitions and the Linux filesystem.
• Manage various files in Linux.
• Work with Linux permissions and ownership.
• Print files.
• Manage packages.
• Manage kernel services.
• Work with the Bash shell.
• Manage jobs and processes.
• Manage system services.
• Configure Linux services to provide users with network connectivity.
• Configure basic Internet services.
• Implement measures to secure a Linux system.
• Manage hardware associated with Linux systems.
• Troubleshoot Linux system issues.
• Install the Linux operating system.
• Configure the GUI.

Certification info
(Exam Codes: LX0-103 and LX0-104).
Course Name: SEC501: Advanced Security Essentials - Enterprise Defender

*QCERT Terms and Conditions apply

Overview
This course will build on a solid foundation of core policies and practices to enable security teams defend their enterprise.

Target audience
- Incident response and penetration testers
- Security Operations Center engineers and analysts
- Network security professionals
- Anyone who seeks technical in-depth knowledge about implementing comprehensive security solutions

Objectives
- How to build a comprehensive security program focused on preventing, detecting, and responding to attacks
- Core components of building a defensible network infrastructure and how to properly secure routers, switches, and network infrastructure
- Methods to detect advanced attacks of systems that are currently compromised
- Formal methods for performing a penetration test to find weaknesses in an organization's security apparatus
- Ways to respond to an incident and how to execute the six-step process of incident response: Preparation, Identification, Containment, Eradication, Recovery, and Lessons Learned
- Approaches to remediating malware and how to clean up a compromised system

While not required, it is recommended that students take SEC401: Security Essentials or have the skills taught in that class. This includes a detailed understanding of networks, protocols, and operating systems.
Course Name
SEC504 Hacker Tools, Techniques, Exploits and Incident Handling

*QCERT Terms and Conditions apply

Course Description
Overview
This course will provide hands-on experience in finding vulnerabilities and discovering intrusions. It will also equip individuals with a comprehensive incident-handling plan.

Target audience
• Incident handlers
• Leaders of incident handling teams
• System administrators who are on the front lines defending their systems and responding to attacks
• Other security personnel who are first responders when systems come under attack

Objectives
• How best to prepare for an eventual breach
• The step-by-step approach used by many computer attackers
• Proactive and reactive defenses for each stage of a computer attack
• How to identify active attacks and compromises
• The latest computer attack vectors and how you can stop them
• How to properly contain attacks
• How to ensure that attackers do not return
• How to recover from computer attacks and restore systems for business
• How to understand and use hacking tools and techniques
• Strategies and tools for detecting each type of attack
• Attacks and defenses for Windows, Unix, switches, routers, and other systems
• Application-level vulnerabilities, attacks, and defenses
• How to develop an incident handling process and prepare a team for battle
• Legal issues in incident handling

Pre-requisites
• A strong desire to understand hacker tools and techniques
• A foundational understanding of the Windows Command Line
• A foundational understanding of core networking concepts such as TCP/IP
• A strong desire to understand how key defensive tactics can thwart advanced attackers
IBM Maximo System administrator

Overview

EXCLUSIVE – Learn about the features and functions of IBM Maximo Asset Management while acquiring skills for supporting your IBM Maximo 7.6 needs. (TR571G)

Learn the powerful features and functions available in IBM Maximo Asset Management. In this course, you will learn about the fundamental concepts and setup considerations of the various business areas supported by Maximo 7.6. Learning activities include lecture, job role-based curriculum, demonstration, and labs covering a wide variety of applications, processes and interrelationships within Maximo.

This course can help you make informed business decisions with the design and planning of your implementation. Consultants can gain a foundation upon which to build their product knowledge and skill set, and to work with clients to obtain optimal value from the product.

Objectives

Classroom Live Outline

- IBM Maximo Asset Management Overview
- Item Planning and Setup
- Asset Planning and Setup
- Work Management
- Inventory and Purchasing
- Core Data Setup and Configuration

Job Role Breakout

- Work Order handling to closure (Work Manager, Asset Manager)
- Purchasing (Procurement personnel)
- Inventory (Inventory personnel)
- Administration (System Administrator and IT Administrator)
- Application development overview (Developers and Business Consultants)

Classroom Live Labs

- Lab 1: Unit 1 – Accessing records, query, create result set query, modify the Start Center, create KPI
- Lab 2: Unit 2 – Work with item master records, add items to storeroom, add condition codes, add inventory and create item kit
- Lab 3: Unit 3 – Work with asset records, create assets, create rotating item and rotating asset Lab 4: Unit 4 – Create work order, modify a job plan/work plan, change status of assets, create a service request
• Lab 5: Unit 5 – Create purchase requisition, purchase order and receive materials from internal and external vendors
• Lab 6: Unit 6 – Core Data Setup and Configuration Focus Labs:
  1. Work Order handling to closure (Work Manager, Asset Manager)
  2. Purchasing (Procurement personnel)
  3. Inventory (Inventory personnel)
  4. Administration (System Administrator and IT Administrator) and Application development overview (Developers and Business Consultants)

Target audience
• Project Managers
• Consultants
• Client project teams
• Administrators
• Developers
• Maintenance personnel
• Procurement personnel
• Inventory personnel
• Asset manager
• Work manager

Pre-requisites
General Database Knowledge
Overview
This course teaches you how to deploy, manage, and monitor mobile applications by using IBM MobileFirst Platform Foundation V8. You learn how to install and configure the MobileFirst Server, deploy applications and adapters to a production environment or to Bluemix, and use the Application Center to distribute applications within an organization.

Target audience
This course is designed for mobile enterprise system administrators who want to deploy and manage mobile applications for any operating system or device, and securely connect and synchronize them with enterprise data, applications, and cloud services.

Objectives
• Describe MobileFirst Platform Foundation architecture and capabilities
• Monitor applications and adapters that are deployed to a remote test or production environment
• Install and configure the MobileFirst Server
• Monitor push notifications
• Manage MobileFirst application artifacts by using the MobileFirst operations console, MobileFirst Command Line Interface (CLI), and Ant
• Use the Application Center to distribute mobile applications within an Organization
• Secure access to the MobileFirst Server environment
• Deploy MobileFirst applications to the cloud
• Deploy applications and adapters to a remote test or production environment

Pre-requisites
Before taking this course, you must be familiar with the Ubuntu Linux operating system, have some experience with Bluemix, and be familiar with mobile or web application development. Some experience with WebSphere Application Server Liberty profile is also beneficial.
**Course Name**

**IBM MobileFirst platform foundation course WY502G**

**Overview**
This course requires you to use your own computing device with the Windows or Mac OS X operating system. You download and configure freely available software as part of the hands-on exercises. At the end of the course, you have a working development environment that you can continue to use.

This course teaches you how to develop native or hybrid mobile applications by using IBM MobileFirst Platform Foundation V8 and the IDE, tools, or front-end framework of choice. You learn how to integrate the MobileFirst SDK with a project to secure and manage mobile applications, and then build, deploy, and test applications on the MobileFirst Server.

**Target audience**
This course is designed for mobile application developers who want to build mobile applications for any operating system or device, and securely connect and synchronize them with enterprise data, applications, and cloud services.

**Objectives**
- Describe MobileFirst Platform Foundation architecture and capabilities
- Build, deploy, and test a MobileFirst adapter for back-end integration
- Set up a MobileFirst development environment
- Add the ability to store JSON documents in a mobile application
- Use the MobileFirst Command Line Interface (CLI) to create and manage MobileFirst project artifacts
- Use the OAuth-based MobileFirst security framework to secure mobile applications
- Add the MobileFirst Platform Foundation SDK to a project
- Enable an application to use push notifications
- Develop the client side of a mobile application by using native tools and the MobileFirst CLI
- Migrate an application from a previous version

**Pre-requisites**
Before taking this course, you must have experience in mobile application development, and the IDE and native programming language for one or more of the following platforms:
- Android (Android Studio, Java)
- iOS (Xcode, Objective-C, or Swift)
- Cordova (Cordova tools, JavaScript)
- You must also be proficient in JavaScript and HTML5. You should prepare your own computing device to use for the lab exercises
- (Windows, or Mac OS X).
Course Name

SuccessFactors Employee Central Academy

Goals
You will be able to describe the concepts and skills required to perform SuccessFactors Employee Central configurations for customers.

Content
- Explain Employee Central as an HRIS, including features and functions from both an end-user and implementation viewpoint and how it is used as a System of Record
- Prepare a basic EC test environment including:
  a. Foundation Table creation, configuration and management
  b. HR Data configuration and management
- Implement Role-Based Permissions (RBP)
- Implement Self-Service including Events/Event Reasons and Workflows
- Describe and configure MDF, Rules Engine, Reporting, Time Off, and Integration (HRIS-Sync and API Users)
- Describe the role of the EC Consultant in Payroll and Benefits
- Final Course Assessment

Target audience
Application Consultant

Pre-requisites

Essential
- THR80 – Introduction to SuccessFactors HCM Academy
Course Name
SAP HR Renewal 1.0

Overview
SAP has finally made a sizable investment to offer you a more user-friendly, harmonized and intuitive experience with SAP HR Renewal 1.0. This new functionality encompasses several solutions including Learning, Employee and Manager Self-Service, Personnel Administration (PA), Organization Management (OM) and HCM Processes and Forms (P&F). Upon completion of this training, you can help maximize your organization’s HR decision-making and improve the user experience.

Goals
- Outline the features of HR Renewal 1.0
- Describe how HR Renewal 1.0 can improve the user experience.
- Explain how and where HR Renewal Lanes are used

Target audience
- Application Consultant
- Business Process Owner / Team Lead / Power User

Pre-requisites
Essential
2-3 years of extensive hands-on experience using the relevant component of SAP HCM
Course Name

Introduction to SAP SuccessFactors Academy

Course Description

Overview
You will be able to describe the basics of the SAP SuccessFactors HCM Cloud Suite platform, perform configurations to common elements, and populate user data.

Content
- Systems used to configure SAP SuccessFactors HCM
- Permissions
- Basic Configurations
- Performance Forms
- Employee Profile
- Competencies and Job Profile Builder
- Integration Center
- Language Packs
- Analytics
- Final course assessment

Target audience
Application Consultant

Pre-requisites

Recommended
- Basic SAP SuccessFactors HCM Product Knowledge
- JOY030 – Introduction to SAP SuccessFactors Solutions
- ACT2CL – SAP Activate Methodology: Cloud Implementation
Course Name
SuccessFactors Performance and Goal Management Academy

Course Description
Overview
You will be able to configure the SAP SuccessFactors Goal Management and Performance Management modules to suit customer requirements, including goal alignment, job families and job roles, competencies, and setting up the performance management cycle.

Content
• Configure modules using Admin Center and XML
• Configure Goal Plan and Performance Management templates
• Add custom sections and fields to Goal Management and Performance Management templates
• Permission forms at each step of the cycle
• Set up job families and job roles, and map competencies to job roles
• Populate goals from the Goal Management form to the Performance Management form
• Set up weights and summaries for reporting purposes
• Explain the purpose of, enable, and configure:
  - Goal Execution
  - Stack Ranker/Team Overview
  - Calibration
  - 3600 Multi-Rater Review
• Define the steps of the language translation process
• Final course assessment

Target audience
Application Consultant

Pre-requisites
Essential
THRB0 or THRB0e – Introduction to SAP SuccessFactors Academy.

Recommended
JOYO30 – Introduction to SAP SuccessFactors Solutions
ACT2CL – SAP Activate Methodology: Cloud Implementation
Course Name

SEC560 Network Penetration Testing and Ethical Hacking

Goals
This course will prepare individuals to conduct a full-scale, high-value penetration testing projects systematically, and end to end.

Content
- It offers in-depth technical excellence along with industry-leading methodologies to conduct high-value penetration tests.
- We get deep into the tools arsenal with numerous hands-on exercises that show subtle, less well-known and undocumented features that are useful for professional penetration testers and ethical hackers.
- It discusses how the tools interrelate with each other in an overall testing process. Rather than just throwing up a bunch of tools and playing with them, we analyze how to leverage information from one tool to get the most bang out of the next tool.
- We focus on the workflow of professional penetration testers and ethical hackers, proceeding step by step and discussing the most effective means for conducting projects.
- The sessions address common pitfalls that arise in penetration tests and ethical hacking projects, providing real-world strategies and tactics for avoiding these problems to maximize the quality of test results.
- We cover several time-saving tactics based on years of in-the-trenches experience of real penetration testers and ethical hacker - tasks that might take hours or days unless you know the little secrets we will cover that will let you surmount a problem in minutes.
- The course stresses the mindset of successful penetration testers and ethical hackers, which involves balancing the often contravening forces of thinking outside the box, methodically trouble-shooting, carefully weighing risks, following a time-tested process, painstakingly documenting results and creating a high-quality final report that achieves management and technical buy-in.
- We analyze how penetration testing and ethical hacking should fit into a comprehensive enterprise information security program.

Target audience
- Security personnel whose job involves assessing networks and systems to find and remediate vulnerabilities
- Penetration testers
- Ethical hackers
- Defenders who want to better understand offensive methodologies, tools, and techniques
- Auditors who need to build deeper technical skills
- Red team members
- Blue team members
- Forensics specialists who want to better understand offensive tactics
SANS Security 560 is the flagship penetration test course offered by the SANS Institute. Attendees are expected to have a working knowledge of TCP/IP, understand the differences between cryptographic routines such as DES, AES, and MD5, and have a basic knowledge of the Windows and Linux command lines before they step into class. While 560 is technically in-depth, it is important to note that programming knowledge is NOT required for the course.