Corporate Training Solutions

National College
School of Professional Development
“I know of no safe depository of the ultimate powers of the society but the people themselves; and if we think them not enlightened enough to exercise their control with wholesome discretion, the remedy is not to take it from them, but to inform their discretion by education.”

Thomas Jefferson
Who We Are
The School of Professional Development offers a wide variety of standardized and customized short-term training solutions to serve the training needs of businesses, organizations, government agencies, and IT professionals.

What We Deliver
Our programs provide training in IT Technologies, IT Management, Professional and Business Skills, Security, Microsoft Office, and Adobe Creative Suite, as well as a wide range of customized programs and courses. Each program reflects industry demands and can be adapted to fit the needs of your business.

How We Deliver
Our coursework is based on a dynamic process which utilizes the most common learning models—auditory, visual, tactile, and kinesthetic. Training takes place in modern computer labs, using current technologies, where we can tackle real-world challenges in the class environment, simulating actual work experiences.

When We Deliver
Classes are conducted in full-day or half-day sessions or through abbreviated evening and weekend sessions and are available as customizable private classes as well as classes open to the public.

Our vendor-specific content includes training influenced by coursework from:

Technologies:
- Microsoft
- CompTIA
- Adobe
- Cisco
- Others

Project Management:
- PMI
- ITIL
- SCRUM
- PRINCE2

Business Strategies:
- SIX SIGMA

We will work with you to impact your business in a way that will impact your bottom line.
The Applications Program trains students in the efficient use of the Microsoft Office Suite to create business documents, present ideas, store and analyze business data, collaborate, and manage projects. It also trains your employees in graphics and web design using Adobe Creative Suite and other tools.

**Microsoft Office**

**Microsoft Outlook**
Effectively manage time and tasks using Microsoft Outlook. The course focuses on automating daily tasks and the efficient exchange of information. Students will learn e-mail management, calendar software, Contact Manager, collaboration tools and Outlook Social Connector and privacy.

**PDA001** 12 hours/2 days

**Microsoft Word**
Efficiently use Microsoft Word to create and edit professional-looking documents for a variety of audiences and situations. This course will teach students to be creative and organized by using some of Microsoft Word tools like WordArt, macros, layout, bullets and creating tables.

**PDA002** 18 hours/3 days

**Microsoft PowerPoint**
Produce engaging and persuasive presentations to internal and external audiences. Students will learn how to add text, graphics, sounds, movies in presentations.

**PDA003** 12 hours/2 days

Businesses can select up to six courses from any one program. The total clock hours should not exceed 299 hours. One day of training is equivalent to 6 clock hours.
Applications

Microsoft Office

Microsoft Excel
Create and edit worksheets and workbooks to store, manipulate and present business data. Use Excel to create charts, graphs or histograms and also to create and edit worksheets and workbooks to store, manipulate, and present business data. Students will learn Excel functions for statistical, engineering and financial needs. In addition, employ a variety of numerical methods and apply the results back to the spreadsheet.
PDA104 30 hours/5 days

Microsoft Access
Recognize proficient ways to store related business data as well as how best to query that data for pertinent information. You will learn how to collect information accurately from large groups and explore the database software that provides templates.
PDA105 18 hours/3 days

Microsoft Project
Use the software application to initiate, develop plan, track progress, and close projects so as to ensure deliverables are achieved within time and budget constraints. Communicate and present information and organize work to make sure that projects are completed on time. Also, create critical path schedules, critical chains, event chains and third-party add-ons.
PDA106 18 hours/3 days

Microsoft Visio
Create forms and dynamics drawing that capture business processes, networks, or organizational charts. Ensure consistency and accuracy with diagrams. You will learn how to simplify complexity with a diverse set of professional diagramming tools. Also, bring your diagrams to life with dynamic, data-driven visuals and share them with others via their web browsers.
PDA107 6 hours/1 day

Microsoft InfoPath
Students learn forms creation to gather data using InfoPath’s powerful features writing code. They also learn to design sophisticated electronic forms to quickly and cost-effectively gather information and/or streamline business processes. Using InfoPath along with SharePoint Designer, developers can create workflow applications using little or no code.
PDA109 12 hours/2 days

SharePoint for End-Users
Use SharePoint within a work environment. The course teaches how to use SharePoint so individuals and teams can collaborate on projects and assignments utilizing SharePoint.
PDA108 6 hours/1 day

Elements of Graphics Design
Work with the fundamentals of effective and elegant design, whether for print or the web. Students learn to select the most appropriate style, font, graphic elements, or even white space to deliver the message to the target audience.
PDA201 6 hours/1 day

Adobe InDesign
Use Adobe InDesign’s precise typography to create engaging page layouts for newspapers, magazines, books, web, or other digital distribution. For digital production, students learn to utilize InDesign’s rich feature set to add interactivity, video, and audio for playback on computers, tablets, and smartphones.
PDA202 18 hours/3 days

Businesses can select up to six courses from any one program.
The total clock hours should not exceed 299 hours. One day of training is equivalent to 6 clock hours.
Web Design & Development Program

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adobe Illustrator</td>
<td>Design distinctive vector artwork using Adobe Illustrator's sophisticated drawing tools and its many other time-savers. The students also learn how to modify their output to better align to print or web media.</td>
</tr>
<tr>
<td>Adobe Acrobat</td>
<td>Design, build, and edit PDF files that contain text, graphics, or other sources of information. In addition, the course teaches how to create fillable forms and distribute them as PDF files. The students also learn how to collaborate on the creation of PDF files and how to share PDF files securely.</td>
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<tr>
<td>Adobe Photoshop</td>
<td>Create digital image designs using the popular Adobe Photoshop. The application has numerous tools to edit photos, paintings and more. The students learn how to optimize their creative output for the web, for print production, or for other applications, including mobile applications.</td>
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<tr>
<td>Designing Websites (Adobe Dreamweaver &amp; SharePoint Designer)</td>
<td>Use Adobe Dreamweaver, the leading web authoring and editing application. The students learn both the visual design tools and the code-based method for creating dynamic websites that capture and retain visitors whether they are using computers, tablets, or smartphones. To round out their skillset as web designers, the students learn Microsoft SharePoint Designer to create sites and pages for SharePoint environments, including workflow applications.</td>
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<tr>
<td>Dynamic Web Content (Adobe Flash)</td>
<td>Use the versatile tools of Adobe Flash to author expressive interactive content, such as interactive websites or animations. The students learn best practices to create immersive experiences that can be accessed from computers, tablets, smartphones, or even televisions.</td>
</tr>
<tr>
<td>Creating Web Pages (HTML5 &amp; Scripting)</td>
<td>Use the latest version of HTML and other scripting languages to create dynamic web pages, data and media-rich content for websites.</td>
</tr>
<tr>
<td>Video Production (Final Cut)</td>
<td>Efficiently edit video and audio with ease while producing impressive final output using Apple’s Final Cut application.</td>
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The IT Management Program offers courses in the management of IT resources. These resources include IT technicians and engineers, the data they secure and the computer and communications systems and infrastructure they manage.

Businesses can select up to six courses from the following list of IT Management courses:

**Managing IT Projects (Project+)**
Manage projects using Project+. The content for this course mirrors the requirements for CompTIA Project+ certification. Project+ is a globally recognized project management certification that validates a solid grasp of fundamental project management concepts and skills. Among the topics covered are the project life cycle, the initiation phase, the planning phase, the execution and tracking phase, the delivery/acceptance phase, and finally the closing of the project.

**Information Technology Infrastructure Library (ITIL) Foundation**
Work with ITIL best practice guidelines for IT service management. The Library is published in a series of books, each of which covers an IT management topic. In this course, the students learn the details of important IT practices and the critical checklists, tasks and procedures that any IT organization should pay attention to. The students are also exposed to the flexible nature of ITIL, which encourages IT managers to adopt and adapt the ITIL guidelines of how best to manage IT operations.

**PDIT701** 18 hours/3 days

**Project Management Professional (PMP)**
Work with Project Management methodologies, which include 42 processes that fall into five processes and nine knowledge areas that are typical of almost all projects. The five process groups are: initiating, planning, executing, monitoring and controlling, and closing. The nine knowledge areas covered are: integration, scope, time, cost, quality, human resource, communications, risk, and procurement.

**PDIT704** 30 hours/5 days

**SCRUM**
Use the Scrum method for managing projects resulting in product (usually software) development. The course explains the iterative, incremental framework of the SCRUM method for project management and focuses on how best to utilize the method to manage software development projects. The course also discusses ways to use the SCRUM method for general project management or even for program management.

**PDIT705** 30 hours/5 days

**PRINCE2**
Use the PRINCE2 (Projects in Controlled Environments 2) method of managing projects. This is a structured method adopted by the British government as the standard for managing public projects. The students learn the methodology, which is a process-driven project management method that encompasses the management, control, and organization of projects. The content covers 40 separate activities that are organized into seven processes: starting up, initiating a project, directing a project, controlling a stage, managing stage boundaries, managing product delivery, and closing a project.

**PDIT801** 30 hours/5 days
SIX SIGMA
Use the Six Sigma body of knowledge and the 2 phases: the DMAIC (Define, Measure, Analyze, Improve, and Control), used to manage the quality of ongoing processes, and the DMADV (Define, Measure, Analyze, Design, and Verify) phase, which is used to design new processes or redesign old processes. The course covers the following topics: Defining the opportunity, collecting the data, analyzing the data, creating solutions to improve the previous process, feedback, and control. The course also covers the design and verification stages of DMADV. This course is a good preparation for the Six Sigma Green Belt exam that is offered by the American Society for Quality.

PDIT802 30 hours/5 days

Managing IT Security (Security+)
Work with the fundamentals of securing Windows clients, servers, and networks. The content includes topics on updating operating systems, configuring firewalls, and securing the file system. NOTE: this is the same content as PDN901 Network Security (Security+).

PDIT803 30 hours/5 days

CISSP
Certified Information Systems Security Professional
Use the ISC2 CBK (Common Body of Knowledge), which is a framework of information security terms and principles that facilitates collaboration among information security professionals. The course focuses on the 3 core tenets of confidentiality, integrity, and availability. The students learn how to adhere to the 3 core tenets across the 10 domains of Access Control; Application Development Security; Business Continuity and Disaster Recovery Planning; Cryptography; Information Security Governance and Risk Management; Legal, Regulations, Investigations and Compliance; Operations Security; Physical (Environmental) Security; Security Architecture and Design; and Telecommunications and Network Security. The course is a good foundation for those seeking to gain the CBP designation from the IEEE.

PDIT805 30 hours/5 days

Certified Biometrics Professional (CBP)
Work with the essential knowledge and skills to become biometrics professionals. In addition to the technical aspects, the course also covers the ethical side of information assurance. The course covers the following topics: biometrics fundamentals; biometric modalities; biometric system design and evaluation; biometric standards; the social, cultural, and legal implications of biometric implementation; and biometric applications. The course is a good foundation for those seeking to gain the CBP designation from the IEEE.

PDIT804 30 hours/5 days
Network Program

This program is for IT professionals and those aspiring to launch IT careers. It covers the three main functional areas of the IT industry: Helpdesk support, server administration and network management.

Businesses can select up to six courses from the following list of Network Program courses:

**Computer Hardware (A+ hardware)**
Assemble/disassemble desktop computers, laptops, printers, and servers. They also learn how to upgrade the hardware, troubleshoot, and resolve hardware issues. In addition, the course covers how to safely handle and dispose of computer hardware.

**Client Operating Systems (A+OS & 70-680)**
Perform basic installation, configuration, administration, maintenance, and security of Windows on desktops and laptops.

**Network Technologies (Network+)**
Become familiar with the hardware and software basics of building computer networks for various situations. The course also covers TCP/IP and the fundamentals of network security.

**Managing Clients (70-680 & 70-686)**
Design, plan, and deploy Windows clients on desktops and laptops within enterprise networks. They also learn how to update and defend these Windows clients.

**Managing Windows Servers (70-646)**
Perform basic installation, initial configuration, administration, maintenance, and security of Windows servers. The course also covers the various services performed by Windows servers in networks (file, print, DHCP, DNS, etc.) as well as the roles played by these servers, such as domain controllers, member servers, or as standalone servers.
**PDN801  30 hours/5 days**
Managing Linux Servers
Perform the administration of the popular open-source server. The skills learned include the installation, configuration, maintenance, and security of the Linux servers using both the GUI and the command line. Among the other topics covered, the students learn how to integrate Linux servers into Windows networks.

**PDN802  30 hours/5 days**
Network Infrastructure (70-642)
Build high-performance secure networks based on Microsoft Windows servers. The course covers network services (TCP/IP, DHCP, DNS, etc.), file & print services, network access (NAP, VPN, NAT, etc.), updates, and network security.

**PDN803  30 hours/5 days**
Managing Active Directory (70-640)
Build robust networks based on Microsoft Active Directory. They learn the domain name system, the configuration of Active Directory infrastructure, the Active Directory roles and services, the maintenance of Active Directory objects, and how to use certificates (PKI) to secure Active Directory networks.

**PDN804  30 hours/5 days**
Applications Infrastructure (70-643 & Apache)
Perform installation and configuration of web servers (IIS and Apache) running Windows and Linux servers. The main part of the course teaches how to securely host websites and applications on IIS and Apache.

**PDN805  18 hours/3 days**
Designing, Building & Managing Email Systems
Design, deploy, and configure email systems using Microsoft Exchange. The course also covers the administration of the Exchange servers and the configuration of the clients (mostly Microsoft Outlook and Internet browsers).
Network Program

Managing SharePoint Systems
Understand the capabilities and functions of SharePoint servers. The course includes the installation, configuration, maintenance, and management of SharePoint Environments. In addition, the students learn how to deploy and manage SharePoint applications.

**PDN807** 30 hours/5 days

Managing Database Systems (SQL Server & Oracle)
Install and manage RDBMS (relational database management systems) using Oracle and Microsoft SQL Servers. The course also covers optimizing the performance of the databases, securing the data, and disaster recovery. Related tools are also covered, such as report writers and analysis engines.

**PDN808** 30 hours/5 days

Network Security (Security+)
Perform the fundamentals of securing Windows clients, servers, and networks. The content includes topics on updating operating systems, configuring firewalls and securing the file system.

**PDN901** 30 hours/5 days

Routing & Switching (CCNA)
Utilize the concepts of switching and routing, the hardware used, TCP/IP, and the functionality of Cisco routers and switches. The students learn how to configure, secure, and troubleshoot Cisco routers and switches.

**PDN902** 30 hours/5 days

Voice and Data Integration (CCNA-VoIP)
Design, configure, and deploy a VoIP (Voice-over-IP) telephone system to replace a traditional PBX-based system. The students also learn how to manage and maintain such a VoIP system.

**PDN903** 30 hours/5 days

Designing & Planning Networks (70-647)
Design and plan cost-effective, high-performance computer networks that meet various technical specifications, different situations, and a range of budgets.

**PDN904** 18 hours/3 days

IT Project Management
Plan, initiate, execute, track, and close IT projects. The course covers the challenges of leading and managing technical teams in the fast-moving and ever-changing IT environments. Although all projects are unique, IT projects are particularly unique. The course covers the risks associated with the uniqueness of the stakeholders of IT projects and of IT deliverables.

**PDN905** 18 hours/3 days

Businesses can select up to six courses from any one program.
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Successful organizations are staffed by professionals who communicate ideas and decisions in ways that result in favorable outcomes. Building and leading successful teams in diverse workplaces are critical skills in the 21st century. Similarly, in a competitive global market, delivering persuasive presentations wins new business opportunities, and executing projects within time and budgets retains valued clients. Professional skills are vital to the survival and continued success of organizations.

Just like functional skills, professional skills can also be acquired through effective training. In addition to the IT Management Program, businesses may select up to 6 courses from the following list of courses to build a custom training program for their employees:

- Project Management
- Time Management
- Managing Information
- Effective Presentations
- Collaboration Through Teamwork
- Business Communications
- Supervisory Skills
- Practical Leadership
- Diversity

Customized Programs
Many of our classes will prepare your employees to sit for certification exams set by industry-recognized IT vendors to include Microsoft, Cisco, and CompTIA (the Computer Technology Industry Association) that are administered through Prometric and Pearson VUE.

**Microsoft IT** – Our courses can prepare your employees to sit for one or more of the multiple Microsoft Certified Technology Specialist (MCTS) certifications, or build on the MCTS to earn a Microsoft Certified IT Professional (MCITP) credential.

**Cisco** – Our Cisco networking courses will prepare your employees to sit for the following certification exams: Cisco Certified Network Associate (CCNA) and Cisco Certified Network Associate Voice-Over-IP (CCNA VoIP).

**CompTIA** – Known worldwide as the leading provider of vendor-neutral entry-level IT certifications, CompTIA certifications identify IT professionals who prove their aptitude in different technology fields, such as computer repair or network administration. Our coursework can prepare your employees to take the A+, Project+, Network+, and Security+ exams.

**Database Administration** – One of the most valuable types of IT certification, we offer coursework on the two main providers – Microsoft’s SQL server and Oracle.

**Certification preparation courses on specific subject matter** – These courses include: Certified Information Systems Security Professional (CISSP) and Certified Biometrics Professional (CBP).

**SIX SIGMA and Project Management** certifications are becoming an expectation in the business world. Our coursework covers SIX SIGMA and a broad range of project management courses such as SCRUM, PRINCE2, and Project Management Professional (PMP). Upon completion of the PMP course, your employees will be prepared to sit for the PMP certification exam administered by the Project Management Institute (PMI).

The **Information Technology Infrastructure Library (ITIL)** is a set of concepts and policies for managing IT infrastructure, development, and operations. Our coursework covers both the ITIL Foundation and ITIL Expert certification paths.

**Computer Application Courses** – The coursework in our Applications Program can prepare your employees to sit for the relevant Microsoft Office Specialist (MOS) exam, the Adobe Certified Associate (ACA) exam, or go further with the Adobe Certified Expert (ACE) exam.
Employee skills training and development can make a difference to your bottom line

National College
School of Professional Development

Flexible scheduling
Full-day, half-day, or evening sessions

Local training experience
Minimizes travel expense and time away from the workplace

An optimal learning experience
Coursework influenced by leading technology vendors

A proven methodology
Tackling real-world challenges in the classroom environment

Affordable training solutions
An employee benefit with an employer ROI

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Virginia
540.798.1222

Ohio
330.397.2464

Indiana
317.464.9454

All Other States
540.759.0364

540.444.4165  CorporateTraining@National-College.edu