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ITIL® COURSES

ITIL® Foundation
This 3-day, instructor-led course is aimed at all IT professionals, and it will teach you the knowledge and skills needed to manage the many functions of an IT system to deliver the best business practices. It focuses on these five core disciplines:

1. Strategy of service
2. Service design
3. Service transition
4. Service operations
5. The continuation of service improvement

This course will prepare you for the ITIL® Foundation exam. There are no prerequisites for this course. However, it is recommended that you have some basic knowledge and experience in the IT field before enrollment.

ITIL® Practitioner
This 2-day, instructor-led course is aimed at all IT professionals, and it provides a step between Foundation and the Intermediate Level. This course offers practical guidance on how to adopt and adapt ITIL to your business’s objectives. Students will be able to not only speak the language of ITIL, but translate it and use it in practice.

This course will prepare you for the ITIL® Practitioner exam. Before taking this course, you must have the ITIL® Foundation Qualification.

ITIL® Capability: Operational Support & Analysis
This 5-day, instructor-led course is designed for IT professionals in the field of Service Management. It covers:

• Service Management as a practice
• Service operation principles
• The Service Operation Lifecycle’s roles & processes
• The Operational Support & Analysis process across the Service Lifecycle
• Organizing for Service Operation
• Critical success factors, challenges & risks associated with ITIL® Operational Support & Analysis
• The importance of IT security & its contributions to ITIL® Operation Support & Analysis

This course will prepare you for the ITIL® OSA Certification exam.

Prerequisites: Before taking this course, you must have the ITIL® Foundation Qualification. It is also recommended that you understand IT terminology, as well as experience working as a Service Manager.

ITIL® Capability: Planning, Protection & Optimization
This 5-day, instructor-led course is designed for IT professionals in the field of Service Management. It covers:

• Service Management as a practice
• Planning, Optimization & Protection processes & roles
• Capacity Management
• Availability Management
• Demand Management
• Information Security management
• IT Service Continuity Management
• ITIL Release, Control & Validation processes, roles & functions

This course will prepare you for the ITIL® PPO Certification exam.

Prerequisites: Before taking this course, you must have the ITIL® Foundation Qualification. You should also be familiar with terms and concepts associated with Service Management.

ITIL® Capability: Release, Control & Validation
This 5-day, instructor-led course is targeted toward IT professionals in the field of Service Management. It covers:

• The purpose & objective of Service Management
• Change Management
• ITIL Release, Control & Validation processes, roles & functions
• Service Asset & Configuration Management
• Knowledge Management
• Performance assurance from the Requesting of Fulfillment & Evaluation

This course will prepare you for the ITIL® RCV Certification exam.
Prerequisites: You should have the ITIL® Foundation Qualification before taking this course. It may also be helpful to have 2-4 years of work experience.

**ITIL® Capability: Service Offerings & Agreements**

This 5-day, instructor-led course is intended for IT professionals in the Service Management field. It covers:

- Service Management as a practice
- Service Offering & Agreements processes, roles & responsibilities
- Service Operation functions & organization
- Technology & Implementation considerations

This course will prepare you for the ITIL® SOA Certification exam.

Prerequisites: You should have the ITIL® Foundation Qualification before taking this course. You should also have 2-4 years of work experience in Service Management.

**ITIL® Lifecycle: Service Design**

This 3-day, instructor-led course is aimed at IT professionals in the Service Management field. It covers:

- Managing Service Design roles, processes & activities
- Coordinating & organizing Service Design technology
- The sub-processes, activities, methods & functions used in each of the ITIL Service Design processes
- Implementing & measuring ITIL Service Design

This course will prepare you for ITIL® SD Qualification exam.

Prerequisites: You must have the ITIL® Foundation Qualification before taking this course. It may also be helpful to have at least two years of experience working in Service Management.

**ITIL® Lifecycle: Service Operation**

This 3-day, instructor-led course is targeted toward IT professionals in the Service Management field. It covers:

- Service Operation principles, processes, functions & activities
- Technology considerations
- Implementation considerations
- Challenges, critical success factors & risks

This course will prepare you for the ITIL® SO Qualification exam.

Prerequisites: Before taking this course, you should have the ITIL® Foundation Qualification. It may also be helpful to have at least two years of experience working in Service Management.

**ITIL® Lifecycle: Service Strategy**

This 3-day, instructor-led course is intended for IT professionals in the Service Management field. It covers:

- Service Strategy principles
- Defining services & market spaces
- Conducting strategic assessments
- Financial management
- Managing a Service Portfolio
- Managing demand
- The Service Lifecycle
- Overall critical success factors & risks

This course will prepare you for the ITIL® SS Qualification exam.

Prerequisites: Before taking this course, you should have at least two years of work experience and familiarity with IT Service Management. You should also have the ITIL® Foundation Qualification.

**ITIL® Lifecycle: Service Transition**

This 3-day, instructor-led course is targeted toward IT professionals in the Service Management field. It covers:

- Service Transition principles & activities
- How to manage & organize for Service Transition
- The control & coordination of Service Transition technology related activities
- Analysis, justification & selection of the implementation approaches, challenges, critical success factors & risks

This course will prepare you for the ITIL® ST Qualification exam.

Prerequisites: You should have the ITIL® Foundation Qualification and at least two years of work experience in the IT Service Management field before taking this course.
ITIL® Lifecycle: Continual Service Improvement
This 3-day, instructor-led course is intended for IT professionals in the IT Service Management field. It covers:
- Continual Service Improvement principles, processes, methods & techniques
- Technology for Continual Service Improvement
- Organization for Continual Service Improvement
- Implementation considerations
- Critical success factors & risks

This course will prepare you for the ITIL® CSI Qualification exam.
Prerequisites: Before taking this course, you should have the ITIL® Foundation Qualification and at least two years of work experience in the IT Service Management field.

ITIL® Capstone: Managing Across the Lifecycle
This 5-day, instructor-led course is targeted toward IT professionals in the Service Management field, and it is the last step before reaching the ITIL® Expert Level. It covers:
- Service Lifecycle key concepts
- Managerial function
- Risk management
- Lifecycle Project Assessment
- Understanding organizational challenges
- How to manage the planning & implementation of IT Service Management

This course will prepare you for the ITIL® MALC Qualification exam.
Prerequisites: Before taking this course, you must have the ITIL® Foundation Qualification and at least 15 credits from ITIL® Intermediate qualifications.

MICROSOFT OFFICE SUITE COURSES

Microsoft Word 2016 Introduction
This 1-day, instructor-led course is designed to teach you about the tools and features of Microsoft Word 2016. You will learn how to:
- Create documents
- Format text
- Insert pictures, headers and footers
- Create and format tables

There are no prerequisites for these courses.

Microsoft Word 2016 Intermediate
This 1-day, instructor-led course is designed to teach you to use the more advanced tools and features of Microsoft Word 2016. You will learn how to:
- Use Shapes, WordArt, and SmartArt
- Manage Documents
- Insert References and Hyperlinks
- Save and Share Documents

There are no prerequisites for these courses, however MS Word 2016 Introduction might be helpful.

Microsoft Word 2016 Advanced
This 1-day, instructor-led course is designed to teach you to advanced skills for power users of Microsoft Word 2016. You will learn:
- Advanced formatting
- Advanced document management
- Using references
- Creating mailings
- Creating and using macros and forms

MS Word 2016 Introduction and Intermediate will be helpful for this class.
Microsoft Excel 2016 Introduction
This 1-day, instructor-led course provides the basic concepts and skills to start being productive with Excel 2016. You will learn to:
- Create worksheets
- Format
- Manipulate data
- Create charts

MS Excel 2016 Introduction does not require any prerequisites.

Microsoft Excel 2016 Intermediate
This 1-day, instructor-led course builds on the concepts and skills of the Introduction course for more advanced analysis and presentation. You will learn to:
- Manage workbooks
- Use names in formulas
- Manipulate tables
- Summarize data
- Use PivotTables

MS Excel 2016 Intermediate does not require any prerequisites but the MS Excel 2016 Introduction course is helpful.

Microsoft Excel 2016 Advanced
This 1-day, instructor-led course provides advanced tools for solving real-world problems in MS Excel 2016. You will learn:
- Logical and lookup functions
- Advanced formulas
- Special functions
- Importing and exporting
- Analysis
- Macros and forms

MS Excel 2016 Introduction and Intermediate or equivalent experience are recommended.

Microsoft Outlook 2016 Introduction
This 1-day, instructor-led course is designed to introduce you to the use of Microsoft Outlook 2016 in the workplace. After taking these courses, you will be able to manage:
- Email messages
- Contacts
- Tasks
- Events & calendars
- Meeting requests

There are no prerequisites for these courses.

Microsoft Outlook 2016 Advanced
This 1-day, instructor-led course is designed to introduce you to the use of Microsoft Outlook 2016 in the workplace. After taking these courses, you will be able to manage:
- Collaboration
- Mailbox Management
- Contact and calendar management

MS Outlook 2016 Introduction is recommended before taking this course.

Microsoft Access 2016 Introduction
This 1-day, instructor-led course is designed to teach you a working knowledge of Microsoft Access 2016 in the workplace. This course will teach you:
- Database Concepts
- Access Basics
- To create databases
- To work with fields and records
- Create and use forms
• Create and use reports

There are no prerequisites for this course.

**Microsoft Access 2016 Intermediate**

This 1-day, instructor-led builds on the knowledge of Microsoft Access 2016 in the workplace. This course will teach you:

- Relational Database Concepts
- To perform calculations
- To work with advanced form functions and report functions
- Design and create tables

*MS Access 2016 Introduction is recommended before taking this course.*

**Microsoft Access 2016 Advanced**

This 1-day, instructor-led shows you how to bring all the different Access objects to use advanced functions. This course will teach you:

- To design an application
- Macros
- Programming
- Subforms, dialog boxes and controls

*MS Access 2016 Introduction and Intermediate are recommended before taking this course.*

**Microsoft Project 2016 Introduction**

This 1-day, instructor-led addresses the features of MS Project. Students will learn to do the following:

- Navigate and understand the important features of the Microsoft Project environment
- Create a new project schedule from scratch
- Understand and work with task types, scheduling options, and task constraints
- Work with resources, including scheduling and assignment
- Manage the project schedule in accordance with the critical path and project baseline
- Print project views, dashboards, and various other kinds of reports

There are no prerequisites for this course.

**Microsoft Project 2016 Advanced**

This 1-day, instructor-led addresses the advanced features of MS Project. Students will learn to do the following:

- Work with the Quick Access Toolbar and advanced calendar topics
- Add task notes; set task deadlines and priorities; and group, sort, filter, highlight, and add fixed costs to tasks
- Group, sort, filter, and highlight resources; set resource working-time exceptions and pool resources for sharing; and create resource budget cost items
- Work with multiple baselines and interim plans, update a project schedule using a status date, and resolve resource conflicts and scheduling issues
- Use the Task Form, Task Details Form, and Task Name Form; use the Resource Form and Resource Name Form; and understand the Relationship Diagram and compound views
- Consolidate projects using Master projects and Subprojects; and work with Project Server, Project Online, and SharePoint
- Use Project data in other applications, and create final reports

Students should have some experience with MS Project to take this course.

**Microsoft PowerPoint 2016 Introduction**

This 1-day, instructor-led course is designed to introduce you to Microsoft PowerPoint 2016 in the workplace. After taking this course, you will understand how to:

- Develop a presentation
- Add graphical elements
- Add charts, tables and graphs
- **Deliver your presentation**

There are no prerequisites for these courses.
Microsoft PowerPoint 2016 Advanced
This 1-day, instructor-led course builds on the concepts Microsoft PowerPoint 2007 Introduction. After taking this course, you will understand how to:

- Customizing Design Templates
- Adding SmartArt
- Working with Media
- Collaborating
- Customizing a Slideshow
- Securing and Distributing a Presentation

MS PowerPoint 2016 is recommended before taking this course.

MS 50413: Mastering Microsoft Project 2010
This 3-day, instructor-led course is aimed at IT professionals who work with Microsoft Project 2010. It covers:

- Initializing Project 2010
- Task-based schedule creation
- Managing tasks & company resources
- Communicating project information
- Project tracking & analysis

This course will prepare you for the Microsoft 70-178 exam.

MS 50468: SharePoint 2010 End User Level 1
This 3-day, instructor-led course is directed toward any IT or business professional who uses SharePoint sites. It will teach you how to work with:

- SharePoint Lists
- List Management tasks
- Permissions
- Basic SharePoint Foundation sites

Prerequisites: Before taking this course, you should have a basic understanding of website functionality and experience working with SharePoint sites.

MS 50469: SharePoint 2010 End User Level 2
This 2-day, instructor-led course is intended for anyone responsible for managing SharePoint sites. It covers:

- The new SharePoint navigation ribbon
- New end user features
- New features of My Sites
- Social computing features such as ranking & tagging

Prerequisites: Before taking this course, you must successfully complete MS 50468: SharePoint 2010 End User Level 1.

Microsoft SharePoint End User
This 1-day, instructor-led course is customized to work with DISA DEPS governance. It covers:

- Accessing SharePoint
- SharePoint Libraries
- Search
- Using SharePoint Task Lists
- Working with Calendars
- SharePoint Wikis
- Discussion Boards

Prerequisites: Participants should have some experience with MS Office.

Microsoft SharePoint (Customized)
This 5-day, instructor-led course is customized to work with DISA DEPS governance. It covers:

- Organization and Development of SharePoint Sites
- Site Collections
- Libraries and Lists
- Managing Permissions
- Office Integration
- Search and Views
• Consistency Across Sites
• Displaying Data with Web Parts
• Document Management through Workflows

Prerequisites: Participants should have some experience with MS Office.

SOFT SKILLS COURSES

Interviewing Techniques
This 2-day, instructor-led course is designed for teaching managers to refine their interview skills and techniques. This training will address:

• Finding the right person for the job
• Ask the appropriate questions
• Recognizing the cost of hiring the wrong person
• Developing a job analysis and position profile

There are no prerequisites for this course.

Delegation
This 1-day, instructor-led course is designed to teach managers the skills to effectively delegate and accomplish more. This training will address:

• How delegation fits into your job
• Different ways to delegate tasks
• Give better instructions
• Monitor delegation results
• Give effective feedback

There are no prerequisites for this course.

Basic Finance
This 2-day, instructor-led course is designed to teach those who are inexperienced with numbers to effectively deal with financial statements, understand payroll and speak the basic terminology of bookkeeping. This training will address:

• Basic terminology
• Accounting methods
• Accounts payable and receivable
• Balance sheets
• Planning, budgeting and control

There are no prerequisites for this class.

Generation Gaps
This 1-day, instructor-led course is designed to help management handle the different generations present in the workplace. This training focuses on:

• History
• Baby Boomers
• Generation X
• Generation Y (Millennial)
• Differences
• Finding Common Ground

There are no prerequisites for this course.

Writing Job Descriptions
This 1-day, instructor-led course is designed to teach managers to write job descriptions that make hiring, planning and evaluations easier. This training will address:

• Creating good job descriptions
• Hiring qualified employees
• Avoiding legal traps
Leadership and Influence
This 1-day, instructor-led course is designed to teach the techniques to build the confidence it takes to lead. This training will address:

- Evolution of Leadership
- Situational Leadership
- Personal Inventory
- Modeling the way
- Inspiring a shared vision
- Enabling others to act

Creative Thinking and Innovation
This 1-day, instructor-led course is designed to teach participants to practice and hone their creative skills. This training will address:

- Recognizing your own creativity
- Develop their own creative environment
- Explain the importance of creative and innovation in business
- Applying problem-solving steps and tools
- Using individual and group techniques to help generate creative ideas
- Implement creative ideas

Performance Management
This 1-day, instructor-led course will help leaders to manage for optimum performance. This training will address:

- How to contribute to motivating work environments
- How to understand the role of goal setting in performance management
- How to use ideal tools to help employees set and achieve goals
- How to apply a three-phase model that will help prepare employees for peak performance

Critical Thinking
This 1-day, instructor-led course provides the skills to analyze and evaluate information to obtain the greatest amount of knowledge from a piece of data. This training will address:

- The skills to evaluate, identify and distinguish between relevant and irrelevant information
- Components of critical thinking
- Non-linear thinking
- Logical thinking
- Evaluate information
- Benefits of critical thinking

Influence and Persuasion
This 1-day, instructor-led course will help participants develop the skills to apply controlled influence and persuasion. This training will address:

- How persuasion differs from manipulation
- How to apply techniques of persuasion and influence
- Getting persuasive conversations and presentations underway
- Using storytelling techniques to extend influence

Time Management
This 1-day, instructor-led course will help participants develop skills to organize themselves and their workspace for peak efficiency. This training will address:
• Organization
• Value of goals and how to achieve them
• Creating actions plans to get things done
• Delegating properly

There are no prerequisites for this course.

**Office Politics**
This 1-day, instructor-led course will help participants successfully recognize and navigate office politics. This training will address:
• Creating and maintaining better relationships
• Communicating and working with your peers and colleagues
• Being better team members to be more successful and productive

There are no prerequisites for this course.

**Business Acumen**
This 1-day, instructor-led course will help participants improve their judgement and decision skills. This training will address:
• Financial literacy
• Business sense
• Managing risk
• Increasing critical thinking

There are no prerequisites for this course.

**Effective Resource Management**
This 1-day, instructor-led course will help participants effectively manage their resources. This training will address:
• Relating the organization’s mission to the allocation of financial resources
• Understanding techniques for financial management
• Analyzing financial information
• Communicating organizational and strategic plans

There are no prerequisites for this course.

**Developing a High Reliability Organization**
This 1-day, instructor-led course covers the five principles that govern high-reliability organizations. This training will address:
• Preoccupation with failure
• Resistance to simplification
• Sensitivity to operations
• Commitment to resilience
• Deference to expertise

There are no prerequisites for this course.

**Negotiating for Results**
This 1-day, instructor-led course covers the five principles that govern high-reliability organizations. This training will address:
• Preoccupation with failure
• Resistance to simplification
• Sensitivity to operations
• Commitment to resilience
• Deference to expertise

There are no prerequisites for this course.

**How to Write a Brief**
This 1-day, instructor-led writing course teaches participants how to write clear, effective business documents including brief. Students learn to only include the important details in an interesting manner. This training will address:
• Communication objectives
• Effective writing
• Details

There are no prerequisites for this course.
Change Management
This 2-day, instructor-led course gives participants tools to implement changes more smoothly and to have changes better accepted. This training will address:

- Preparing for change
- Understanding change
- Leading and managing change
- Gaining support
- Building resiliency

There are no prerequisites for this course.

Contract Negotiations
This 2-day, instructor-led course covers the important aspects of contract negotiation. This training will address:

- Planning
- Conducting contract negotiations
- Documenting contract negotiations
- Contract formation

There are no prerequisites for this course.

Goal Setting
This 2-day, instructor-led course is designed to help participants understand how to take wishes and turn them into reality. This training focuses on:

- Identify what's important personally and professionally
- Use goal setting activities and appropriate language to articulate their wishes
- Use motivational techniques to help themselves reach their goals
- Understand how to deal with setbacks

There are no prerequisites for this course.

Entrepreneurship
This 2-day, instructor-led course is designed to help participants understand how to take wishes and turn them into reality. This training focuses on:

- Identify what's important personally and professionally
- Use goal setting activities and appropriate language to articulate their wishes
- Use motivational techniques to help themselves reach their goals
- Understand how to deal with setbacks

There are no prerequisites for this course.

Facilitation
This 1-day, instructor-led course is designed to make core facilitation skills better. This training focuses on:

- Distinguish facilitation from instruction and training
- Identify the competencies linked to effective small group facilitation
- Identify the stages of team development and ways to help teams through each stage
- Use common process tools to make meetings easier and more productive

There are no prerequisites for this course.

Personal Productivity
This 1-day, instructor-led course shows participants how to organize their lives and find productive time. This training teaches students how to:

- Establish routines
- Set goals
- Create an efficient environment
- Use time-honored planning tools to increase productivity
Communication Strategies
This 1-day, instructor-led course teaches participants that their communication skills influence others. This training teaches students how to:

- Identify common communication problems
- Develop skills to ask questions
- Learn non-verbal messages
- Develop skills for active listening
- Learn to handle difficult situations
- Assert oneself

There are no prerequisites for this course.

Lean Process and Six Sigma
This 3-day, instructor-led course teaches a data-driven approach for eliminating defects and waste in business processes. This training teaches students how to:

- Introduction to Six Sigma
- Tools required to deploy Six Sigma

There are no prerequisites for this course.

Constructive Conflict Resolution
This 2-day, instructor-led course is geared towards managers who want to better understand organizational politics and effectively communicate and discipline their employees. This training will address:

- Effective workplace communication
- Managing conflict because of frustrated customers or disgruntled employees
- Changing an employee’s disruptive behavior

There are no prerequisites for this course.

Decision Making/Problem Solving
This 3-day, instructor-led course is designed to help students through the problem-solving process to make the best decisions for their organizations. This training teaches students how to:

- Define decisions
- Apply appropriate decision frames
- Avoid overconfidence
- Deal with uncertainty
- Develop numerous high-quality options
- Evaluate and select a final option
- Review and learn from experience
- Identify optimal decision outcomes
- Identify and manage linked decisions

There are no prerequisites for this course.

Developing, Managing and Meeting Performance Standards
This 2-day, instructor-led course is ideal for members of the federal budgeting, planning and management community that are tasked with performance planning, formulating budgets or management duties. This training prepares students to:

- Demonstrate the knowledge requirements for performance measurement and explain its significance
- Describe the foundation of measuring performance
- Identify the elements of successful performance measurement and management practices
- Thoroughly understand performance measurement terminology
- Develop strategies, performance goals and measures
- Align performance measures with strategic goals
- Verify and validate performance related data
- Explain performance monitoring and reporting best practices
- Use performance related information to make better decisions
- Conduct program evaluations to improve performance

There are no prerequisites for this course.
Customer Service Excellence
This 1-day, instructor-led course is ideal for students who are in the customer service field and want to improve their knowledge through customer service training. This training prepares students to:

- Be customer focused and how a service based culture can take an organization to the “next level”
- Understand the process of customer service
- Anticipate customer needs and properly handle customer issues as they arise

There are no prerequisites for this course.

Strategic Portfolio and Resource Management
This 1-day, instructor-led course is ideal for any employee hoping to improve project management with a well-organized portfolio. Students who take this training will:

- Recognize the value a well-managed portfolio can add to an organization
- Understand the roles and responsibilities of a portfolio stakeholder
- Have the skills needed to implement a portfolio management process
- Identify and use the appropriate tools, techniques and resources for effective portfolio management

There are no prerequisites for this course.

Effective Planning and Goal Setting
This 2-day, instructor-led course is ideal for managers, supervisors and team leaders. This course will provide students with the skills to:

- Create a clear understanding of expectations using various communication styles
- Create a written performance plan to guide conversation pertaining to performance
- Take a hands-on approach to monitoring employee performance
- Deliver performance-based feedback
- Engage in difficult performance-based conversations
- Discover personal perceptions that may hinder the effectiveness performance-related conversations
- Show recognition and express appreciation for outstanding performance
- Conduct formal performance reviews

There are no prerequisites for this course.

Fundamentals of Writing
This 1-day, instructor-led course covers the following topics:

- Organizing your thoughts
- Creating clear and concise memos, emails, letters, reports, and other business documents
- Using proper grammar
- Clarifying language
- Connecting with the reader informatively and persuasively
- Constructing simple, compound and complex sentences
- Effectively using transitional words to link sentences into well-constructed paragraphs
- Revising documents
- Formatting documents so that are easy to read
- The Plain Writing Act of 2010

There are no prerequisites for this course.

Fundamentals of Analyzing Processing Data
This 4-day, instructor-led course is ideal for all federal financial management personnel including consultants, management analysts and budget analysts. Upon completion of this course, students will:

- Understand the sign can of data analysis as it related to federal financial management
- Have acquired intermediate MS Excel skills
- Conduct a break-even analysis and a variance analysis
- Calculate internal rate of return and report on NPV
- Use querying theory to assess program performance

There are no prerequisites for this course.
Benchmarking Best Practices
This 3-day, instructor-led course provides a logical, step-by-step methodology that will enable any agency to properly benchmark its maintenance function. Upon completion of this course, students will be able to do the following:

- Associate benchmarking objectives with the organizational strategy
- Design a benchmarking plan for their organization
- Understand the fundamentals of data collection and analysis

There are no prerequisites for this course.

GOVERNMENT-SPECIFIC COURSES
Planning, Programming, Budgeting and Execution
This 3-day, instructor-led course is ideal for individuals responsible for financial, program and resource management that would benefit from learning more about the development of budgets within the Department of Defense (DoD). Upon completion of this course, students will learn:

- The roles and relationships involved in the PPBE process, services program and budget submissions
- Congressional enactment process and its effect on PPBE and basic elements of DoD budget execution

There are no prerequisites for this course.

Mid-Career Retirement Planning
This 2-day, instructor-led course is designed for professionals wishing to improve their retirement outlook and develop a realistic retirement plan. This course will provide students with knowledge to:

- Prepare a retirement readiness index and a financial plan based on their retirement income needs
- Navigate through the tax-deferred Thrift-Savings Plan (TSP) retirement savings and investment account and the Federal Employees Retirement System (FERS) defined benefit contributory account
- Optimize their contributions to each of these accounts
- Develop a thorough understanding of how civil service annuity and Social Security benefits are calculated and how health and life insurance benefits carry over into retirement.

There are no prerequisites for this course.

Pre- Retirement Planning
This 2-day, instructor-led course is designed for professionals wishing to improve their retirement outlook and develop a realistic retirement plan. This course will provide students with knowledge to:

- Make informed decisions about retirement
- Civil Service Retirement System (CSRS)
- Federal Employee Retirement System (FERS)
- How Social Security benefits are calculated?
- How health and life insurance benefits carry over into retirement
- Medicare and Thrift Savings Plan (TSP) withdrawal options
- Financial, estate, and “life” planning

There are no prerequisites for this course.

Federal Appropriations Law
This 3-day, instructor-led course is designed for program managers, accountants, budget analysts, auditors, purchase card holders, approving managers, contracting officers, certifying officers and attorneys that work for the federal government. Topics include:

- Basics of appropriations law
- Determining the legal availability of appropriations
- Legal obligation of funds
- Ensuring correct fund sources are charged for obligations and the correct course of action when funds need to be transferred or reprogrammed.
- Avoiding a negative audit or congressional report, violations of the Antideficiency Act (ADA) and spending personal money to correct errors

There are no prerequisites for this course.

Federal Appropriations Law Update
This 1-day, instructor-led course is designed for anyone who took the Appropriations Law training course more than three years ago. This training will:

- Bring students up to date on the latest changes in the GAO’s Principles of Federal Appropriations Law
- Cover recent appropriations law case rulings
- Address topics such as lobbying, personal services equipment, gifts, contests, serving food and refreshments, grants, expenses and credit monitoring services, and Anti-Deficiency Act (ADA) reporting requirements.

There are no prerequisites for this course.

**eMASS Managers Overview**

Through this 1-day course, students will proceed step-by-step through the RMF authorization process. Our qualified instructors show cybersecurity leaders how to get the most out of every vital screen. Participants in this course will be the go-to authority on every important field and feature. Approach your next A&A with the knowledge that gets results!

Prerequisites: Participants should have knowledge of and experience with information security systems and best practices.

**eMASS Workshop**

This 3-day workshop ensures that IA professionals are well versed in the capabilities and application of this dynamic tool. Students in our three-day workshop will learn to navigate eMASS to support the creation, assessment, and authorization of a complete A&A package. In addition to expert instruction, students spend much of the class completing exercises that will prepare them to create a complete authorization package. Our experienced instructors guide students through every role with eMASS and customize the training session so students walk away ready to provide their team with the full benefit of this important tool. The course concludes with an exit exam to ensure that students have the knowledge to take full advantage of eMASS.

Prerequisites: Participants should have knowledge of and experience with information security systems and best practices.

**Federal Budget Process**

This 2-day, instructor-led course is designed for government employees dealing with the process or effects of federal budgeting. This training will provide an understanding of the following elements in the federal process:

- The President’s budget submission
- Framework
- Timetable
- Budget resolution
- Budget reconciliation
- The ‘Byrd Rule’
- Appropriations
- Budget execution

There are no prerequisites for this course.

**Understanding Federal Budget Formulation**

This 3-day, instructor-led course is designed for budget analysts and financial resource professionals who compile data and information to make educated decisions regarding future programs, funding or budget strategies. This training will focus on:

- Locating the major sources of budget formulation
- Formulating a unit budget
- Determining unit budget requirements
- Writing budget justifications
- Budgeting capital assets
- Preparing and integrating a performance budget into the formulation process
- Preparing a program assessment

There are no prerequisites for this course.

**Contracting Basics for Support and Administrative Personnel**

This 1-day, instructor-led course is ideal for new Level I Contract Officer’s Representatives (CORs). Students will learn:

- The federal acquisition process
- Their new roles and responsibilities
- Contract monitoring, payment, ethics, documentation and proper communication

There are no prerequisites for this course.

**Government Acquisition and Procurement**

This 3-day, instructor-led course is ideal for those new to federal contracting and will provide attendees with the knowledge and skills to be successful in the federal contracting environment. Students will learn:
• The goals, objectives and vision of the federal acquisition process
• The roles and responsibilities of key participants in the acquisition process
• The underlying sources of federal contract law
• Organizing the acquisition function
• The Federal Acquisition Regulation (FAR) System
• The principal contracting functions
• Standards of conduct and ethics

There are no prerequisites for this course.

Contracting Basics for COTRs
This 5-day, instructor-led course is ideal for Contracting Officer’s Representatives (CORs), Technical Officers (TOs), Contracting Officer’s Technical Representatives (COTRs) and Project Officers (POs). Students will learn:
• The fundamental knowledge of the federal acquisition process
• The skills to effectively perform their job duties as a representative of the contracting officer.

There are no prerequisites for this course.

How to Be an Action Officer
This 2-day, instructor-led course covers the following topics:
• DoD organizational structure
• Action Officer roles and responsibilities
• Effective writing
• Packaging a document
• Staffing and preparing action packages
• Staff Action Control and Coordination Portal (SACCP)
• Effective briefing Have the skills needed to implement a portfolio management process
• Identify and use the appropriate tools, techniques and resources for effective portfolio management

There are no prerequisites for this course.

PROJECT MANAGEMENT AND LEADERSHIP COURSES

Introduction to Project Management
This 2-day, instructor-led course is designed to provide the foundational knowledge and tools for beginning project managers. This training provides students with an understanding of:
• Project Management Basics
• Phases of Project Management
• Roles and Responsibilities

There are no prerequisites for this course.

Project Management for the IT Professional
This 4-day, instructor-led course is ideal for current project managers and project team members. This training provides students with an understanding of:
• IT Project Management skills
• Roles and responsibilities
• Context and process groups
• Controlling costs
• Managing scope
• Effective time management
• Integration management

There are no prerequisites for this course.

Project Management for the Office Professional
This 2-day, instructor-led course is ideal for office professionals in need of solid foundation in project management techniques and those who may just want to sharpen their skills. Administrative and support personnel assigned to work or manage project teams would also benefit from this training course. This training provides students with understanding of:
• Basic project management techniques
• Project features and attributes
• Budget and estimates
• Project management process and responsibilities
There are no prerequisites for this course.

**Emotionally Intelligent Leadership**

This 2-day, instructor-led course is ideal for managers, leaders and team members that are interested in increasing the effectiveness of their leadership capabilities by enhancing their emotional intelligence. This training focuses on:

- How emotions influence behavior and decision making
- The characteristics of an emotionally intelligent leader
- Using emotional intelligence to increase personal effectiveness and situational awareness
- Applying ideas learned to improve their own emotional intelligence

There are no prerequisites for this course.

**Leadership Skills**

This 3-day, instructor-led course is designed for team leaders, supervisors, managers and anyone else wishing to enhance their leadership skills. This training focuses on:

- Common traits and behaviors of effective leaders
- Exploring leadership from various perspectives
- Self-assessment and improvement of leadership skills

There are no prerequisites for this course.

**PROJECT MANAGEMENT INSTITUTE (PMI) COURSES**

**PMI® Certified Associate in Project Management (CAPM®)**

This 5-day, instructor-led course is intended for project managers early in their career. It will provide a foundational level of skills, and it will teach you how to:

- Initiate & manage a project
- Estimate a timeline & develop a schedule
- Organize human resources
- Integrate workflow
- Analyze cost
- Measure quality
- Identify the processes of project management

This course will fully prepare you for the CAPM® Certification exam.

There are no prerequisites for this course.

**PMI® Project Management Professional (PMP®)**

This 5-day, instructor-led course is geared toward project managers who wish to solidify their knowledge of best practices. It covers:

- Project initiation, scheduling & budgeting
- Managing & monitoring projects
- Risk analysis
- Controlling & monitoring quality & performance

This course will prepare you for the PMP® Certification exam.

Prerequisites: Before enrolling in this course, you should have hands-on work experience in project management

**PMI® Agile Certified Practitioner (PMI®-ACP®)**

This 3-day, instructor-led course is intended for project management professionals who use Agile practices in their organization. It covers:

- Agile principles & practices
- The Agile software development methodology
- The latest Agile developments in the field

This course will prepare you for the PMI®-ACP® Certification.

Prerequisites: Before taking this course, you should have at least 2000 hours of project management experience or the PMI® PMP® Certification. You should also have an additional 1500+ hours working with Agile.
PMI® Risk Management Professional (PMI®-RMP®)

This 3-day, instructor-led course is intended for project management professionals who use Agile practices in their organization. It covers:

- Risk Strategy and Planning
- Stakeholder Engagement
- Risk Process Facilitation
- Risk Monitoring and Reporting
- Perform Specialized Risk Analysis

This course will prepare you for the PMI®-RMP® Certification.

Prerequisites: Before taking this course, you should have at least 4500 hours of project risk management experience.

DATA ANALYTICS COURSES

Data Analytics Level 1

This 3-day, instructor-led course will introduce students to data analysis, modeling, and spreadsheet usage to make informed decisions. Upon completion of this course, students will be able to do the following:

- Understand and apply statistics and management science to business-related problems
- Use data analysis processes to analyze business problems
- Use Excel to analyze data

Prerequisites: Students are encouraged to take Analytics/Basic Statistics/Metrics or have the equivalent data analysis experience before taking this course.

Data Analytics Level 2

This 3-day, instructor-led course will teach students to control the entire analytic process by deciphering large amounts of data and effectively communicating the information they derive. Upon completion of this course, students will understand the following:

- Predictive modeling basics
- Linear regression
- Classification models
- Segmentation modeling/cluster analysis
- Spreadsheet models/optimization
- Data analysis using R
- Decision analysis

Prerequisites: Students are encouraged to take Data Analytics Level 1 or have the equivalent data analysis experience before taking this course.

Analytics Boot Camp

This 5-day, instructor-led course will focus on using MS Excel functionalities for data analysis and ultimately decision making. This course will provide students with knowledge to:

- Summarize data effectively
- Use advanced problem solving techniques to develop a thorough understanding of the data
- Calculate and select the most appropriate central tendency measures
- Identify and avoid hidden bias

There are no prerequisites for this course.

Analytics/Basic Statistics/Metrics

This 4-day, instructor-led course is geared toward individuals hoping to understand the basics of extracting meaning from data sets. The course will cover:

- The research process and statistical reasoning
- Populations and samples
- Planning and conducting a study
- Graphical representations of data using dotplots, stem plots, histograms, cumulative frequency plots, and boxplots
- Measuring position using quartiles, percentiles, and z-scores
- Measuring center using mean, median, and mode
- Measuring spread using range, interquartile range, and standard deviation
- Anticipating patterns using probability
• Standard normal distribution
• Extracting a random sample from a population
• Identifying the reliability of an estimate using confidence intervals
• Identifying relationships between variables with correlation and regression analysis

There are no prerequisites for this course.

Data Science for Leaders: Building a Data Driven Strategy
This 2-day, instructor-led course teaches leaders and executives how to identify opportunities to make better decisions by utilizing new insights from data. At the conclusion of this course, students will be able to
• Choose the correct tools, techniques and approaches for data science projects
• Avoid pitfalls when drawing conclusions from data
• Create a strategy for building a data science team

While no prerequisites are required, people with some experience working with data will benefit the most from this course.

Data Science for Leaders: Data Science Methodology
This 2-day, instructor-led course teaches leaders and executives data science methodology. At the conclusion of this course, students will be able to
• Oversee data science projects
• Understand how data mining algorithms work so they can better direct their teams
• Improve communication between domain experts and technical talent
• Need to maximize the impact of their data through new insights

While no prerequisites are required, we recommend that all students have either completed the "Building a Data Driven Strategy" course or have knowledge of data infrastructure, tools, and applications.

Introduction to Data Science, R and Visualization
This 4-day, instructor-led course teaches data analysts what data science is, how it is used in organizations large and small, and how to manipulate and visualize data with a free, open-source tool called R. At the conclusion of this course students will be able to do the following:
• Clean and visualize large amounts of data quickly
• Automate data cleaning and visualization tasks
• Work with data more effectively to discover new insights
• Develop advanced data analysis skills

While no prerequisites are required, people with some experience working with data are best suited for this course. No background in math or programming is required.

Introduction to Unsupervised Machine Learning and Network Analysis
This 4-day, instructor-led course teaches data scientists and analysts how to find new patterns in their data, use powerful data mining and network analysis techniques, identify key influences, and identify different groups and communities. At the conclusion of this course students will be able to do the following:
• Use clustering to mine data for patterns and trends
• Measure trust among people
• Predict connections
• Make recommendations
• Build simulations of how messages and information spreads

Students should have taken the Introduction to Data Science, R, and Visualization course or should have the equivalent knowledge of data manipulation, cleaning and visualization.

Supervised Machine Learning: Classification Algorithms
This 4-day, instructor-led course teaches analysts how to predict behaviors, events and make product recommendations based on multiple factors. By the end of the course, students will be able to build classification models and evaluate the accuracy of predictive algorithms. Classification algorithms answer the questions “What is the person or object like?” “What is the likelihood that an event will happen or that a person is part of a particular group?” Applications include fraud detection, cyberattack and intrusion detection, anticipating employee and customer behavior and detecting other threats and events. At the conclusion of this course students will be able to do the following:
• Build classification models
• Evaluate the accuracy of predictive algorithms

Students should have taken the Introduction to Data Science, R, and Visualization course or should have the equivalent knowledge of data manipulation, cleaning and visualization. Students should also have take the Regression and Time-Series Analysis course or be familiar with linear regression and basic statistics concepts such as standard deviation, p-values, etc.

Supervised Machine Learning: Regression and Time-Series Analysis
This 4-day, instructor-led course teaches data scientists and analysts how to forecast trends based on multiple variable and factors. Students will learn how to forecast economic trends, utilization rates, customer demand, as well as a variety of other activities. By the end of this course, students will be able to build single and multivariate regression models, assess statistical significance and validate models for explanatory power and bias. Students also will be able to use time-series models to identify seasonality patterns and create forecasts for cyclical data. After this course students will be able to do the following:

- Build single and multivariate regression models
- Assess statistical significance and validate models for explanatory power and bias
- Use time-series models to identify seasonality patterns and create forecasts for cyclical data

Students should have taken the Introduction to Data Science, R, and Visualization course or should have the equivalent knowledge of data manipulation, cleaning and visualization.

**Text Mining and Natural Language Processing**

This 4-day, instructor-led course teaches data scientists and analysts how to work with text data in R, how to classify documents and how to summarize bodies of text. By the end of this course students will be able to import, clean and parse various types of text data with R, automatically summarize text, identify key elements in the text data, classify documents, apply topic models to understand themes and measure sentiment. While all use cases in this course will focus on text analysis, students will learn many critical techniques of data science including selecting the right variables for their analyses, extracting the best combinations of variables to identify patterns and how to measure similarity between data points to segment them into groups. These methods have broad applications outside of text mining. At the conclusion of this course students will be able to do the following:

- Import, clean and parse various types of text data with R
- Automatically summarize text
- Identify key elements in the text data
- Classify documents
- Apply topic models to understand themes and measure sentiment

Students should have taken the Introduction to Data Science, R, and Visualization course or should have the equivalent knowledge of data manipulation, cleaning and visualization.

**INCOSE COURSES**

**INCOSE® Associate Systems Engineering Professional (ASEP) & Certified Systems Engineering Professional (CSEP)**

This 3-day, instructor-led course combines both the ASEP and CSEP material into one. It is designed for junior level systems engineering professionals, and it covers:

- System Engineering Fundamentals
- Management
- Processes
- Skills & methodologies

This course will prepare you for the ASEP and CSEP Certification exams.

There are no prerequisites for this course. However, you must have the ASEP Certification before trying for the CSEP Certification and have at least five years of work experience. You must also become an INCOSE® member to receive INCOSE® certifications.

**INCOSE® Expert Systems Engineering Professional (ESEP)**

This 5-day, instructor-led course is intended for advanced systems engineering professionals in a leadership position. It covers:

- ESEP application process
- ESEP requirements

This course will prepare you for the ESEP Certification exam.

Prerequisites: Before taking this course, you should have at least ten years of work experience and be an INCOSE® member.