



GENERAL SERVICES ADMINISTRATION

Federal Acquisition Service *Authorized Federal Supply Schedule Price List*

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!™**, a menu-driven database system. The INTERNET address for **GSA Advantage!™** is: **<http://www.GSAAdvantage.gov>**.

Professional Services Schedule (PSS)

Industrial Group: 00CORP

Contract Number: GS-23F-8023H

For more information on ordering from Federal Supply Schedules
click on the FSS Schedules button at **<http://www.gsa.gov/schedules-ordering>**

Contract Period: October 01, 2012 to September 30, 2017

Modification PO-0021 Effective date: October 01, 2012

Contractor: Serco Inc.
1818 LIBRARY STREET, SUITE 1000
RESTON, VA 20190 5619

Business Size: Large Business

In accordance with 13 C.F.R. 121.404, the Contractor is ineligible to participate in any RFQ that is set aside for small business where the subject contract's awarded size status for the preponderance NAICS designated in the RFQ is "other than small".

Telephone: 703-939-6000
FAX Number: 703-939-6001
Web Site: www.serco-na.com
E-mail: david.cornell@serco-na.com
Contract Administration: David Cornell

CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s):

SIN	Recovery	SIN Description
874-1	874-1RC	Integrated Consulting Services
874-4	874-4RC	Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development, and Test Administration Learning Management, Internships
874-7	874-7RC	Integrated Business Program Support Services



Customer Information

- | | |
|--|--|
| 1a. Awarded Special Item Numbers: | SIN 874-1/1RC – Integrated Consulting Services
SIN 874-4/4RC – Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development, and Test Administration Learning Management, Internships
SIN 874-7/7RC – Integrated Business Program Support Services |
| 1b. Prices: | Hourly rates for all offered labor categories and training courses begin on Page 6. |
| 1c. Labor Descriptions | Please see page 13 |
| 2. Maximum Order: | \$1,000,000.00. |
| 3. Minimum Order: | \$100.00. |
| 4. Geographic Coverage: | The 48 contiguous states, the District of Columbia, Alaska, Hawaii and the Commonwealth of Puerto Rico. |
| 5. Points of Production: | Washington, D.C. Warner Robins, GA
Alexandria, VA Fairborn, OH
Sacramento CA Ogden, UT
Oklahoma City, OK |
| 6. List Price Discounts: | The prices contained herein are net prices. |
| 7. Quantity Discounts: | See Price List |
| 8. Prompt Payment Terms: | Net 30 Days. |
| 9a. Government Credit Card At/below micro-purchase Threshold: | Accepted. |
| 9b. Government Credit Card above Micro-purchase Threshold: | Accepted |
| 10. Foreign Items: | None. |
| 11a. Time of Delivery: | To be specified by Task Order. |
| 11b. Expedited Delivery: | Short-lead time start-ups are available on a case-by-case basis. Please call (703) 939-6671 to arrange. |



11c. Overnight and 2-day Overnight and 2-day delivery are supported on a case-by-case basis. Please call (703) 939-6671 to arrange.

11d. Urgent Requirements: Urgent requirements are supported on a case-by-case basis. Please call (703) 939-6671 to arrange.

12. F.O.B. Point: Destination.

13a. Ordering Address: Contracts Department:
1818 Library Street, Suite 1000
Reston, VA 20190-5869
(703) 939-6671
Fax (703) 939-6001

Marketing Department:
1818 Library Street, Suite 1000
Reston, VA 20190-5869
Mr. Kyle Cormack
(703) 939-6479
Fax (703) 939-6001
GSA-Advantage@serco-na.com

13b. Ordering Procedures: Ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. Payment Address:

Serco Services Inc.
c/o Citizens Bank
Lockbox 512296
701 Market St. 199-3490
Philadelphia, PA 19106-1532

15. Warranty Provision: Serco Services Inc. guarantees the satisfactory completion of all services performed under this contract, and shall exercise sufficient diligence to ensure the technical correctness and accuracy of the services provided. Serco Services Inc. shall perform, at its sole expense, any services which are determined by the Government to be deficient, to ensure the satisfactory completion of such services.

16. Export Packing Charges: Not Applicable

17. Terms and conditions of Government purchase card acceptance: Not Applicable

18. Terms and conditions of rental, maintenance, and repair: Not Applicable



- 19. **Terms and conditions of installation:** Not Applicable
- 20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:** Not Applicable
- 20a. **Terms and conditions for any other services:** Not Applicable
- 21. **List of service and distribution points:** Not Applicable
- 22. **List of Participating dealers:** Not Applicable
- 23. **Preventive maintenance:** Not Applicable
- 24a. **Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants:** Not Applicable
- 24b. **Section 508 compliance is not applicable.**
- 25. **Data Universal Numbering System (DUNS):** 014387489
- 26. **Central Contractor Registration (CCR):** Serco Services Inc. has registered with the CCR database.



PSS

PSS is an acronym for Professional Services Schedule. It is a competitively awarded Federal Supply Service Multiple Award Schedule contract. The purpose of the contract is to provide Federal Agencies and State and Local Governments with access to carefully qualified contractors who can assist them in improving the way they manage their responsibilities; their structure; and the Business Processes they utilize to accomplish their missions.

CUSTOMER SITE RATES

GSA Awarded Labor Category	Current GSA Price	10/01/12 - 9/30/13	10/01/13 - 9/30/14	10/01/14 - 9/30/15	10/01/15 - 9/30/16	10/01/16 - 9/30/17
Senior Management Consultant	\$143.46	\$146.47	\$149.55	\$152.69	\$155.90	\$159.17
Management Consultant	\$120.92	\$123.46	\$126.05	\$128.70	\$131.40	\$134.16
Program Manager - Junior	\$121.33	\$123.88	\$126.48	\$129.14	\$131.85	\$134.62
Project Lead	\$112.31	\$114.67	\$117.08	\$119.54	\$122.05	\$124.61
Senior Functional Analyst	\$110.40	\$112.72	\$115.09	\$117.50	\$119.97	\$122.49
Functional Analyst	\$101.66	\$103.79	\$105.97	\$108.20	\$110.47	\$112.79
Junior Functional Analyst	\$84.58	\$86.36	\$88.17	\$90.02	\$91.91	\$93.84
Analyst	\$59.23	\$60.47	\$61.74	\$63.04	\$64.36	\$65.72
Data Technician	\$44.80	\$45.74	\$46.70	\$47.68	\$48.68	\$49.71
Program Manager Principal	\$197.00	\$201.14	\$205.36	\$209.67	\$214.08	\$218.57
Consultant, Principal	\$197.00	\$201.14	\$205.36	\$209.67	\$214.08	\$218.57
Administrative Specialist - Senior	\$33.33	\$34.03	\$34.74	\$35.47	\$36.22	\$36.98
Program Director	\$149.59	\$152.73	\$155.94	\$159.21	\$162.56	\$165.97
Project Manager - Principal	\$161.42	\$164.81	\$168.27	\$171.80	\$175.41	\$179.10
Project Manager - Senior	\$118.04	\$120.52	\$123.05	\$125.63	\$128.27	\$130.97
Project Manager	\$99.07	\$101.15	\$103.27	\$105.44	\$107.66	\$109.92
Management Analyst - Senior	\$102.55	\$104.70	\$106.90	\$109.15	\$111.44	\$113.78
Management Analyst	\$91.91	\$93.84	\$95.81	\$97.82	\$99.88	\$101.97
Management Analyst - Junior	\$81.36	\$83.07	\$84.81	\$86.59	\$88.41	\$90.27
IT Trainer - Principal	\$74.37	\$75.93	\$77.53	\$79.15	\$80.82	\$82.51
IT Trainer - Senior	\$62.53	\$63.84	\$65.18	\$66.55	\$67.95	\$69.38
IT Trainer	\$43.02	\$43.92	\$44.85	\$45.79	\$46.75	\$47.73
Instructional Designer - Principal	\$111.04	\$113.37	\$115.75	\$118.18	\$120.67	\$123.20
Instructional Designer - Senior	\$100.98	\$103.10	\$105.27	\$107.48	\$109.73	\$112.04
Instructional Designer	\$78.85	\$80.51	\$82.20	\$83.92	\$85.68	\$87.48
Design Technologist - Principal	\$133.14	\$135.94	\$138.79	\$141.71	\$144.68	\$147.72
Design Technologist - Senior	\$74.37	\$75.93	\$77.53	\$79.15	\$80.82	\$82.51
Design Technologist	\$62.53	\$63.84	\$65.18	\$66.55	\$67.95	\$69.38
Graphics/Multimedia Specialist – Senior**	\$85.53	\$87.33	\$89.16	\$91.03	\$92.94	\$94.90
Graphics/Multimedia Specialist**	\$75.62	\$77.21	\$78.83	\$80.48	\$82.17	\$83.90
Graphics/Multimedia Specialist – Junior**	\$39.00	\$39.82	\$40.66	\$41.51	\$42.38	\$43.27
Application Web Developer, Training - Principal	\$109.51	\$111.81	\$114.16	\$116.56	\$119.00	\$121.50
Application Web Developer, Training - Senior	\$91.35	\$93.27	\$95.23	\$97.23	\$99.27	\$101.35
Application Web Developer, Training	\$83.61	\$85.37	\$87.16	\$88.99	\$90.86	\$92.77
Application Web Developer, Training - Junior	\$51.98	\$53.07	\$54.19	\$55.32	\$56.49	\$57.67



GSA Awarded Labor Category	Current GSA Price	10/01/12 - 9/30/13	10/01/13 - 9/30/14	10/01/14 - 9/30/15	10/01/15 - 9/30/16	10/01/16 - 9/30/17
Quality Assurance Specialist - Senior	\$80.29	\$81.98	\$83.70	\$85.46	\$87.25	\$89.08
Quality Assurance Specialist	\$51.89	\$52.98	\$54.09	\$55.23	\$56.39	\$57.57
Quality Assurance Specialist - Junior	\$59.52	\$60.77	\$62.05	\$63.35	\$64.68	\$66.04
Technical Writer/Editor – Senior**	\$81.39	\$83.10	\$84.84	\$86.63	\$88.45	\$90.30
Technical Writer/Editor**	\$54.95	\$56.10	\$57.28	\$58.49	\$59.71	\$60.97
Technical Writer/Editor – Junior**	\$46.44	\$47.42	\$48.41	\$49.43	\$50.47	\$51.53
Administrative Specialist **	\$34.15	\$34.87	\$35.60	\$36.35	\$37.11	\$37.89
Training Coordination Specialist	\$48.11	\$49.12	\$50.15	\$51.21	\$52.28	\$53.38
Program Control Analyst	\$72.13	\$73.64	\$75.19	\$76.77	\$78.38	\$80.03
Subject Matter Expert - Principal	\$225.04	\$229.77	\$234.59	\$239.52	\$244.55	\$249.68
Subject Matter Expert - Senior	\$139.07	\$141.99	\$144.97	\$148.02	\$151.13	\$154.30
Subject Matter Expert	\$195.85	\$199.96	\$204.16	\$208.45	\$212.83	\$217.30
Lead Help Desk Representative, Training	\$52.91	\$54.02	\$55.16	\$56.31	\$57.50	\$58.70
Lead Customer Service Representative, Training	\$56.45	\$57.64	\$58.85	\$60.08	\$61.34	\$62.63



SERCO SERVICES SITE RATES

GSA Awarded Labor Category	Current GSA Price	10/01/12 - 9/30/13	10/01/13 - 9/30/14	10/01/14 - 9/30/15	10/01/15 - 9/30/16	10/01/16 - 9/30/17
Program Director	\$175.10	\$178.78	\$182.53	\$186.36	\$190.28	\$194.27
Project Manager - Principal	\$200.41	\$204.62	\$208.92	\$213.30	\$217.78	\$222.36
Project Manager - Senior	\$152.23	\$155.43	\$158.69	\$162.02	\$165.43	\$168.90
Project Manager	\$110.96	\$113.29	\$115.67	\$118.10	\$120.58	\$123.11
Management Analyst - Senior	\$127.32	\$129.99	\$132.72	\$135.51	\$138.36	\$141.26
Management Analyst	\$114.09	\$116.49	\$118.93	\$121.43	\$123.98	\$126.58
Management Analyst - Junior	\$101.01	\$103.13	\$105.30	\$107.51	\$109.77	\$112.07
IT Trainer - Principal	\$83.29	\$85.04	\$86.82	\$88.65	\$90.51	\$92.41
IT Trainer - Senior	\$70.03	\$71.50	\$73.00	\$74.54	\$76.10	\$77.70
IT Trainer	\$48.24	\$49.25	\$50.29	\$51.34	\$52.42	\$53.52
Instructional Designer - Principal	\$137.87	\$140.77	\$143.72	\$146.74	\$149.82	\$152.97
Instructional Designer - Senior	\$125.36	\$127.99	\$130.68	\$133.42	\$136.23	\$139.09
Instructional Designer	\$94.71	\$96.70	\$98.73	\$100.80	\$102.92	\$105.08
Design Technologist - Principal	\$165.30	\$168.77	\$172.32	\$175.93	\$179.63	\$183.40
Design Technologist - Senior	\$83.29	\$85.04	\$86.82	\$88.65	\$90.51	\$92.41
Design Technologist	\$70.03	\$71.50	\$73.00	\$74.54	\$76.10	\$77.70
Graphics/Multimedia Specialist – Senior**	\$106.18	\$108.41	\$110.69	\$113.01	\$115.38	\$117.81
Graphics/Multimedia Specialist**	\$93.88	\$95.85	\$97.86	\$99.92	\$102.02	\$104.16
Graphics/Multimedia Specialist – Junior**	\$43.68	\$44.60	\$45.53	\$46.49	\$47.47	\$48.46
Application Web Developer, Training - Principal	\$135.94	\$138.79	\$141.71	\$144.69	\$147.72	\$150.83
Application Web Developer, Training - Senior	\$113.41	\$115.79	\$118.22	\$120.71	\$123.24	\$125.83
Application Web Developer, Training	\$101.11	\$103.23	\$105.40	\$107.61	\$109.87	\$112.18
Application Web Developer, Training - Junior	\$87.94	\$89.79	\$91.67	\$93.60	\$95.56	\$97.57
Quality Assurance Specialist - Senior	\$108.25	\$110.52	\$112.84	\$115.21	\$117.63	\$120.10
Quality Assurance Specialist	\$87.79	\$89.63	\$91.52	\$93.44	\$95.40	\$97.40
Quality Assurance Specialist - Junior	\$73.90	\$75.45	\$77.04	\$78.65	\$80.31	\$81.99
Technical Writer/Editor – Senior**	\$101.03	\$103.15	\$105.32	\$107.53	\$109.79	\$112.09
Technical Writer/Editor**	\$61.55	\$62.84	\$64.16	\$65.51	\$66.89	\$68.29
Technical Writer/Editor – Junior**	\$52.02	\$53.11	\$54.23	\$55.37	\$56.53	\$57.72
Administrative Specialist **	\$51.60	\$52.68	\$53.79	\$54.92	\$56.07	\$57.25
Training Coordination Specialist	\$59.74	\$60.99	\$62.28	\$63.58	\$64.92	\$66.28
Program Control Analyst	\$89.58	\$91.46	\$93.38	\$95.34	\$97.35	\$99.39
Subject Matter Expert - Principal	\$279.39	\$285.26	\$291.25	\$297.36	\$303.61	\$309.98
Subject Matter Expert - Senior	\$235.27	\$240.21	\$245.26	\$250.41	\$255.66	\$261.03
Subject Matter Expert	\$243.14	\$248.25	\$253.46	\$258.78	\$264.22	\$269.76
Lead Help Desk Representative, Training	\$65.69	\$67.07	\$68.48	\$69.92	\$71.38	\$72.88
Lead Customer Service Representative, Training	\$70.10	\$71.57	\$73.08	\$74.61	\$76.18	\$77.78



"The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (**) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly."

SCA MATRIX		
SCA Eligible Contract Labor Category	SCA Equivalent Code Title	WD Number
Graphics/Multimedia Specialist - Senior	Graphic Artist (15080)	05-2103
Graphics/Multimedia Specialist	Graphic Artist (15080)	05-2103
Graphics/Multimedia Specialist – Junior	Graphic Artist (15080)	05-2103
Technical Writer/Editor - Senior	Technical Writer III (30463)	05-2103
Technical Writer/Editor	Technical Writer II (30462)	05-2103
Technical Writer/Editor - Junior	Technical Writer I (30461)	05-2103
Administrative Specialist	Administrative Assistant (01020)	05-2103

Serco Services Inc. verifies that all awarded prices exceed the applicable wage determinations.



Based on EPA Clause 552.216-70 and not subject to annual escalation			
Course Name	Course Length (Days)	Customer Site GSA Price	Serco Services Site GSA Price
Supporting Windows XP Professional	3	\$10,876.12	\$16,570.45
Windows 2003 Server & Active Directory	3	\$10,045.04	\$15,739.37
Supporting Windows 2000 Professional	3	\$10,045.04	\$15,739.37
Windows 2000 Server	4	\$12,538.31	\$20,130.75
Supporting Exchange Server	3	\$10,045.04	\$15,739.37
Introduction to TCP/IP	3	\$10,876.12	\$15,570.45
Basic PowerBuilder	3	\$10,045.04	\$15,739.37
Advanced PowerBuilder	3	\$10,045.04	\$15,739.37
Introduction to Visual Basic	3	\$10,876.12	\$16,570.45
Advanced Visual Basic	2	\$7,551.76	\$11,347.98
Introduction to XML	2	\$7,551.76	\$11,347.98
Introduction to HTML & Web Page Design	1	\$3,257.79	\$5,155.90
Intermediate HTML & Web Page Design	1	\$3,257.79	\$5,155.90
Advanced HTML & Web Page Development	1	\$3,257.79	\$5,155.90
Active Server Pages (ASP)	3	\$10,045.04	\$15,739.37
JAVA Programming	4	\$13,646.43	\$21,238.87
Advanced JAVA Programming	5	\$18,494.46	\$27,985.01
Introduction to JAVASCRIPT	2	\$7,551.76	\$11,347.98
Introduction to FrontPage	1	\$3,950.37	\$5,848.48
Advanced FrontPage	1	\$3,950.37	\$5,848.48
Introduction to SQL	2	\$7,551.76	\$11,347.98
Introduction to LINUX	2	\$6,859.18	\$10,655.40
Basic UNIX Workshop	2	\$6,859.18	\$10,655.40
Intermediate UNIX Workshop	2	\$6,859.18	\$10,655.40
Shell Scripting	3	\$9,352.46	\$15,046.79
UNIX System Administration	4	\$13,646.43	\$21,238.87
PERL Programming	4	\$12,538.31	\$20,130.75
Lotus Notes: System Administration I	4	\$10,322.06	\$17,914.50
Lotus Notes: System Administration II	3	\$8,382.85	\$14,077.18
Lotus Notes: Application Development I	3	\$8,382.85	\$14,077.18
Lotus Notes : Application Development II	4	\$10,322.06	\$17,914.50
Domino Messaging Administration	3	\$8,383.85	\$14,077.18
C Programming	4	\$13,646.43	\$21,238.87
C++ for Non C Programmers	4	\$13,646.43	\$21,238.87
C++ Programming	4	\$13,646.43	\$21,238.87
Advanced C++ Programming	4	\$12,538.31	\$20,130.75
Programming in Visual C++	4	\$12,538.31	\$20,130.75
NetWare: User Orientation	1	\$5,058.49	\$6,956.60
NetWare : System Administration	3	\$10,876.12	\$16,570.45
NetWare: Advanced Administration	3	\$10,876.12	\$16,570.45
Netware: Installation and Configuration	2	\$7,551.76	\$11,347.98
Data Communication Technologies	3	\$10,045.04	\$15,739.37
Introduction to ORACLE	2	\$7,551.76	\$11,347.98
Introduction to ORACLE PL/SQL	2	\$7,551.76	\$11,347.98



Based on EPA Clause 552.216-70 and not subject to annual escalation			
Course Name	Course Length (Days)	Customer Site GSA Price	Serco Services Site GSA Price
ORACLE Reports	2	\$7,551.76	\$11,347.98
ORACLE Forms	3	\$10,045.04	\$15,739.37
A+ Certification	4	\$13,646.43	\$21,238.87
Introduction to Local Area Networks	1	\$4,504.43	\$6,402.54
PC Help Desk Support Specialist	3	\$8,382.85	\$14,077.18
Introduction to Crystal Reports	2	\$6,443.64	\$10,239.86
Advanced Crystal Reports	2	\$6,443.64	\$10,239.86
<u>IL Technical Training By-The-Day</u>			
IL Technical Training - 1 day	1	\$4,504.43	\$6,402.54
IL Technical Training - 2 day	2	\$6,443.64	\$10,239.86
IL Technical Training - 3 day	3	\$8,382.85	\$14,077.18
IL Technical Training - 4 day	4	\$10,322.06	\$17,914.50
IL Technical Training - 5 day	5	\$12,261.28	\$21,751.82
<u>End User Training By-the-Day</u>			
IL Technical Training - 1 day	1	\$1,059.42	\$2,957.53
IL Technical Training - 2 day	2	\$1,544.23	\$5,340.45
IL Technical Training - 3 day	3	\$2,118.83	\$7,813.16
<u>Desktop Training</u>			
Upgrading to Windows XP	1	\$969.61	\$2,867.72
Windows XP Fundamentals	1	\$969.61	\$2,867.72
PC Basics	1	\$969.61	\$2,867.72
Upgrading to Office XP: Word	1	\$969.61	\$2,867.72
Upgrading to Office XP: PowerPoint	1	\$969.61	\$2,867.72
Upgrading to Office XP: Excel	1	\$969.61	\$2,867.72
Upgrading to Office XP: Access	1	\$969.61	\$2,867.72
Introduction to Word	1	\$969.61	\$2,867.72
Using Word Efficiently	1	\$969.61	\$2,867.72
Word: Working with Advanced Features & Long Documents	1	\$969.61	\$2,867.72
Introduction to WordPerfect	1	\$969.61	\$2,867.72
Intermediate WordPerfect	1	\$969.61	\$2,867.72
Introduction to Excel	1	\$969.61	\$2,867.72
Excel Working with Charts, Graphics, Files & Multiple Worksheets	1	\$969.61	\$2,867.72
Excel Database Management	1	\$969.61	\$2,867.72
Excel Advanced Functions	1	\$969.61	\$2,867.72
Introduction to Access	1	\$969.61	\$2,867.72
Access Tables, Queries, Forms and Reports	1	\$969.61	\$2,867.72
Access Macros, Toolbars and Advanced Techniques	1	\$969.61	\$2,867.72
Introduction to PowerPoint	1	\$969.61	\$2,867.72
PowerPoint Creating Effective Presentations	1	\$969.61	\$2,867.72
Introduction to Outlook	1	\$969.61	\$2,867.72
Advanced Outlook	1	\$969.61	\$2,867.72



Based on EPA Clause 552.216-70 and not subject to annual escalation			
Course Name	Course Length (Days)	Customer Site GSA Price	Serco Services Site GSA Price
Introduction to Microsoft Project	1	\$969.61	\$2,867.72
Advanced Microsoft Project	1	\$969.61	\$2,867.72

Note: Prices include .75% Industrial Funding Fee

Pricing Assumptions:

All classes - 12 Students/class

All Instructors - Approved Subcontractors

Desktop Books - PTS Library

Volume discounts are offered based on total aggregate sales in one calendar year from one federal ordering office as follows:

\$100,000	2%	\$1,000,000	5%
\$250,000	3%	\$1,500,000	6%
\$500,000	4%		



LABOR CATEGORY AND TRAINING COURSE DESCRIPTIONS

General Education/Experience Alternates:

Degree	Equivalent Substitution
Bachelors	Associates plus 3 years additional experience, or High School plus 5 years additional experience
Masters	Bachelors plus 3 years additional experience, or Associates plus 6 years additional experience, or High School plus 8 years additional experience
PhD	Masters plus 3 years additional experience, or Bachelors plus 5 years additional experience, or Associates plus 8 years additional experience, or High School plus 11 years additional experience

Labor Category Title	Education	Experience	Detailed Description
Senior Management Consultants	Bachelor's degree	8 years	In close consultation with the customer, suggests overall goals and strategies for the organization. May specialize in administration, management, communications, or other requirements of the organization. Is conversant with and expert in the application of both conventional and leading-edge theories and techniques. Is able to provide the customer with options for improving the projects and programs of the organization, given the constraints of budget and schedule. Typically leads a team of Project and Program Managers, and other technical personnel to solve problems and enhance procedures. Gives advice based on knowledge and experience with business improvement challenges.
Management Consultants	Bachelor's degree	7 years	Provides oversight and guidance for the development and implementation of enterprise-wide policies and procedures. May specialize in administration, management, communications or other requirements of the organization. Advises on administrative assignments and on how to develop solutions and procedures to improve departmental policies or work flow. Oversees the analysis of program goals and resource requirements. Gives expert advice on resolving problems in departmental and field operations and procedures, generating feasible alternatives based on thorough research and analysis. Ensures that all major issues of organization-wide effect are studied and communicated to those with a need



Labor Category Title	Education	Experience	Detailed Description
			to know. Suggests the establishment of ongoing channels of communication and confirms that essential information is made available to management through these channels. Ensures that all management-level personnel understand the duties of their positions and carry out their individual mandates for action.
Program Manager - Junior	Bachelor's degree	8 years	Responsible for the success of the goals and objectives of the project. Is familiar with the application of both conventional and leading-edge theories and techniques related to Project Management. Able to provide, with Senior Program Manager assistance, the customer with options for managing and controlling the outputs of the program, given the constraints of budget and schedule. Is expert in the application of knowledge, skills, tools, and techniques to meet program requirements.
Project Leads	Bachelor's degree	7 years	Provides management and supervision for a specific task or tasks within a program or project. A team leader. May serve as a technical expert in a specific area. May be assisted on a project by other systems analysts, programmers, or technical personnel.
Senior Functional Analysts	Bachelor's degree	7 years	Works with Functional Analysts and Management Consultants to define and document task requirements. May supervise other Functional Analysts. Performs systematic reviews of selected functions to determine application and design against defined requirements. Participates in various testing functions (i.e., string and acceptance tests) to verify that results are correct. Develops and updates functional or operating manuals outlining established methods of performing work in accordance with organizational policy. Trains clients or user personnel in the operation and capabilities of proposed models. Provides functional guidance on assigned tasks.
Functional Analysts	Bachelor's degree	5 years	Works with Sr. Functional Analyst and other Analysts to define and document task requirements. Performs systematic reviews of selected functions to determine application and design against defined requirements. Participates in various testing functions (i.e., string and acceptance tests) to verify that results are correct. Develops and updates functional or operating manuals outlining established methods of performing work in accordance with organizational policy. Trains clients or user personnel in the operation and capabilities of proposed models. Provides functional guidance on assigned tasks.
Junior Functional Analysts	Associate's degree	4 years	Works with Sr. Functional Analyst and Functional Analyst and Data Technician to define and document task requirements. Assists with systematic reviews of selected functions to determine application and design against defined requirements. Participates in various testing functions (i.e., string and acceptance tests) to verify that results are correct. Assists in developing and updating functional or operating manuals outlining established methods of performing work in accordance with organizational policy. Supports the Training of



Labor Category Title	Education	Experience	Detailed Description
			clients or user personnel in the operation and capabilities of proposed models. Implements functional guidance on assigned tasks.
Analysts	Associate's degree	4 years	Works under general direction on complex application problems involving all phases of systems analysis to provide resolutions. Coordinates with the Program Manager and Project Lead to ensure problem solution and user satisfaction. Make recommendations, if needed, for approval of major systems installations.
Data Technicians	High School	3 years	Responsible for data control and documentation. Collects and analyzes technical information available. Organizes material and writes descriptive copy according to establish standards regarding order, clarity, conciseness, style, and terminology. Reviews published materials and recommends revisions or changes in format, content, and methods of reproduction and binding. Uses automated tools, including computer terminal and word processing or desktop publishing software in performing assigned duties. May coordinate the production and distribution of material.
Program Manager, Principal	Masters Degree	10 years	In close consultation with the customer and senior management, ensures the success of the goals and objectives of the program. Is an expert in the application of both conventional and leading-edge theories and techniques related to program management. Is able to provide the customer with options for managing and controlling the outputs of the program, given the constraints of budget and schedule. Typically leads a team of other managers to solve major problems for the program and to optimize program quality. Is expert in the application of knowledge, skills, tools, and techniques to meet program requirements. Combines solid grounding in accepted Program Management methodology with experience in both private and Government programs.
Consultant, Principal	Masters Degree	10 years	In close consultation with the customer, suggests overall goals and strategies for the organization. Is expert in the application of both conventional and leading-edge organizational theories and techniques. Is able to provide the customer with options for improving the business plans of the organization, given the constraints of budget and schedule. Typically leads a team of other consultants and top-level management to solve major problems for the organization and enhance procedures. Gives advice based on knowledge and experience with business improvement challenges and successful turn-around of dysfunctional organizations.
Administrative Specialist - Senior	Bachelors Degree	5 years	Independently or under the supervision of the Senior Administrative Specialist, develops solutions and procedures to improve specific departmental policies or work flow. Analyzes specific problems in daily departmental and field operations and procedures, evaluates data collected, and prepares recommendations to improve organizational structure,



Labor Category Title	Education	Experience	Detailed Description
			procedures, and work flow. Makes special studies of administrative operations. Is knowledgeable in administrative practices and office management, work simplification, organizational theory and practice, and human relations principles and practices. Has an advanced user's familiarity with the Microsoft suite of office applications.
Program Director	Bachelors Degree	14 years	Senior practitioner experienced in performing all aspects of project management including the supervision of multiple project managers. Responsible for coordinating all project management staff assignments, disseminating best practices, achieving labor utilization goals, and providing oversight and leadership for staff development and mentoring programs for project managers. Responsibilities include providing guidance to all project managers on methods and processes for effective project management. Approves and provides oversight for professional development plans. Approves project management training requirements and career development activities. Technical and Core Competencies include: excellent organizational and leadership skills with the ability to manage budget and personnel; exhibits technical insight and understanding of the entire learning and performance discipline; strong verbal and written communication skills. Top Secret/ Sensitive Compartmented Information (TS/SCI) clearance preferred.
Principle Project Manager	Bachelors Degree	12 years	Senior practitioner experienced in performing all aspects of project management. Responsible for coordinating all project management staff assignments, disseminating best practices, achieving labor utilization goals, and implementing a staff development and mentoring program for project managers. Responsibilities include providing guidance to all project managers on methods and processes for effective project management. Design and implement a professional development plan for staff members and recommend/approve training and professional development activities to ensure skill enhancement. Provides contract management and oversight. Coordinates project management training requirements. Achieve labor utilization targets for assigned staff. Technical and Core Competencies include: excellent organizational and management skills with the ability to manage budget and personnel; exhibits technical insight and understanding of the entire learning and performance discipline; strong verbal and written communication skills.
Senior Project Manager	Bachelors Degree	10 years	Responsible for the entire scope of project management activities on a large complex projects, concurrent smaller projects or a definable piece of a larger program to successful completion consistent with contractual agreement and project management best practices. Assists clients in creating strategic learning and performance plans to meet organizational



Labor Category Title	Education	Experience	Detailed Description
			requirements. Defines new project charters, authority and accountability structures. Supports contract negotiations. Perform variance analysis and continual risk management while maintaining project profitability and contributes technical expertise to the projects. Technical and Core Competencies include: exhibits technical insight and understanding of the entire learning and performance discipline; an expert project estimator and scheduler; is goal oriented and a problem solver; a motivator, facilitator, and strong communicator (written and oral); is experienced with the entire ISD life cycle; demonstrates ability to multi-task; provides leadership.
Project Manager	Bachelors Degree	8 years	Responsible for the performance of small to mid-sized projects or a definable portion of a larger program in accordance with contract requirements and company policies, procedures and guidelines. Develops project requirements, acceptance criteria, and objectives of proposed client solution. Determines and manages project costing, schedules, and staffing levels. Defines and manages project scope, assigns and maintains resources and provides technical direction to the project and ensures project profitability. Identifies project risks and develops contingency plans. Develops status reports, tracks issues and executes problem resolution and ensures project quality control. Creates and executes internal team and external client communications model. Technical and Core Competencies include: strong Instructional Systems Design (ISD) background and is experienced with the entire ISD life cycle; Uses project planning tools as needed to create project work breakdown, schedule project resources and track actual expenditures; strong written and oral communication skills; ability to multi-task.
Junior Management Analyst	Bachelors Degree	1 year	Analyze various aspects of organizational functioning, including management, processes, structure, culture, and performance. Under the supervision of a Senior Management Analyst conduct organizational or process analysis, using qualitative and quantitative analysis tools and techniques. Identify sources of problems, make recommendations for solutions, including designing and implementing appropriate organizational interventions. Apply organizational and management theory and principles to understand and improve organizational effectiveness and efficiency in achieving business goals. Technical and Core Competencies may include: organizational development, organizational design, process management including ISO 9000 and business process improvement/re-engineering, performance measurement, performance management, communications, leadership, management, human systems, human resource development, team development, organizational psychology, strategic planning, and change management.



Labor Category Title	Education	Experience	Detailed Description
Management Analyst	Bachelors Degree	3 years	Analyze various aspects of organizational functioning, including management, processes, structure, culture, and performance. Conduct organizational or process analysis, using qualitative and quantitative analysis tools and techniques. Identify sources of problems, make recommendations for solutions, including designing and implementing appropriate organizational interventions. Apply organizational and management theory and principles to understand and improve organizational effectiveness and efficiency in achieving business goals. Technical and Core Competencies may include: organizational development, organizational design, process management including ISO 9000 and business process improvement/re-engineering, performance measurement, performance management, communications, leadership, management, human systems, human resource development, team development, organizational psychology, strategic planning, and change management.
Senior Management Analyst	Bachelors Degree	5 years	Analyze various aspects of organizational functioning, including management, processes, structure, culture, and performance. Provides guidance and leadership to management analyst staff and provides work reviews. Conduct organizational or process analysis, utilizing qualitative and quantitative analysis tools and techniques. Identify source of the problem, make recommendations for solutions, including designing and implementing appropriate organizational interventions. Work with all levels of the organization, from leadership and senior management to the workforce; interactions may include coaching, interviewing, workshop facilitation, training, and surveys. Technical and Core Competencies may include: organizational development, organizational design, process management including ISO 9000 and business process improvement/re-engineering, quality management, performance measurement, performance management, communications, leadership, management, human systems, human resource development, team development, organizational psychology, strategic planning, and change management
IT Trainer	Bachelors Degree	1 year	Responsible for the development and presentation of training materials for customers and in-house employees. Conducts classes for client proprietary software training in addition to customized or commercial off the shelf (COTS) training. Coordinates training program needs, obtains technical data and determines the training support materials required. Possesses and applies a broad knowledge of teaching and training principles. Successfully carries out multiple tasks and assignments. Technical and Core Competencies include: Demonstrated ability with word-processing, spreadsheet, and presentation software (e.g. Word, Excel, and PowerPoint);



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			strong oral and written communications skills; strong presentation skills; demonstrate abilities to present complex information clearly; attention to detail; ability to speak to large audiences.
Senior IT Trainer	Bachelors Degree	2 years	Responsible for the development and presentation of customized and commercial off the shelf (COTS) training. Works with management to analyze learning needs, design instruction, performance support programs, curriculum, and/or schedules. Explores and evaluates potential training methods and delivery alternatives. Assists in the development and documentation of instructor based and technology delivered curriculum and performance support. Develops training aides and criteria for evaluating the effectiveness of training activities. Demonstrates the ability to carry out job tasks independently and provides guidance to others. Technical and core competencies include: demonstrated advanced ability with word-processing, spreadsheet, and presentation software (e.g. Word, Excel, and PowerPoint); familiarity with alternative instructions delivery methods (CBT/WBT); sound grasp of Instructional Systems Design; strong oral and written communications skills; strong presentation skills; demonstrated ability to present complex information clearly; strong editorial skills; meticulous attention to detail; strong team player; ability to be a mentor to other trainers; work independently and reliably.
Principal IT Trainer	Bachelors Degree	4 Years	Responsible for the development and presentation of customized and commercial off the shelf (COTS) training for customer and in-house employees. Works with management to analyze learning needs, design instruction, performance support programs, curriculum, and/or schedules. Explores and evaluates potential training methods and delivery alternatives. Assists in the development and documentation of instructor based and technology delivered curriculum and performance support. Develops training aides and criteria for evaluating the effectiveness of training activities. Demonstrates the ability to carry out job tasks independently and provides guidance to others. Technical and core competencies include: demonstrated advanced ability with word-processing, spreadsheet, and presentation software (e.g. Word, Excel, and PowerPoint); familiarity with alternative instructions delivery methods (CBT/WBT); sound grasp of Instructional Systems Design; strong oral and written communications skills; strong presentation skills; demonstrated ability to present complex information clearly; strong editorial skills; meticulous attention to detail; strong team player; ability to be a mentor to other trainers; work independently with a minimum of supervision, and reliable.



Labor Category Title	Education	Experience	Detailed Description
Instructional Designer	Bachelors Degree	1 year	Works with a design team to perform analysis, design and development for instructional and/or performance support solutions. Conducts task, needs, and audience analyses, and work flow observations. Working knowledge of the instructional design process (ISD/ADDIE/SAT). Works under the supervision of the Project Manager or Senior Instructional Designer to develop and document instructor-led, paper-based, and technology delivered curriculum and/or performance support solutions. Possesses excellent writing skills and demonstrates the ability to work effectively with subject matter experts to conduct research and resolve issues. Technical and Core Competencies include: demonstrated ability in word-processing, spreadsheet and presentation tools (e.g. Microsoft Word, Excel, and PowerPoint); familiarity with development tools (e.g. Dreamweaver, Director); strong oral and written communication skills; demonstrated ability to present complex information clearly; attention to detail; some knowledge of the field of human-computer interaction; some knowledge of the principles of performance-centered design; working knowledge of principles of information design.
Senior Instructional Designer	Bachelors Degree	4 years	Conducts end-user needs assessment and performance assessment, analyzes results to determine learning needs and performance gaps. Consults with clients to identify new learning requirements and strategies. Works with the instructional design team (instructional designers, graphic artists, programmers) and project manages to design responsive training and/or performance support solutions and schedules. Demonstrates advanced knowledge of the instructional design process (ISD/ADDIE/SAT) and fosters design innovation. Reviews products throughout analysis, design, and development for style guidelines, writing standards, and sound instructional design. Possesses excellent writing skills and demonstrates the ability to coordinate and work effectively with subject matter experts. Technical and Core Competencies include: demonstrated ability with word-processing, spreadsheet and presentation tools (e.g. Microsoft Word, Excel, and PowerPoint); fundamental understanding of development tool (e.g. Dreamweaver, Director, Authorware); broad knowledge of the field of human-computer interaction and performance-centered design; demonstrated ability to present complex information clearly; strong oral and written communication skills; strong skills presentation, facilitation, interpersonal and client interaction skills; attention to detail; demonstrated ability to act a technical editor; proven experience as a team player.



Labor Category Title	Education	Experience	Detailed Description
Principal ISD/EPSS Designer	Bachelors Degree	7 years	Acts as a senior instructional and performance support designer for multiple projects. Responsible for leading the analysis, design and development of instruction and/or performance systems. Responsible for maintaining training standards and procedures, lesson/course templates, and the daily work activities of the instructional design training team on assigned projects. Provides guidance to the team in using the instructional systems development process to analyze, design, develop, and implement instruction and performance support solutions. Promotes design innovation throughout the company. Acts as a mentor to team in creating related training products such as job aids, web pages, storyboards, course outlines, and print-based courses. Technical and Core Competencies include: demonstrated ability in word-processing, spreadsheet and presentation tools (e.g. Microsoft Word, Excel, and PowerPoint); familiarity with development tools (e.g. Dreamweaver, Director); strong oral and written communication skills; demonstrated ability to present complex information clearly; attention to detail; expert knowledge of the field of human-computer interaction; expert knowledge of the principles of performance-centered design; strong working knowledge of principles of information design.
Design Technologist	Bachelors Degree	1 year	Works with a design team to perform the technical analysis, design and development of learning technologies to support instructional and/or performance solutions. Conducts task, needs, and audience analyses, and work flow observations. Captures and diagrams workflow processes and recommends the appropriate technologies and automated process to improve performance. Participates in visual design, prototyping, and usability testing and evaluation. Works under the supervision of the Project Manager or Senior Instructional Designer or Technologist to develop curriculum and/or performance support solutions. Possesses excellent writing skills and demonstrates the ability to work effectively with subject matter experts to conduct research and resolve issues. Technical and Core Competencies include; demonstrates the ability with word-processing, spreadsheet and presentation tools (e.g. Microsoft Word, Excel, and PowerPoint); working knowledge of development tools (e.g. Dreamweaver, Director); strong oral and written communication skills; demonstrated ability to present complex information clearly; attention to detail; knowledge of the field of human-computer interaction; some knowledge of LMS and LCMS selection and integration; working knowledge of principles of information design; working knowledge of instructional design, technology evaluation and assessment.



Labor Category Title	Education	Experience	Detailed Description
Senior Design Technologist	Bachelors Degree	4 years	Conducts end-user needs assessment and performance assessment, analyzes results to determine best mix or selection of technologies to support learning needs and performance gaps. Consults with clients to identify new technologies and strategies for their implementation. Works with the instructional design team and project manages to design responsive training and/or performance support solutions and schedules. Demonstrates advanced knowledge of technology selection and integration and has a fundamental knowledge of the instructional design process. Participates in visual design, prototyping, and usability testing and evaluation. Works under the supervision of the Project Manager to develop and delivered curricula or performance support solutions. Technical and Core Competencies include: demonstrated ability with word-processing, spreadsheet and presentation tools (e.g. Microsoft Word, Excel, and PowerPoint); working knowledge of development tools (e.g. Dreamweaver, Director); broad knowledge of the field of human-computer interaction and some performance-centered design; demonstrated ability to present complex information clearly; strong client interaction skills; detailed understanding of LMS and LCMS evaluation, selection and integration; demonstrated ability to act a technical advisor on learning projects.
Principle Design Technologist	Bachelors Degree	7 years	Serve as the principle technologist supporting the selection and integration of learning technologies for multiple projects. Responsible for leading the analysis, design and development of technology architectures to support complex learning solutions and performance systems. Responsible for maintaining standards and procedures and the daily work activities of the design team on assigned projects. Promotes design innovation throughout the company. Acts as a mentor to team in creating training products such as job aids, web pages, storyboards, course outlines, and information blue prints. Reviews products for writing standards and sensible course or task flow. Selects methods, techniques and evaluation criterion for obtaining results. Develops and presents instructional and performance support design training and product presentations to in-house employees and customers. Technical and Core Competencies include: Expert knowledge of LMS and LCMS evaluation, selection and integration; demonstrated ability to act a technical advisor on learning projects. Displays exceptional interpersonal, communication (both written and oral) and organizational skills, and the ability to prioritize multiple tasks for themselves and others. Works with minimum of supervision from the project manager. Top Secret/Sensitive Compartmented Information (TS/SCI) clearance preferred.



Labor Category Title	Education	Experience	Detailed Description
Junior Graphics/Multimedia Specialist	High School Diploma	2 years	Develops graphic artwork in a variety of media to support publication and training program requirements. Produces a variety of art work, including technical and commercial documentation support assignments, view graph and slide presentations, pamphlets, brochures, and other forms of art work. May use perspective, isometric, orthographic, and schematic techniques to prepare technical and non-technical illustrations and line drawings. Produces finished artwork from information furnished in oral form, rough sketches, or written data. Technical and Core Competencies include: a working knowledge of the basic graphic software packages used in the industry and strong communication skills.
Graphic/Multimedia Specialist	Bachelors Degree	4 years	Responsible for the design, creation and support of visual media development in a wide variety of settings. Works with instructional designer and application developers to create products that will meet a client's individual needs. Provides for the production of audio and video assets to support learning solutions, understands the requirements for audio and video integration into multiple delivery learning technologies. Able to produce complex, technical and graphically oriented materials using isometric, spatial perspective and other illustration techniques. Working from design briefs, verbal instructions and sketches, create multiple, quick, innovative solutions for various assignments. Ensure that graphic deliverables meet the aesthetic and financial requirements of the project. Works under the direction of the Senior Visual Media Developer and Project Manager. Presents and defends graphic ideas and solutions to project team. Technical and Core Competencies include: excellent oral and written communication skills. Demonstrated ability in professional graphics software packages such as Adobe PhotoShop and Adobe Illustrator. Comprehensive skills in multimedia design, limited 3D animation, Macromedia software, post production and web development. Demonstrate a high level of professionalism and organization in all dealings with business associates and clients.
Senior Graphic/Multimedia Specialist	Bachelors Degree	4 years	Responsible for the design, creation and support of visual medial development in a wide variety of settings. Able to produce complex, technical and graphically oriented materials utilizing isometric, spatial perspective and other illustration techniques. Provides for the production of audio and video assets to support learning solutions, understands the requirements for audio and video integration into multiple learning delivery technologies. Working from design briefs, verbal instructions and sketches, create multiple, quick, innovative solutions for various assignments. Review and approve all layouts, proofs, and artwork before final integration into product. Ensure that graphic deliverables meet the



Labor Category Title	Education	Experience	Detailed Description
			aesthetic and financial requirements of the project. Presents and defends graphic ideas and solutions to project team. Technical and Core Competencies include: excellent oral and written communication skills; strong eye for design; demonstrative creativity, demonstrated ability in professional graphics software packages such as Adobe PhotoShop and Adobe Illustrator. Comprehensive skills in multimedia design, limited 3D animation, Macromedia software, post production and web development. Demonstrate a high level of professionalism and organization in all dealings with business associates and clients. Top Secret/Sensitive Compartmented Information (TS/SCI) clearance preferred.
Junior Application/Web Developer	Bachelors Degree	4 years	Responsible for the design, creation and support of application development in a wide variety of settings. Works under direction from the Senior Applications Developer or Project Manager. Works with instructional designer and visual developers to design products that will meet a client's individual needs. Participates in the visual design, course structuring, and execution of a program's development. Able to work on multiple tasks while meeting project deadlines. The Application Developer will be conversant with different forms of software production, (Web Based development, Courseware Development, and Systems/Database Development,) although they may have a specialty or clearer understanding of one or two areas. Important abilities and knowledge for this position include: knowledge of implementation strategies related to SCORM and Section 508 standards. Ability to trouble-shoot executable code for errors in a variety of software packages. Technical and Core Competencies include: excellent oral and written communication skills; solid problem-solving skills with a strong understanding of programming logic; demonstrates a high level of professionalism in all dealings with business associates and clients.
Application/Web Developer	Bachelors Degree	4 years	Responsible for the design, creation and support of application development in a wide variety of settings. Works under direction from the Senior Applications Developer or Project Manager. Works with instructional designer and visual developers to design products that will meet a client's individual needs. Participates in the visual design, course structuring, and execution of a program's development. Reviews and debugs products prior to final delivery. May be involved in pilot testing at a client's implementation site. Able to work on multiple tasks while meeting project deadlines. The Application Developer will be conversant with different forms of software production, (Web Based development, Courseware Development, and Systems/Database Development,) although they may have a specialty or clearer understanding of one or two areas. Important abilities and knowledge for this position



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			include: knowledge of implementation strategies related to SCORM and Section 508 standards. Ability to trouble-shoot executable code for errors in a variety of software packages. Technical and Core Competencies include: excellent oral and written communication skills; solid problem-solving skills with a strong understanding of programming logic; demonstrates a high level of professionalism, in all dealings with business associates and clients.
Senior Application/Web Developer	Bachelors Degree	4 years	Responsible for the design, creation and support of application development in a wide variety of settings. Able to translate, or oversee translation of, design specifications into executable program code. Work with team members to determine standards and procedures for production. Implement production standards and methodologies on each project. Evaluate system architecture and operational requirement information to identify system design and development criteria. Manage software development and support the use of formal specifications, data flow diagrams, and other accepted design techniques. Makes recommendations for developmental software and hardware. Participates in the creation and delivery of proposals, organizational briefings and in-house training. The Senior Applications Developer will be conversant with different forms of software production (Web Based development, Courseware Development, and Systems/Database Development,) although they may have a specialty or clearer understanding of just one or two areas. Important abilities and knowledge for this position include: the knowledge implementation strategies related to SCORM and Section 508 standards. Ability to troubleshoot executable code for errors in a variety of software packages. Technical and Core Competencies include: excellent written and oral communications skills; solid problem-solving skills with a strong understanding of programming logic; capacity to identify multiple methods of development in order to create cost effective and innovative approaches to program development; knowledge of user interface design and human computer interaction theory. Demonstrate a high level of professionalism, in all dealings with business associates and clients.
Principal Application/Web Developer	Bachelors Degree	8 years	Responsible for the design, creation and support of application development in a wide variety of settings. Able to translate, or oversee translation of, design specifications into executable program code. Work with team members to determine standards and procedures for production. Implement production standards and methodologies on each project. Evaluate system architecture and operational requirement information to identify system design and development criteria. Manage software development and support the use of formal



Labor Category Title	Education	Experience	Detailed Description
			specifications, data flow diagrams, and other accepted design techniques. Makes recommendations for developmental software and hardware. Participates in the creation and delivery of proposals, organizational briefings and in-house training. The Senior Applications Developer will be conversant with different forms of software production (Web Based development, Courseware Development, and Systems/Database Development,) although they may have a specialty or clearer understanding of just one or two areas. Important abilities and knowledge for this position include: the knowledge implementation strategies related to SCORM and Section 508 standards. Ability to troubleshoot executable code for errors in a variety of software packages. Technical and Core Competencies include: excellent written and oral communications skills; solid problem-solving skills with a strong understanding of programming logic; capacity to identify multiple methods of development in order to create cost effective and innovative approaches to program development; knowledge of user interface design and human computer interaction theory. Demonstrate a high level of professionalism, in all dealings with business associates and clients.
Junior Quality Control/Assurance Specialist	Bachelors Degree	1 year	Ensures that quality processes are developed in conjunction with the user requirements. Performs entry-level data collection, and basic statistical analysis. Tracks and maintains documentation for assigned projects. Reviews requirements, specifications, and documentation to gain a thorough understanding of the programs and processes to be certified. Performs the assessment, development, implementation, and evaluation of program and process components. Validates results, reports discrepancies, and follows through to ensure that all issues are resolved. Communicates assigned certification task status to supervisor. Maintains and controls the flow of department copies of system requests or problem logs. Technical and Core Competencies include: Must have strong statistical, computer, analytical and research skills. Must be versed in quality methods and procedures.
Quality Control/Assurance Specialist	Bachelors Degree	2 years	Ensures that quality processes are developed in conjunction with the user requirements. Develops and implements quality plans and checklist to support project goals. Performs quality checks and reviews of all training materials as required. Reviews requirements, specifications, and documentation to gain a thorough understanding of the programs and processes to be certified. Raises issues, questions and concerns. Performs the assessment, development, implementation, and evaluation of program and process components. Validates results, reports discrepancies, and follows through to ensure that all issues are resolved. Provides or validates estimates for



Labor Category Title	Education	Experience	Detailed Description
			assigned tasks. Creates and modifies programs to certify system changes. Develops test control databases. Maintains test databases and ensures their integrity and currency. Distributes test data from control database to development staff to satisfy adequate unit testing. Communicates assigned certification task status to supervisor. Prepares and maintains system request task status. Maintains and controls the flow of department copies of system requests or problem logs. May perform minor program changes or develop programs as required. Technical and Core Competencies include: Must have strong statistical, computer, analytical and research skills. Must be versed in quality methods and procedures.
Senior Quality Assurance Specialist	Bachelors Degree	5 years	Ensures that quality processes are developed in conjunction with the user requirements. Provide oversight and leadership to the quality assurance staff. Develops and implements quality plans and checklist to support project goals. Performs quality checks and reviews of all training materials as required. Reviews requirements, specifications, and documentation to gain a thorough understanding of the programs and processes to be certified. Raises issues, questions and concerns. Performs the assessment, development, implementation, and evaluation of program and process components. Validates results, reports discrepancies, and follows through to ensure that all issues are resolved. Provides or validates estimates for assigned tasks. Reviews test data and reports to ensure quality standards are met. Communicates assigned certification task status to supervisor. Prepares and maintains system request task status. Maintains and controls the flow of department copies of system requests or problem logs. Technical and Core Competencies include: Must have strong statistical, computer, analytical and research skills. Must be versed in quality methods and procedures.
Junior Technical Writer/Editor	Bachelors Degree	2 years	Ensures that quality processes are developed in conjunction with the user requirements. Provide oversight and leadership to the quality assurance staff. Develops and implements quality plans and checklist to support project goals. Performs quality checks and reviews of all training materials as required. Reviews requirements, specifications, and documentation to gain a thorough understanding of the programs and processes to be certified. Raises issues, questions and concerns. Performs the assessment, development, implementation, and evaluation of program and process components. Validates results, reports discrepancies, and follows through to ensure that all issues are resolved. Provides or validates estimates for assigned tasks. Reviews test data and reports to ensure quality standards are met. Communicates assigned certification task status to supervisor. Prepares and maintains system request task status. Maintains and controls the flow of



Labor Category Title	Education	Experience	Detailed Description
			department copies of system requests or problem logs. Technical and Core Competencies include: Must have strong statistical, computer, analytical and research skills. Must be versed in quality methods and procedures.
Technical Writer/Editor	Bachelors Degree	4 years	Edits simple to complex manuscripts by reviewing content for completeness, accuracy and correctness of language use and revises manuscripts to meet predetermined standards of style and accuracy. Looks for inconsistencies of thought, development or organization. Confers with authors to recommend treatment of material. Reorganizes, cuts or rewrites as necessary. May edit copy as well. Requires formal training in a particular discipline, excellent communications skills and extensive editing experience.
Senior Technical Writer/Editor	Bachelors Degree	4 years	Researches, organizes, writes, edits, and produces technical data for major publication projects. Ensures technical documentation is accurate, complete, meets editorial and government specifications and adheres to standards for quality, graphics, coverage, format, and style. May participate in the establishment of style guidelines and standards for texts and illustrations. May provide work leadership for lower level employees.
Administrative Specialist	High School Diploma	6 years	Under limited supervision and on own initiative, performs standard and advanced administrative duties. Assists managers with administrative responsibilities. Position requires superior skills in word processing and excels spreadsheets and a thorough knowledge of the organizational practices and procedures. Receives and screens telephone calls and handles routine correspondences and mail. Makes travel arrangements. May generate and maintain confidential files and reports.
Training Coordination Specialist	High School Diploma	6 years	Provides administrative services which involve tracking and/or reporting the status of budgets, schedules, plans, and data base files. Coordinates space planning, furniture and equipment planning, and assembling of data for management and/or customers. Collects data and completes forms and documentation in support of administrative activities. Prepares correspondence, reports, forecasts, and/or status updates. Collects data and coordinates the preparation of proposal inputs.
Program Control Analyst	Bachelors Degree	2 years	Provides on-site project management/administrative support and coordination to a complex contract, project, task(s) or business unit. Duties may include contract accounting and reporting, project scheduling tracking annual fiscal plans and monthly updates, payroll/personnel processing, maintenance and reporting, contract administration, purchasing, facility leasing and service administration. Maintains contract documents and budgets, prepares contract-billing, estimates



Labor Category Title	Education	Experience	Detailed Description
			materials, equipment, production costs and delivery schedules. Oversees personnel records, facility administration and purchases equipment and supplies.
Subject Matter Expert (Consultant)	Masters Degree	10 years	Performs and assists project teams on assigned portions of information technology or engineering/scientific, research, evaluation projects such as studies and analyses, design, and integration, which may require a high level of knowledge within a specific discipline. Participates in all phases of the projects such as design, development, testing, training and documentation. May assist in planning and be responsible for portions of the project in terms of management or oversight.
Senior Subject Matter Expert (Consultant)	Masters Degree	14 years	Performs and assists project teams in high-level studies and analysis, evaluation, design, integration, documentation, and implementation of very complex projects, which require a high level of technical and administrative knowledge. Requires a high level of expertise in specialty areas of the project. Directs and participates in all phases of system development with emphasis on planning, analysis, evaluation, integration, testing and acceptance phases (IV&V and DT&E). Applies higher level business or technical principles and methods to very difficult technical problems to arrive at automated engineering solutions. Duties include establishing requirements, functional modeling, developing procedures, developing functional architectures, and other related management and technical duties. Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. Prepares and delivers presentations and briefings as required by the Task Order. May be required to serve as Project or Task Leader, ensuring the quality of products and services delivered.
Principal Subject Matter Expert (Consultant)	Doctorate (PhD.)	18 years	Performs and assists project teams in high-level studies and analysis, evaluation, design, integration, documentation, and implementation of very complex projects, which require a high level of technical and administrative knowledge. Requires a high level of expertise in specialty areas of the project. Directs and participates in all phases of system development with emphasis on planning, analysis, evaluation, integration, testing and acceptance phases (IV&V and DT&E). Applies higher level business or technical principles and methods to very difficult technical problems to arrive at automated engineering solutions. Duties include establishing requirements, functional modeling, developing procedures, developing functional architectures, and other related management and technical duties. Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. Prepares and delivers presentations and briefings as required by the Task Order. May be required to serve as Project or Task Leader, ensuring the quality of products and services delivered.



Labor Category Title	Education	Experience	Detailed Description
Lead Help Desk Representative, Training	High School Diploma	3 years	Provides analysis, technical support, and Helpline support across multiple platforms. Monitors training events and provides support as required to ensure a successful engagement. Diagnoses reported hardware, software, and network problems to support training services. Resolves or repairs as possible and contacts additional technical support as necessary. Provides procedural guidance, demonstrates, and provides direction for functions such as backups, start-up and locating on line training resources. Continues to improve technical expertise through the identification of new processes and technical alternatives to resolve problems and/or general improvements. Basic word processing and excel spreadsheet skills required. Strong verbal communication skills.
Lead Customer Service Representative, Training	High School Diploma	5 years	Provides analysis, technical support, and Helpline support across multiple platforms. Monitors training events and provides support as required to ensure a successful engagement. Diagnoses reported hardware, software, and network problems to support training services. Resolves or repairs as possible and contacts additional technical support as necessary. Provides procedural guidance, demonstrates, and provides direction for functions such as backups, start-up and locating on line training resources. Continues to improve technical expertise through the identification of new processes and technical alternatives to resolve problems and/or general improvements. Basic word processing and excel spreadsheet skills required. Strong verbal communication skills.

Windows 2000, 2003 & XP**Supporting Windows XP Professional**

3 days

This course is designed for those students who need the knowledge and skills necessary to provide the day-to-day support required in a Windows XP Professional environment. Students will learn all the new features of Windows XP Professional, as well as, how to configure, install, control the user environment, control file access, browse network resources; and troubleshoot a variety of workstation and user problems.

Key Topics:

- New Features of Windows XP
- The Desktop Image-Features
- Installing the Desktop Image
- Local User Accounts in Windows XP
- The XP client and Active Directory
- Configuring User Desktop Settings
- Configuring Operating System Settings
- Managing User Profiles
- Installing and configuring devices
- Providing personalized user environments
- Setting up a Windows XP Professional Workstation
- Operating within Domain Environments
- Hardware Support Issues
- Account Policies, User Rights policies
- Setting file permissions
- Internet Explorer Security Options
- File Encryption
- Understanding the Boot Process
- Registry Entries in relation to the Boot Process
- Using startup and Recovery Tools
- Power management
- Offline Files
- Remote Desktop and Remote Assistance
- Computer Management
- Driver Rollback
- Application Compatibility

We're here to help!!**240-778-1200****888-743-3332****www.serco-na.com****Windows 2003 Server and Active Directory**

3 days

This course is designed for Windows 2000 and Active Directory network administrators seeking to upgrade to Windows Server 2003. The course provides an in-depth look at enhancements to Active Directory in the areas of AD administration, DNS, Group Policies, management utilities, IIS, and troubleshooting techniques. The course offers both information on the new features and hands-on workshop exercises demonstrating the new capabilities of Server 2003.

Key topics:

- Windows 2003 Server overview of new features
- Inter-domain name resolution enhancements
- Server Debug Logging
- Application partitions
- Domain Controller Promotion
- Replica from Media
- Forceful Domain Controller demotion
- Active Directory Versioning
- Replication Model
- How multi-valued replication is improved
- Global Catalog Improvements
- Universal Group Caching
- Enhanced administration
- Active Directory objects and architecture
- Inter-forest trust relationships
- Name suffix routing
- Authentication firewall
- Applications
- Application pools
- Reliability and availability
- Performance Manageability
- Security
- Terminal Service Enhancements
- Enterprise Support
- Enhanced client features
- Group Policy Overview
- New Group Policy Objects
- Software Restriction Policies
- Administering Group Policy Objects
- The Group Policy Management Console
- Volume Management
- Automated System Recovery
- DFS in Windows Server 2003
- Trustworthy Computing
- Secure Windows Initiative
- New and modified features
- Support Tools folder
- Automating managements tasks

Audience:

This course is intended for support professionals who are responsible for administering a Windows 2003 server.

Supporting Windows 2000 Professional

3 days

This course is designed for those students who need the knowledge and skills necessary to provide the day-to-day administrative support required in a Windows 2000 environment. Students will learn all the new features of Windows 2000 including the Active Directory Service, DNS namespaces, DFS, EFS, enhanced Enterprise security and how to migrate from previous NT versions to Windows 2000. In addition students will learn how to configure, install, and control the user environment, control file access, browse network resources, create OU's, users and groups and troubleshoot a variety of system and user problems.

Key topics:

- Fundamentals of Windows 2000
- Implementing Windows 2000
- Configuring Windows 2000
- Installing Windows 2000 Active directory services
- Domains, Trusts, Trees and Forests
- Multi-master replication
- Upgrading a Windows NT 4.0 based network to Windows 2000
- Integrated administration with Microsoft Management Console (MCC)
- Distributed services of Windows 2000
- Windows 2000 file systems
- Managing file resources
- Creating and accessing shared resources
- Leveraging the Active Directory
- Active Directory architecture
- Security objects and accounts
- Domain security
- Windows 2000 client administration
- Establishing the Namespace
- Installing a DNS server
- Using Group Policy

Audience:

This course is intended for support professionals who will be responsible for administering a Windows 2000 system.

Windows 2000 Server

4 Days

This course is designed for those students who need the knowledge and skills necessary to provide the day-to-day administrative support required in a Windows 2000 environment. Students will learn all the new features of Windows 2000 including the Active Directory Service, DNS namespaces, Dfs, EFS, enhanced Enterprise security and how to migrate from previous NT versions to Windows 2000. In addition, students will learn how to how to configure, install, control the user environment, control file access, browse network resources; create OU's, users and groups, and troubleshoot a variety of system and user problems.

Key Topics

- Fundamentals of Windows 2000 architecture
- Active Directory services, Physical vs. Logical
- The Boot Process
- Installing a DNS Server
- Domains, Trusts, Trees and Forests
- Site planning, Multi-master replication, WAN performance
- Service Packs and Hot Fixes
- DLL Problems
- Integrated administration with Microsoft Management Console (MCC)
- Distributed services of Windows 2000
- The Registry
- Stop Screens
- Windows 2000 file systems, FAT, FAT32, and NTFSv5
- Controlling access to resources
- Creating and accessing shared resources
- Security objects and accounts
- Domain Security
- Group Policies
- Windows 2000 client administration
- Implementing Windows 2000
- Configuring Windows 2000
- Installing Windows 2000
- Troubleshooting tools and utilities

Supporting Exchange Server

3 days

This course provides the core foundation for supporting Microsoft Windows NT Exchange Server. The objective of this 4 day course is to provide the support professional with the skills necessary to support the day-to-day administrative tasks of managing the Exchange Servers and the clients who utilize the services of the networks. The course will include some theory to provide a picture of how things are organized, focus on day-to-day administrative tasks of the system administrator and solutions and tools to help the system administrator troubleshoot the many problems and issues they may encounter when working in a network environment.

Key topics:

- Overview of Microsoft Exchange Server
- Microsoft Exchange Messaging system Architecture
- Exchange Server Messaging Core Components
- Exchange Client Components
- System Monitoring tools
- Exchange software configuration
- Overview of MS Exchange Server tools
- The MS Exchange Administrator Program
- Managing sites, site options
- Introduction to the Site Configuration container
- Permissions
- Server services, Server properties
- Inter-Site Connectors
- Mailboxes, Distribution Lists, Managing Recipients
- Directory replication
- Public Folders
- Server operation and maintenance
- Startup/Shutdown sequence
- View and check messaging queues
- Troubleshooting tools and tasks

Audience:

This course is intended for support professionals who install, customize, configure, optimize, network, integrate, troubleshoot and support Exchange Server.

**Customized Courses
Available**

TCP/IP, PowerBuilder & Visual Basic

Introduction to TCP/IP

3 days

This course provides the students with the basic concepts and terminology of TCP/IP networking implementation and the specifics of designing and implementing a TCP/IP network including subnet addressing concerns and guidelines.

Key topics:

- TCP/IP protocols and network configuration
- Single protocols and stacks
- Subnets, Routers and Utilities
- Domain names and FTP Servers
- NetBIOS Support
- TCP/IP structure and analysis
- IP, UDP, TCP and Windows sockets
- DHCP, WINS
- Performance tuning
- SNMP
- Practical troubleshooting

Audience:

Those students who need to expand their knowledge of TCP/IP implementation, supporting networks, & internet works using TCP/IP, and integrating Windows products in a TCP/IP environment.

Basic PowerBuilder

3 days

This course provides the student with the basic skills & knowledge to effectively utilize the capabilities of PowerBuilder. Hands-on work-shops provide practical experience developing integrated applications using PowerBuilder's Windows interface and object-oriented programming.

Key topics:

- PowerBuilder Overview
- Application Objects
- Creating user interface using Window painter
- Multiple Document Interface (MDI)
- Using the Powerscript language
- Scripts and data types
- Creating an executable file
- Creating menus
- The Database painter
- Creating and using DataWindow objects
- The Transaction object
- Row and column functions
- The Edit control with Sort and Find
- Working with transaction data
- Using SQL in PowerBuilder
- Distributing applications
- The Debugger
- The Structure painter & Library painter

Audience:

This course is intended for application developers, designers, programmers, & analysts who want to build applications using PowerBuilder.

Advanced PowerBuilder

3 days

This course provides the more experienced PowerBuilder developer with the in-depth skills and understanding to develop more advanced applications using PowerBuilder. Hands-on workshops provide practical experience in developing more sophisticated GUI applications using PowerBuilder.

Key topics:

- Using and Changing initialization files
- Introduction to Data Pipelines
- Manipulating table definitions
- MDI Frames and Menu support
- PowerBuilder User objects and events
- Code optimization and hardware tuning
- Screen repainting
- Arrays, Loops, functions, and events
- General performance techniques
- Hardware tuning
- Application partitioning
- Dynamic libraries and optimization
- Maximizing objects and the project painter
- Dynamic Data Exchange (DDE)
- Object linking and embedding (OLE)
- Deploying applications
- The Drag and Drop object
- Communication between objects
- Library management

Audience:

This course is intended for application developers, designers, programmers, and analysts who want to build applications using PowerBuilder.

Better Training through hands-on experience!

Introduction to Visual Basic

3 days

This course introduces the student to the Visual Basic environment. It teaches the student the skills and knowledge required to fully utilize the features and capabilities of Visual Basic. Students learn how to design and develop Windows application using Visual Basic.

Key topics:

- Overview of the Visual Basic environment
- Designing a user interface
- Creating and coding controls
- Menu and dialog boxes
- Components of Visual Basic programming language
- Using MsgBox to create simple dialog boxes
- Debugging
- Conditional statements and loops
- String functions and text-box properties
- Multiple forms
- File Controls
- Error handling and optimization
- Data types and procedures
- File Access and data control
- Print Form and Print methodology
- Multiple-Document Interface

Audience:

This course was developed for software developers, analyst, programmers and technical users who want to build or integrate Windows based applications using Visual Basic.

Advanced Visual Basic

2 days

This course covers additional features of Visual Basic such as control arrays, Object Linking and Embedding (OLE), Dynamic Link Libraries (DDL and Dynamic Data Exchange (DDE)). This course will also prepare the student to setup an application for delivery, as well as, how to use Windows API to extend Visual Basics' capabilities.

Key topics:

- Introduction to dynamic-link libraries (DDL)
- More on API functions
- Reading to and writing from INI files
- Sending Windows messages
- Control arrays
- Introduction to Dynamic Data Exchange (DDE)
- Implementing Dynamic Data Exchange
- Introduction to Object-Linking and Embedding (OLE)
- Programming OLE automation

Audience:

This course is designed for programmers with a basic working knowledge of Visual Basic, as well as, experience developing Windows-based or DOS based applications.

HTML, XML & Web Page Development

Introduction to XML

2 days

This course provides the student with the knowledge and skills necessary to effectively utilize the Extensible Markup Language (XML). Hand-on workshops provide the practical experience necessary for the beginning student.

Key topics:

- What is XML? It's history and benefits.
- What do XML documents look like?
- Components of XML
- Documents - Well formed and valid
- Elements and attributes
- Entity references and comments
- Processing instructions
- CDATA sections
- Document type declarations
- Address Book Markup Language (ABML)
- Writing a DTD
- The Reminder Markup Language
- Overview of emerging XML technologies
- Xlink, Xpointer, XSL, DCD and Namespaces
- PGML, BML, CML, XQL, RDF, PatML, SMIL
- Tutorials, Tools and other Resources

Audience:

This course is designed for those web designers who have no experience using XML but do have experience using HTML.

Introduction to HTML & Web Page Design

1 day

This course introduces the capabilities, history, and syntax of the Hypertext Markup Language for creating Web pages that can be viewed using any standard Web browser. Students will learn to author multimedia Web pages that include text, graphics, images, & video clips, as well as link to other pages on the World Wide Web.

Key topics:

- What is HTML
- Hypertext and Hypermedia
- Web browsers
- Uniform Resource Locators (URLs)
- HTML tags, structuring tags, and style tags
- List structures
- Horizontal rule tag
- Character entities
- Incorporating images, graphics, icons and hyperlinks
- HREF attributes using complete URLs
- Name references
- Form, input, and image tags
- HTML related URLs
- File types and extensions

Audience:

Beginning users who need to learn the skills and concepts necessary to begin using HTML in a working environment.

Intermediate HTML & Web Page Design

1 day

This course provides an in-depth review of forms, image maps and cascading style sheets. In addition, it includes some tips and tricks to provide the students with real-world direction for dealing with scripting problems. It also suggests techniques for creating impressive effects on web pages.

Key topics:

- HTML forms
- Advanced form functions
- Image maps
- Cascading style sheets
- CSS color and background properties
- Reusing styles
- Advanced HTML tips and tricks for error handling
- Embedded fonts
- Multiple MAIL TO addresses
- Watermarks
- HTML validation
- Splash screens
- Deprecation

Audience:

Experienced web developers who need to learn the more advanced features of HTML.

Advanced HTML & Web Page Design

1 day

This course presents the advanced features of the Hypertext Markup Language (HTML) for creating effective Web sites & documents for publication on the World Wide Web. Following the class, students will be able to incorporate advanced page layout & character formatting, tables, forms & transparent images onto Web pages. Students will also learn to test & validate HTML source code, be introduced to HTML authoring tools, & learn about Web site planning and design considerations.

Key topics:

- Evolution of HTML
- Netscape 1.1N and 2.0 extensions to HTML
- Internet Explorer 2.0 extensions to HTML
- Advanced page layout & text formatting
- HTML forms, tables, Form tag, Input tag, Text area tag, and Select tag
- Interface to search engines
- Testing, validation & source code validators
- Browser evaluation and usability testing
- Ongoing revisions to your site
- Web-site planning
- Interface styles
- Navigational approaches

Audience:

Experienced Web users who have completed the Introduction to HTML or who work daily on writing Web pages.

Active Server Pages (ASP)

3 days

This course provides the student with the ASP development skills necessary to build dynamic websites. Through the use of classroom lecture and hands-on workshop exercises the students learn how to build and use Active Server Pages.

Key topics:

- Getting started with ASP
- Web server fundamentals
- Basic ASP techniques
- Storing data in ASP
- ASP control constructs
- Objects, properties, methods and events
- ASP request and response objects
- ASP applications and sessions
- Scripting techniques
- Scripting objects
- Using external components with ASP
- Data stores and ASP
- Using a Recordset
- Advanced data handling techniques
- Building web applications with ASP
- Introducing component services
- Building script components for ASP
- Introduction to XML
- Working with XML data in ASP

Audience:

Web developers who need to learn how to build and use Active Server Pages.

JAVA, JAVAScript, FrontPage & SQL

JAVA Programming

4 days

This course will present a detailed and comprehensive look into JAVA and will provide the necessary tools to begin programming in the JAVA language. The students will learn how to create "applets", perform two-way communication in WWW pages and standalone and client server applications and programs.

Key topics:

- What is JAVA & setting up the environment
- Pre-built JAVA applets and HTML additions
- Applets vs. Applications
- Constructors, memory management, finalizers packages, importing, classes, subclassing and language syntax
- Interfaces, arguments, system properties
- JAVA API
- Introduction to graphics and audio support
- Forms and AWT
- Multi-threading support
- Security
- I/O Streams and network Programming

Audience:

Those individuals who have a need to know the skills to program in the JAVA language.

Advanced JAVA Programming

5 days

This course exposes the students to Advanced JAVA features such as JAVA beans, Servlet programming, JAVA database connectivity, Remote method invocation and Swing. Other major topics in this course include Network programming serialization, properties, security, collection classes and architecture.

Key topics:

- The Collection Classes, Algorithms, Interfaces, HashMap, Binary search
- Optimization techniques, Vectors vs. Arrays
- Compiler optimization
- Hash Table Performance
- Advance I/O, Serialized issues, Writing I/O classes
- Threads, monitors, deadlock
- Java Beans, the Bean Box, Bean properties, Events, Version control
- Network programming, Internet addresses, URL sockets, Writing servers
- Remote Method Invocation (RMI), Building a RMI server
- Implementing a Server interface
- Compiling and running the code, Passing arguments
- Servlets, HTTP methods, Servlet classes, Servlet engines, Life Cycles
- JDBC, Relational databases, SQL, Transactions
- Security, Security managers

Audience:

JAVA programmers who need to expand their knowledge and skills.

Introduction to JAVASCRIPT

2 days

This course teaches the student how to use the basic features of JAVASCRIPT. It teaches the student how to alter the appearance or contents of a Web page based on the date or other user selections, perform dynamic page modifications without CGI scripts or conventional programming, and validate user input to forms.

Key topics:

- What is JavaScript
- Hardware and software requirements
- Controlling the Document with JavaScript
- Adding JavaScripts to your pages
- Executing JavaScripts
- JavaScript basics
- The JavaScript object model
- Creating Scrolling Messages
- JavaScript on the Web

Audience:

This 2-day course was developed especially for students with no Object Oriented Programming experience. Students should be familiar with HTML code and form creation, as well as, Windows 95 and/or Windows 3.1.

Introduction to FrontPage

1 day

This course will teach the student how to layout Internet and Intranet Web pages using FrontPage 98. The student will also examine several strategies for building a site and the pros and cons of each approach

Key topics:

- Orientation to the FrontPage environment
- Creating web pages from scratch
- Importing an HTML file and linking to it
- Inserting, sizing, aligning and linking images
- Inserting a table and adding text, pictures and links
- Creating a form from scratch that includes a scrolling text box, check box and radio button
- Using a wizard to create a frame
- Using a wizard to create a web page

Audience:

Anyone who has the need to learn and develop the skills necessary to create web pages using FrontPage 98.

Advanced FrontPage

1 day

This course teaches the student how to use the more advanced features of FrontPage, as well as, how to utilize some of the time savings features available.

Key topics:

- Why use Templates
- Creating and Saving Templates
- Creating Forms
- Using the Form Wizard
- Complex Forms
- Web Bots
- Publishing your Web Site
- Servers with FrontPage extensions
- Servers without FrontPage extensions
- Time Saving Features
- Using Image Composer for Editing your Images

Audience:

FrontPage users who need to expand their skills and knowledge.

Introduction to SQL

2 days

This introductory course provides the student with skills necessary to design and write queries using the SQL language. Students will learn how to perform queries, use the WHERE clause, JOIN multiple tables, organize and summarize data, perform nested queries, use transaction control, as well as many other features of the SQL language.

Key Topics:

- SQL Characteristics
- Data Retrieval Using SQL
- Relational Database Characteristics
- Structural Features of a Relational Database
- Creating a Database, Data Types
- Transact-SQL Data types
- Wildcards, Transactions
- Advanced Data Storage and Retrieval
- Functions and Data Manipulation
- Security, Data Dictionary and Windows Interface
- Entity Modification and Retrieval
- Ending an Interactive Session

Audience:

Application programmers, system analysts and software engineers who have a need to SQL queries for a database language.

Introduction to LINUX**2 days**

This course will jump start your understanding of the LINUX operating system. Through classroom lecture and hands-on workshop exercises students will learn the skills necessary to become a productive LINUX user.

Key topics:

- Overview of the LINUX operating system
- LINUX command line
- LINUX file system
- File information and content
- File path names
- File name generation
- File manipulation
- Input and Output
- Using the vi editor
- Regular expressions
- Shell scripting
- Customizing your login
- File access permissions
- Network services
- LINUX process controls
- Printing in LINUX

Audience:

New LINUX system users

Basic UNIX Workshop**2 days**

Through the use of classroom lecture and hands-on exercises this course teaches the student the basic concepts of the UNIX operating system. Upon completion, the student will be able to describe and execute basic UNIX commands.

Key topics:

- Introduction to the UNIX operating system
- UNIX command language
- Signing on and off the system
- Text Editing
- UNIX file structures
- File management
- UNIX directories
- Introduction to communications

Audience:

New UNIX system users

Shell Scripting**3 days**

One of the most flexible attributes of UNIX is shell scripting. This course introduces UNIX shell scripting to those users who want to learn additional UNIX commands and options and how to combine those commands into shell procedures.

Key topics:

- Shell basics
- Additional shell commands and options
- UNIX filters
- Shell variables
- Shell parameters
- Using conditionals & loops
- Create and run shell procedures
- Run shell procedures from any directory
- Access command arguments within shell procedures
- Write interactive shell procedures
- Store information in variables
- The TEST command
- FOR and WHILE commands
- C Shell
- Bourne Shell
- Awk programming
- Korn Shell
- PERL programming
- Error and fault handling
- Debugging Shell scripts

Audience:

UNIX system programmers and support personnel who wish to make more effective use of the UNIX system.

Intermediate UNIX Workshop**2 days**

This intermediate course is an extension of the Basic UNIX Workshop and is designed for those users who need to broaden their knowledge and skills about the UNIX operating system.

Key topics:

- Redirection and piping
- System utilities
- UNIX shells
- Introduction to shell programming
- Networking user commands
- Expressions
- Introduction to communications

Audience:

New UNIX system users who have a need for a more thorough understanding of the UNIX operating system and its commands.

UNIX System Administration**4 days**

This course is designed for those UNIX users who have a need to understand the responsibilities and activities of a UNIX system administrator. It teaches the student how to install, configure, maintain and support UNIX systems and UNIX networks. Through the use of classroom exercises the student will learn how to set up a UNIX system, connect it to a network, and configure it to respond to end users commands.

Key topics:

- Administrator responsibilities
- Installing UNIX
- The Boot process
- Configuring UNIX
- Startup and Shutdown
- System Security
- Files and Directories
- Managing users accounts
- Managing terminals and printers
- Managing disks
- Queuing
- System Accounting
- Performance
- Backup and restore facilities

Audience:

System administrators, support staff, network managers or anyone else who will be responsible for installing, supporting and configuring a UNIX system and network.

PERL Programming**4 days**

This course provides the student with the knowledge and skills necessary to effectively write complex scripts using PERL. Hands-on workshops and exercises help the student learn how to integrate PERL scripts into their operating system and applications.

Key topics:

- Introduction to PERL programming
- PERL's relationship to UNIX
- Running PERL programs and invoking scripts
- Variables, types and contexts
- Scalars, lists, hashes, strings, arrays and special variables
- I/O streams and I/O direction
- Defining and using files
- PERL expressions & building on UNIX expressions
- PERL operator groups, Arithmetic, Bit wise, String, Assignment, File, Comparison
- Logical, Range
- Subroutines and functions
- Object orientation, Databases & networking

Audience:

UNIX system programmers and support personnel who wish to make more effective use of the UNIX system.

Application Development I

3 days

This course presents the basic principles, concepts, and tasks of Notes application development. On the first day students will gain hands-on experience in designing, building, and testing a single database Notes application. On the second and third days, students will enhance and modify the application to incorporate increasingly advanced Notes features and functionality.

Key topics:

- Designing a Notes database
- Creating views
- Creating forms and fields
- Writing basic formulas
- Finalizing the application
- Adding features to forms
- Adding features to views
- Including advanced features
- Enabling new ways to view the application
- Adding databases to the application

Audience:

New Notes application developers who do not have prior experience developing a Notes application. The audience may have some experience developing applications in other tools or languages.

System Administration I

4 days

This course provides a solid foundation for the Notes System Administrator. Through lecture and hands-on exercises the student gains in-depth experience in setting up, operating, and maintaining Notes servers and client workstations.

Key topics:

- Setting up mail
- Planning a replication topology
- Multiple replication and pass through
- Schedule and maintain replication of databases
- Troubleshoot replication problems
- Security and Naming
- Installation and Administration
- Troubleshooting installations
- Basic server administration tasks
- Backup and Restore
- Console commands

Audience:

Experienced LAN administrators who install and maintain Notes client-server topology through-out their organization.

Application Development II

4 days

This course builds on the principles of Notes application development presented in Application Development I. Through lecture & hands-on experience, students will learn how to build a multi-database Notes application that auto-mates workflow between several departments.

Key topics:

- Designing a Multi-database application
- Data entry enhancements and inter-database connectivity within applications
- Encryption on fields and mail
- Using navigators to call other navigators
- Layout regions using enhanced keyword functionality
- Actions and agents
- Database level security
- Automating workflow in an application
- Enhancing forms design, computed subforms, and subforms

Audience:

Application developers who are experienced in developing a single-database Notes application.

System Administration II

3 days

This course provides students with hands-on experience in server monitoring and statistics, database management, cross certification, managing multiple domains, and extending Notes communications.

Key topics:

- Server statistics, alarms, events & monitoring
- Database management
- Cross certification
- Issues surrounding multiple domains
- Communicating with foreign domains

Audience:

Experienced LAN administrators who are responsible for managing multiple domains, and/or are interested in monitoring and network performance methods and tools.

Domino Messaging Administration

3 Days

This course provides a solid foundation in fundamental Domino Administration for a new Domino Messaging administrator. Through lecture and hands-on exercises, students will gain experience planning, setting up, operating and maintaining Domino Mail servers, and supporting messaging users.

Key Topics:

- Installing and Setting Up the Domino Mail Server
- Configuring and Monitoring mail Routing in Domino
- Sending mail Across Domino Domains
- Administering Notes Users, Groups, and Servers, locally and remotely
- Supporting Remote Access for Mobile and Internet clients
- Monitor Dead and Pending mail
- Trace mail messages
- Monitoring message server activity and log files
- Cross-certify another organization
- Register and setup additional servers in a Domino Named Network
- Create, Modify and Delete messaging users and groups
- Schedule and implement replication for the Public Address Book

Audience:

Administrators who are new to Domino and Notes Administration and who are responsible for administering the Domino mail Server.

C & C++ Programming

C Programming

4 days

This course provides the student with the skills required to design, code, test and execute C programs of simple to intermediate complexity.

Key topics:

- C language concepts and structure
- C constructs
- ANSI C syntax
- Variables, operators and expressions
- Conditional statements
- Program loops
- Pointers and arrays
- Program organization
- Passing arguments
- Compilation and linkage
- Libraries
- Macros and the preprocessor
- Terminal I/O
- File I/O

Audience:

This course is intended for application and system programmers who need to learn how to program in the C language.

C++ for Non-C Programmers

4 days

This course provides students with a comprehensive study of the C++ programming language while teaching those parts of C relevant to C++. Classroom lectures are supplemented with many hands-on exercises which stress the following C++ topics: data abstraction, class design, operator overloading, inheritance, polymorphism and I/O.

Key topics:

- Variables, data types and operators
- Arrays, functions and control structures
- Operator overloading
- The standard C library - print and scan
- Conditional compilations and aggregates
- Bit fields, Enumeration types and Classes
- Pointers in C++ and pointer operations
- Pointer arithmetic and pointers vs. arrays
- Programming models
- Inheritance, Polymorphism, Message passing
- Object oriented design
- Default parameters, comments, function prototypes
- Data types, abstract data types, classes, constructors, public and private
- Operator overloading, convenience, composition of classes
- Inheritance
- I/O in C++ and the C++ standard library

C++ Programming

4 days

This course provides an introduction to the C++ programming language for experienced C programmers. The student will learn how to utilize the C++ language syntax, create and debug C++ programs.

Key topics:

- Introduction to C++ language
- Variables and constants and operators
- The preprocessor
- C and C++ standard I/O
- Loops, conditionals and switch
- Arrays and pointers and functions
- C and C++ File I/O
- Structures, unions and classes
- Storage classes and streams
- Dynamic memory allocation
- Standard libraries
- Object-oriented programming
- Error handling and debugging

Audience:

System managers, programmers and support personnel who need to learn how to write C++ programs.

Advanced C++ Programming

4 days

This course provides the programmer, software engineer, and system analysts the skills they need to design, write, and debug more advanced programs using C++. In this course the student will learn how to use and combine some of the more advanced syntax, idioms, and libraries to produce more powerful C++ code.

Key Topics:

- Object-Oriented Development
- Idioms and Design Patterns
- Using the C++ Library
- Writing User Interfaces
- GUI Libraries and Tools
- Storing C++ Objects
- File Storage
- Object Databases (ODBMS)
- Optimization and Virtual destructors
- C++ Problems, Pitfalls and Troubleshooting
- Improving code quality and reusability
- Using libraries using namespaces, templates and exceptions
- Using third-party tools, class libraries, and application frameworks
- Storing, Querying and Retrieving C++ Objects in an ODBMS
- Program Debugging

Audience:

Application programmers, system analysts and software engineers who have a need to develop advanced skills in C++.

Programming in Visual C++

4 days

This course provides the in-depth skills and knowledge you need to realize the full benefit of Visual C++ and achieve tangible results in a Windows programming environment. This course is valuable for software developers and programmers who want to build Windows-based applications. The student will learn the key constructs of C++, the fundamentals of object-oriented analysis and design, and the basic skills needed to use the integrated development environment within the Visual C++ development system. Through the use of hands-on exercises the student will learn how to apply key object-oriented techniques and build a complete Windows application.

Key topics:

- What is object-oriented analysis and design
- The Visual C++ toolset
- Basic syntax, data types, and operators
- Relational and logical operators
- Functions
- Writing a simple class
- Tuning member and global functions
- Static members
- Embedded objects
- Using inheritance
- Managing complete projects using the integrated development environment
- Arrays
- References and pointers
- Using the Debugger
- C-String
- Formatting and file I/O
- Memory management
- Conversions

Audience:

This course is intended for skilled programmers transitioning to Windows-based programming.

NetWare: User Orientation

1 day

Key topics:

- Introduction to LAN's
- NetWare Overview
- DOS Review
- User and Groups
- Disk and File Organization
- Network Printing

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- Introduction to LAN's
- NetWare Overview
- DOS Review
- User and Groups
- Disk and File Organization
- Network Printing

Audience:

This fundamentals course is designed for new NetWare users, and NetWare users unfamiliar with the basic commands.

NetWare: Systems Administration

3 days

Key topics:

- LAN Terminology and Components
- NetWare's Role and Concepts
- Planning the Directory Tree
- DOS Client Installation
- NetWare Disk Organization and Structure
- Drive Mapping
- Directory/File Management
- FILER Utility and Creating NDS Objects
- NetWare File and Directory Security
- NetWare Directory Services (NDS) Security
- Login Scripts and Menus
- Setup and Manage Network Printing
- File Server Administration
- Graphical User Interface NWADMIN
- Installing and Configuring Windows 95

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- Installing and Configuring Windows 95

Audience:

This course is valuable for network managers, PC support personnel, programmers, system and network administrators who plan to integrate, upgrade to or support NetWare 4.x or who are in the process of designing large networks based on NetWare.

Data Communications Technologies

3 days

3 days

Key topics:

- Standards in data communications
- Standards in data networking
- Data transmission, signals, and modems
- Communications interfaces and bandwidth
- Media and topologies and protocols
- NetWare, TCP/IP, SNA, Internet protocols, DECnet and others
- Internetworking
- Switching technologies, repeaters, bridges, routers, gateways

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- Switching technologies, repeaters, bridges, routers, gateways

Audience:

Managers, LAN administrators, help desk engineers, certified NetWare engineer (CNE) candidates

NetWare: Advanced Administration

3 days

- **Key topics:**
 - File Server Configuration and Optimization
 - Identify File Server Requirements
 - Edit Network Configuration Files (NCF)
- **Network Memory Management**
- ***We can customize any course to fit your specific needs.*** (NDS)
- **Advanced NDS Security**

Key topics:

- File Server Configuration and Optimization
 - Identify File Server Requirements
 - Edit Network Configuration Files (NCF)
 - Network Memory Management
- We can customize any course to fit your specific needs.*** (NDS)
- Advanced NDS Security

Audience:

This course is valuable for experienced network managers, PC support personnel, programmers, system and network administrators who plan to integrate, upgrade to or support NetWare or who are in the process of designing large complex networks based on NetWare.

NetWare: Installation and Configuration

2 days

Key topics:

- Hardware and Software Requirements of NetWare
- Perform an Upgrade from NetWare 3 to NetWare
- Simple NetWare Installation
- Custom NetWare Installation
- Configuring the NetWare 4.x Environment
- Installing NetWare On-Line Documentation
- Manage the NDS and the file server

Key topics:

- Hardware and Software Requirements of NetWare
- Perform an Upgrade from NetWare 3 to NetWare
- Simple NetWare Installation
- Custom NetWare Installation
- Configuring the NetWare 4.x Environment
- Installing NetWare On-Line Documentation
- Manage the NDS and the file server

Audience:

This workshop is designed for PC support staff, system and network managers, system administrators and any one else who needs to know how to install and configure networks under.

**We can
customize any
course to fit your
specific needs.** (VDS)

Introduction to ORACLE

2 days

This course will help participants understand how ORACLE tools and methodologies can be used to fulfill real-world business information requirements.

Key topics:

- Definition of an ORACLE Relational Database
- Overview of Database Design
- Retrieving and Displaying Information
- Manipulating Information
- Creating Tables and Data Structures
- Controlling user access
- Performing computation
- Displaying Data from Multiple Tables
- Introduction to SQL
- Nested Queries
- Creating Tables and Data Structures
- Controlling user access
- Performing computation
- Displaying Data from Multiple Tables

Audience:

New ORACLE system users

Introduction to ORACLE PL/SQL

2 days

In this 2 day course students will learn the ORACLE extensions to the SQL language. Workshop exercises will cover areas such as PL/SQL block structure, processing statements, conditional control, cursor management, exception handling, and working with stored, named procedures and functions.

Key Topics:

- Overview and advantages of PL/SQL
- Using Advanced SQL functions
- Extending SQL with user-written functions
- Building Sub-queries
- PL/SQL Blocks
- The declaration section
- The executable section
- The exception section
- Using %TYPE and %ROWTYPE
- Control structures
- Sequences, Procedures and Functions
- Packages
- Run-time evaluation of tables and columns

Audience:

This course should be taken by application developers and database analysts and designers who are developing system using Oracle databases.

ORACLE Reports

2 days

Students will learn how to use the GUI report design interface and new Developer 2000 features to create and modify six basic types of reports: Simple tabular, break report, master/detail report, label report, summary report, and matrix (cross referenced grid) report. In addition, students will build a report using parameters and graphics, a group filter report, an OLE report, a drill-down report, a report using Oracle Graphics, and an envelope report.

Key Topics:

- Introduction to Reports
- Reports Object navigator and components
- Working with layouts
- Design a simple report
- Execute a simple report
- Boilerplate Objects and Fields
- Using Libraries, Triggers and Formulas
- Report Styles
- Working with parameter forms
- Integrating Reports and forms

Audience:

Users of all levels who are just getting started with ORACLE Reports.

ORACLE Forms

3 days

This course will teach students how to create, generate, operate, and debug ORACLE Forms 4.5. Using hands-on exercises, students develop many separate forms, (including master-detail forms), compile and modify the forms, and test them using ORACLE Forms Runtime. Particular attention is paid to using the new GUI features in DEVELOPER 2000 unique to Forms.

Key Topics:

- Introduction to Forms
- Query, modify and store data
- Triggers
- Form Level, Block Level
- Item Level
- Alerts
- Canvas Views and Windows
- List of Values (LOV) and Record Groups (RG)
- Property Sheet and Property the Class
- Program Units
- Procedures
- Functions
- Packages
- Menus

Audience:

Users of all levels who are just getting started with ORACLE Forms.

Call for Group Discounts!

Other Technical Training Courses

A+ Certification

4 days

This comprehensive 4 day course will prepare you to pass the A+ Certification Exam and become a Certified Service Professional. The course covers PC hardware, including system boards, bus structures, PC memory and power supplies. You'll learn tips and tricks on disassemble, installation and reassemble. DOS, Macintosh and Windows working environments will be explored thoroughly, along with a number of issues regarding printers.

Key topics:

- PCS Hardware and System Boards
- PC Memory and Power Supplies
- Hard Disk and Floppy Drives
- Disassembly, Installation and Reassembly
- Monitors and Input Devices
- Cables, Communications and Multimedia
- DOS Overview and Commands
- Directories
- CONFIG.SYS and AUTOEXEC.BAT
- System Optimization
- Windows 3.1 and Windows 95 Overview
- Printers
- LAN's
- Diagnostics and Troubleshooting

Audience:

Support personnel and service technicians who wish to learn more about PC hardware and software, and pass the A+ Certification exam. This class is also beneficial to those students who need more advanced hardware training.

Introduction to Local Area Networks

1 day

This course provides the beginning student with an introduction to the fundamental concepts associated with networking, Local Area Networks and Wide Area Networks. This course explains topics such as: (1) What are the most popular network operating systems available today, (2) What are the various hardware components that make up a network, (3) What are the different types of application software that can be used and (4) What to expect from a Local and Wide area network.

Key topics:

- What is a Local Area Network (LAN) and a Wide Area Network (WAN)
- How Computers Communicate
- LAN Hardware Components (File Servers, Disks Tapes, Hubs, Concentrators)
- LAN Operating Systems (Novell, Microsoft, Banyan Vines, Unix, etc)
- Overview of Client Operating Systems
- Application Software
- LAN Cabling and Languages
- Network Interface Cards
- Cables
- Topologies
- Protocols and Standards
- What to expect from a Local Area Network
- LAN Support and Troubleshooting
- LAN Administrator Responsibilities
- Planning for Growth

Audience:

Individuals who need a basic understanding of Local Area Network components, function and management activities.

PC Help Desk Support Specialist

3 days

This hands-on course gives students the knowledge and experience necessary to keep all of their micro computing systems at peak performance. This course shows the latest support techniques from successful help desks across the nation.

Key topics:

- Basic PC troubleshooting
- Trouble avoidance
- Customer satisfaction
- Viruses
- PC Hardware
- CPU and related components
- Microprocessor
- Memory
- System configuration
- Floppy disk drives
- Hard disk drives
- Optical drives
- Tape
- Monitors
- Keyboards
- Pointing devices
- Printers
- Modems
- Desktop operating system overview
- DOS Basics
- Working with DOS

Audience:

Individuals who will be working in a help desk environment and need to know more about software, hardware and troubleshooting PC and network problems.

Other Technical Training Courses

Introduction to Crystal Reports

2 days

This course will teach the students how to use the basic features of Crystal Reports. It will teach students how to modify existing reports, design and develop new reports, as well as, produce ad hoc management reports.

Key topics:

- What is Crystal Reports? Examining the Capabilities of Crystal Reports.
- Planning your report
- Reviewing the Class Database files and Report Types
- Creating Basic Reports
- Report Sections., Generating a new report, Viewing your report, Changing the size and position of your fields, Formatting your report, Saving your report
- Sorting and Selecting Data
- Grouping and Summarizing
- Using the Report Expert
- Cross-tab Reports
- Linking
- Creating Formulas
- Formatting Sections, Resizing Sections, Formatting with the Section Expert, Creating Summary and Drill-down Reports
- Distributing Data, Exporting a Report, Integrating with Office Suite Software, Creating a Report from Excel Data
- Using Crystal Enterprise for Web Reporting

Audience:

Information system professionals and business users who need to become proficient in creating and modifying reports within their organization.

Advanced Crystal Reports

2 days

This course will teach the students how to use the advanced features of Crystal Reports.

Key topics:

- Create complex formulas
- Understand and control the calculation process used to compile your data
- Create and use parameter fields to format reports
- Understand and use report alerts to notify you about data changes
- Enhance the analysis capability of your cross-tabs
- Create and use advanced sections
- Create, link, and format sub-reports
- Create, pivot, format, and use formulas in cross-tab reports
- Create SQL expressions and use SQL tables to create reports
- Use the Crystal Query Designer and run reports from these queries
- Create and modify dictionary files to simplify the reporting process for your users
- Use the Report Distribution Expert to compile and run reports
- Create and edit graphical representation of your data using the Chart Expert
- Modify exiting graphs with Chart Analyzer
- Review of Report Concepts
- Absolute versus Conditional Formatting
- Advanced Formulas
- The Highlighting Expert
- Multiples Sections
- Parameter Fields
- Using Report Alerts
- Advanced Cross-tabs
- Subreports
- SQL/ODBC and Crystal SQL Designer
- Crystal Dictionaries
- Graphing

Audience:

Information system professionals and business users who need to become proficient in creating and modifying reports within their organization.

Instructor-Led (IL) Technical Training

- IL Technical Training – 1-day
- IL Technical Training – 2-day
- IL Technical Training – 3-day
- IL Technical Training – 4-day
- IL Technical Training – 5-day

Technical courses of this type are designed for **Network Administrators, System Managers, Assistant System Managers, Programmers, and support staff** who need the knowledge and skills necessary to administer and support a system network or write application programs using a host of programming languages. This series of courses are delivered specifically to the clients' requirements in terms of content and course length using existing course materials and approved instructors. These classes provide hands-on, skill-oriented training supported by workshop exercises in each of their respective areas.

Instructor-Led (IL) End User Training

- IL End User Training – 1-day
- IL End User Training – 2-day
- IL End User Training – 3-day

End User courses of this type are designed for those individuals who need to the knowledge and skills necessary to use Microsoft Office Application products in their day-to-day activities. This series of courses are delivered specifically to the clients' requirements in terms of content and course length using existing course materials and approved instructors. These classes provide hands-on, skill-oriented training supported by workshop exercises in each of their respective areas.

Expand your skills with SI International Technical Courses.

Windows & PC Basics**Upgrading to Windows XP****1 day**

This course introduces the basic features of Windows XP. Tasks include exploring the new interface and changes to My Computer; using new file and folder features, the Search Companion, and the Control Panel; customizing the desktop; and using new Start menu and taskbar features. Students will also learn how to use the Help and Support Center, use tools for mobile computing, and use accounts and shut down.

- Explore new interface changes
- Explore changes to My Computer
- Use new file and folder features
- Use the Search Companion
- Use the Control Panel
- Customize the desktop
- Use new Start menu features
- Use new taskbar features
- Use the Help and Support Center
- Use tools for mobile computing
- Use accounts and shutting down

The following is a sample of topics discussed in the course: Exploring Windows XP, Opening My Computer, Using common file tasks, Using the Picture and Fax viewer, Searching for files and folders, Opening the Control Panel, Switching to classic Control Panel view, Using the Display Properties dialog box, Working with the Start Menu, Customizing the taskbar, Exploring Help and Support Center, Setting up for offline use, Using the Remote Desktop, Adding and Switching users, Shutting down with the Start menu.

Windows XP Fundamentals**1 day**

This course covers working with the basic features of Windows XP. Tasks include learning the basics; exploring window features; using programs; working with views, toolbars, multimedia files, and multiple windows. Students will also learn how to organize files and folders, use the Search Companion, and use the desktop and Recycle Bin. Additionally, students will learn how to work with storage devices; use the Control Panel; use the Help and Support Center, and use accounts and shutdown. After they have finished the course, participants will be able to:

- Use basic Windows XP features
- Use programs
- Work with views and toolbars
- Organize files and folders
- Work with multimedia files
- Work with multiple windows
- Use the Search Companion
- Use the desktop and Recycle Bin
- Use the Control Panel
- Work with storage devices
- Use the Help and Support Center
- Use accounts and shutdown

The following is a sample of topics discussed in the course: Starting Windows XP, Working with windows sizes, Opening a program from the Start Menu, Using Views and Toolbars, Using the folders list, Customizing a folder, Switching between open windows, Searching for files and folders, Creating a folder on the desktop, Configuring the Recycle Bin, Viewing storage device properties, Opening the Control Panel, Adding and changing hardware, Using the Desktop Cleanup Wizard, Changing start menu settings, Customize the taskbar, Explore the Help and Support Center, Add users, Shutting down the Start menu.

PC Basics**1 day**

This course introduces basic PC concepts under the Windows OS. After they have finished the course, participants will be able to:

- Hardware components of a PC
- Start-up and shut-down the computer
- Work with the desktop
- Format and copy disks
- Find files
- Navigate in Windows-based applications
- Switch between tasks in windows
- View and state the purpose of computer resources
- Work with the control panel and configure a printer

The following is a sample of topics discussed in the course: Working with computers, Using Start-up and Shut-down, The Desktop, Windows and Programs, Using My Computer, and Using Windows Explorer.

Upgrading to Office XP: Word

1 day

This course introduces the skills necessary to upgrade to Word. Tasks include working with the Office Assistant, using new document features, Word checking tools, enhanced table features, new graphic features and new reviewing features. The course also provides an overview on how to use assorted new features, Word HTML features, macros and Online Help. After they have finished the course, participants will be able to:

- Use the Office Assistant to access help and other support functions
- Utilize new document features
- Incorporate tables into documents using the new enhanced table features
- Access and use new graphic features, reviewing features
- Create HTML files
- Develop macros

The following is a sample of topics discussed in the course: Working with Word; Working with the Office Assistant; New document features such as switching document views, adding borders and shading to text, creating and inserting an AutoText entry; Setting AutoCorrect options; Using enhanced Table features; Using the Draw Table button; Inserting a clip art image; Inserting and formatting pictures; Enabling/Disabling change tracking options; Viewing the document map; Switching between documents; Saving files in HTML format.

Upgrading to Office XP: PowerPoint

1 day

This course introduces the skills necessary to upgrade to PowerPoint. Tasks include working with the Office Assistant, using basic presentation skills, editing a presentation, using graphics and drawing objects, setting up a slide show, customizing presentations, working with masters, adding special effects. This course also provides an overview on how to expand a slide show, present to a wider audience, export outlines and presentation slides and use Online Help. After they have finished the course, participants will be able to:

- Use the Office Assistant to access help and other support functions
- Enhance basic presentation skills
- Edit a presentation
- Incorporate graphics and drawing objects
- Create a slide show
- Customize presentations
- Create masters, templates
- Incorporate special effects

The following is a sample of topics discussed in the course: Working with PowerPoint; Creating a new presentation; Checking spelling as you type; Using the Clip Gallery; Using the Drawing toolbar; Setting slide transitions; Animating text and objects; Applying a color scheme; Customizing the slide background; Working with the notes master; Formatting the title master; Adding custom animation options; Creating a custom show; Sharing presentation ideas; Using the Pack and Go Wizard; Formatting a presentation for the Web; Exporting Notes and Handouts to Word; Saving a slide as a graphic.

Upgrading to Office XP: Excel

1 day

This course introduces the skills necessary to upgrade to Excel. Tasks include getting started, working with the Office Assistant, using new file, formatting and worksheet features, using Excel HTML files and reviewing and sharing workbooks. Students will also learn how to import and export data, use new PivotTable, charting and graphic features, work with the data map and use Online Help. After they have finished the course, participants will be able to:

- Use the Office Assistant to access help and other support functions
- Utilize new file features
- Use new worksheet and formatting features
- Work with formulas
- Create HTML files
- Share a workbook
- Import and export data
- Utilize new PivotTable, charting and graphics features

The following is a sample of topics discussed in the course: Working with Excel; Using the Office Assistant; Finding files based on criteria; Exploring new worksheet features; Using a template; Rotating text in a cell; Formatting dates; Using the AutoCorrect feature; Using the formula palette; Previewing a web page; Saving a worksheet as a web page; Using the reviewing toolbar; Using and saving shared workbooks; Importing data from other applications; Creating a PivotTable report; Using new chart enhancements; Creating charts - Chart Wizard; Working with drawing objects; Using the data map; Working with Online Help and Using the Help Answer Wizard.

Upgrading to Office XP: Access

1 day

This course introduces the skills necessary to upgrade to Access. Tasks include getting started, working with the Office Assistant and tables, using advanced database features, editing tools, charts and ActiveX controls and replicating databases. Students will also how to use Access and the Internet, work with macros, export data to Excel and Word, create custom toolbars and use Online Help. After they have finished the course, participants will be able to:

- Use the Office Assistant
- Work with tables
- Use advanced database features
- Use editing tools, charts, and ActiveX controls
- Replicate databases
- Use Access and the Internet
- Work with macros
- Export data to Excel and Word
- Create custom toolbars

The following is a sample of topics discussed in the course: Using the Office Assistant; Linking data to a Access database; Selecting objects with the toolbar; Using the Table Analyzer Wizard; Using AutoFormat; Creating a chart; Adding data labels to a chart; Replicating a database; Working with hyperlinks; Opening the Macro design window; Exporting data to Excel and Word; Creating a custom toolbar; Working with Online Help and Using the Help Answer Wizard.

Introduction to Word

1 day

This course introduces the skills necessary for the basic use of Word. These include working with the Office Assistant, basic document skills and text editing, check spelling and grammar, work with document views and print. After they have finished the course, participants will be able to:

- Work in the Word environment
- Use the Office Assistant to access help and other support functions
- Utilize basic document skills
- Edit text
- Check spelling and grammar
- Work with document views
- Print documents
- Utilize character, paragraph and document formatting
- Apply styles
- Set tabs and indent paragraphs
- Use numbers and bullets
- Work with Headers and Footers
- Use Section Breaks

The following is a sample of topics discussed in the course: Use menu commands; Use the Office Assistant; Move, delete, select and insert text; Drag and drop editing; Selecting grammar options; Switching document views; Print the current document; Format characters, paragraphs, and documents; Apply a style; Create a numbered or bulleted list; Create headers and footers; Insert a section break and Using Online Help.

Using Word Efficiently

1 day

This course introduces the skills necessary to make everyday tasks in Word quicker and easier. These include how to insert dates and symbols, work with AutoFormat, tables and columns, edit tables, and apply borders and shading, how to insert graphics, work with drawing objects and use templates and wizards, manage Word preferences, manage files and use HTML features. After they have finished the course, participants will be able to:

- Insert dates and symbols
- Work with AutoFormat, AutoCorrect and AutoText
- Work with tables and columns
- Edit a table
- Incorporate drawing objects and graphics
- Use templates and wizards
- Utilize a custom dictionary
- Use Find and Replace
- Customize Word preferences
- Manage Files
- Use Outline View
- Save Word documents as HTML files

The following is a sample of topics discussed in the course: Inserting Date and Time; Setting AutoFormat and AutoCorrect options; Create and edit a Table; Adding Borders and Shading to text; Create a drawing object; Insert a clip art image; Creating columns; Selecting an existing template; Create an AutoText entry; Using Find and Replace options; Create a Custom Dictionary; Working in Outline View; Change font and page settings; Saving Files in HTML format and selecting Files views.

Word: Working with Advanced Features & Long Documents

1 day

This course covers the advanced features and how to work with long documents in Word. These include using Mail Merge, sorting table data, use formulas in tables, import Excel worksheets, work with lists, use macros and forms, create a table of contents and an index, using bookmarks, footnotes and endnotes, track revisions, use comments and Microsoft graph and create master documents. After they have finished the course, participants will be able to:

- Use Mail Merge
- Merge mailing labels and catalogs
- Sort table data
- Use formulas in tables
- Import Excel Worksheets
- Work with lists
- Use forms and macros
- Format long documents
- Create a table of contents and index
- Use bookmarks, footnotes and endnotes
- Track revisions
- Use comments
- Create master documents
- Use Microsoft Graph

The following is a sample of topics discussed in the course: Working with Mail Merge; Create Mailing Labels; Designing a Table; Create a formula in a Table cell; Import an Excel Worksheet; Customize numbered/bulleted lists; Recording a macro; Creating a Form; Creating Section Headers and Footers; Using a Table of Contents and Index; Working with Bookmarks; Using Footnotes and Endnotes; Enable Revision Tracking; Inserting Comments; Using a Master Document and Working with Microsoft Graph.

Introduction to WordPerfect

1 day

This course introduces basic WordPerfect skills including creating, editing, printing, formatting, spell checking, and saving a document. Additional skills such as numbered & bulleted lists, and enhancing documents with headers and footers are also covered. After they have finished the course, participants will be able to:

- Open, close, save and rename documents
- Cut, copy and paste text within a document
- Use character and text formatting
- Use QuickWords, Format-As-You-Go and Spell-As-You-Go
- Use, understand and change fonts
- Align text, create custom tabs and use bulleted and numbered lists
- Use on-line and context sensitive Help

The following is a sample of topics discussed in the course: Exploring WordPerfect; Editing Basics with Character, Text, Paragraph, Page, and Document Formatting; Using Numbered and Bulleted Lists; Spell Checking; Using Find and Replace; Printing Documents; Using Online Help and the PerfectExpert.

Intermediate WordPerfect

1 day

This course covers intensive WordPerfect skills including advanced page formatting, graphics, watermarks, newspaper columns and many others. Additional skills such as borders and fills, and enhancing documents with headers and footers are also covered. After they have finished the course, participants will be able to:

- Use advanced page formatting and widow/orphan control
- Insert and resize graphics
- Insert and edit watermarks
- Create newspaper columns, borders and fills and styles
- Work with multiple documents
- Create tables
- Use Grammatik (grammar checker) and the thesaurus

The following is a sample of topics discussed in the course: Using advanced page formatting; Using graphics and watermarks; Working with columns; Using borders and fills; Using headers, footers and page numbers; Working with styles; Managing multiple documents; Working with tables; Working with advanced printing and Using Grammatik and the Thesaurus.

Introduction to Excel

1 day

This course introduces the skills necessary for the productive development of workbooks. It includes tasks to explore Excel, use basic workbook skills, work with ranges, create simple formulas and copy and move data, use the Office Assistant, use page setup and print worksheets, format numbers, text and cells, work with columns and rows, and use automatic formatting & styles. After they have finished the course, participants will be able to:

- Use the Office Assistant to access help and other support functions
- Use basic workbook skills
- Work with ranges
- Create simple formulas
- Copy and move data
- Print a workbook
- Use page setup
- Format numbers, text and cells
- Work with columns and rows
- Use automatic formatting and styles

The following topics are discussed in the course: Working with worksheets; Using the Office Assistant; Working with ranges; Using formulas; Copying, cutting and pasting data; Printing the current worksheet; Using Page Setup; Formatting numbers, text and cells; Selecting columns and rows; Applying an AutoFormat and Working with Online Help.

Excel Database Management

1 day

This course introduces the skills necessary for adding database capabilities to a worksheet. This course also includes working with PivotTables, working with databases, the data form, using Auto Filter, import and export data and how to create and revise PivotTables. After they have finished the course, participants will be able to:

- Work with databases and the data form
- Use AutoFilter and advanced filters
- Import and export data
- Create/review PivotTables

The following is a sample of topics discussed in the course: Using a database; Creating a database; Viewing the data form; Editing data form records; Enable AutoFilter; Creating a criteria range; Using database functions; Importing data; Creating a PivotTable Report; and Exporting data to other applications.

Excel: Working with Charts, Graphics, Files & Multiple Worksheets

1 day

This course introduces techniques for managing large or multiple worksheets and worksheet enhancements. It includes tasks such as using large worksheets, working with multiple worksheets, outlines, labels in formulas, how to manage worksheets, use HTML files, Paste special, range names, create and edit charts and drawing objects, use additional effects and objects, Auto shapes, manage data and files and customize Excel preferences. After they have finished the course, participants will be able to:

- Manage and work with multiple/large worksheets
- Work with outlines
- Use the Paste special feature
- Use range names
- Work with labels in formulas
- Create and edit charts
- Draw an object
- Incorporate additional effects and objects
- Use AutoShapes
- Customize Excel preferences
- Manage Files and Data
- Create HTML files from Excel data

The following topics are discussed in the course: Using multiple worksheets; Copying and moving data between worksheets; Expanding/collapsing an outline; Saving a worksheet as a web page; Working with paste special; Working with range names; Using labels in formulas; Using function arguments; Creating charts with the Chart Wizard; Editing charts; Working with drawing objects; Formatting graphics; Working with AutoShapes; Sorting in ascending/descending order; Setting view options and Changing workbook properties.

Excel Advanced Functions

1 day

This course introduces the skills necessary for using the advanced functions of Excel 2000. Topics include working with data series, using advanced functions, scenarios, goal seeking, data tables and auditing tools, consolidating worksheets, work with views, use the Report Manager. Students will also learn how to utilize macros, customize toolbars and work with advanced graphing. After they have finished the course, participants will be able to:

- Work with data series
- Use advanced functions, scenarios, goal seeking, data tables and auditing tools
- Consolidate worksheets
- Solve problems
- Work with views
- Use the Report Manager
- Use , record and edit macros
- Use custom toolbars and buttons
- Modify charts
- Work with the data map

The following is a sample of topics discussed in the course: Using the Series command; Using lookup functions; Using the Scenario Manager; Using data tables; Displaying the Auditing toolbar; Consolidating worksheets; Using Solver; Using views; Working with the Report Manager; Defining macros; Recording a macro; Writing a new macro; Creating a custom toolbar; Using a macro button; Adding and removing gridlines; Using the data map and Printing the data map.

Introduction to Access

1 day

This course introduces the basic skills necessary for using Access including working with the Office Assistant, create, edit and work with tables, find, filter and print data, create relationships, use simple queries, modifying query results, analyze tables, create basic forms and reports and use online help. After they have finished the course, participants will be able to:

- Design a basic relational database
- Use the Office Assistant to access help and other support functions
- Create, edit and work with tables
- Find, filter and print data
- Create relationships
- Use simple queries
- Modify query results
- Analyze tables
- Create basic forms and reports

The following is a sample of topics discussed in the course: Open an existing database; Using the Office Assistant; Create a new database; Designing tables; Adding records; Changing row height, column width or cell effects; Applying/removing a filter; Print table data; Create a relationship; Using the Simple Query Wizard; Adding criteria to a query; Analyzing a table; Using the Form Wizard; Using the Report Wizard, and Using the Help Answer Wizard.

Access: Tables, Queries, Forms & Reports

1 day

This course introduces the more advanced features of tables, queries, forms and reports in Access including modifying tables, set field properties, use operators in queries, design advanced queries, create action queries, use the query wizards, work with advanced database features, manipulating controls, using Design View and designing advanced forms and reports. After they have finished the course, participants will be able to:

- Modify tables
- Set field properties
- Use operators in queries
- Design advanced queries
- Create action queries
- Create advanced queries and design Advanced Form and Report Designs using the design view
- Use editing tools

The following is a sample of topics discussed in the course: Inserting, deleting or changing a column in a table; Using field properties; Using comparison operators; Create a function query; Create a delete query; Using the Find Duplicates Query Wizard; Linking data to an Access table; Using and deleting controls; Using the toolbox; Using forms in Design View; Using reports in Design View, and Using AutoFormat.

Access: Macros, Toolbars & Advanced Techniques

1 day

This course introduces the more advanced features of Access. Topics include charts, using subforms and subreports, other form techniques, ActiveX controls, work with indexes, replicate databases, create and use macros, work with switchboards, create custom toolbars and export data to Excel and Word. After they have finished the course, participants will be able to:

- Use charts
- Use subforms/subreports
- Use other form techniques
- Use ActiveX controls
- Work with indexes
- Replicate databases
- Use Access and the Internet
- Create and use macros and switchboards
- Create custom toolbars
- Export data to Excel and Word

The following is a sample of topics discussed in the course: Create a chart; Working with subforms/subreports; Create a form letter; Working with ActiveX controls; Create, view and delete an index; Replicating a database; Working with hyperlinks; Create, edit, save and run a Macro; Create a command button; Create a custom toolbar; Open and use a switchboard; Export data to an Excel workbook, and Create Word documents - Office Links.

Serco Services Inc.'s information technology professionals can help you think through your database needs. We can assist you with difficult conversions and the creation of multi-user, relational databases using Microsoft Access.

Introduction to PowerPoint

1 day

This course introduces the skills necessary to use PowerPoint. Topics include working with the Office Assistant, basic presentation skills, correct spelling and text errors, enhance presentation text, print, send and publish, formatting and editing text, using graphic images and tables, working with Slide Sorter view, using the Slide Master, work with drawing objects, use Slide Show view, edit multiple presentations and use Online Help. After they have finished the course, participants will be able to:

- Use the Office Assistant to access help and other support functions
- Use basic presentation skills
- Correct spelling and text errors
- Enhance presentation text
- Print, send and publish
- Format and edit text
- Use graphic images and tables
- Use the Slide Sorter and Slide Show views
- Use the slide master
- Work with drawing objects
- Edit multiple presentations

The following is a sample of topics discussed in the course: Using the Office Assistant; Using the AutoContent Wizard; Finding and replacing text; Change font style and effect; Print a presentation; Send a presentation via e-mail; Publish a presentation on the web; Format bullets, numbers and text; Inserting clip art images; Move, copy, duplicate and delete slides in Slide Sorter View; Format the slide master; Using the Drawing toolbar; Running a slide show; View multiple presentations, and Working with Online Help.

PowerPoint: Creating Effective Presentations

1 day

This course introduces the skills necessary to create effective presentations in PowerPoint. Topics include creating basic charts, customizing presentations, editing notes and handout masters, adding special effects, setup a slide show, present to a wider audience, customize toolbars, editing and importing charts, creating custom charts, organization charts, tables and export outlines and presentation slides. After they have finished the course, participants will be able to:

- Create basic, custom and organization charts
- Customize presentations
- Correct spelling and text errors
- Edit notes and handout masters
- Setup and Expand a slide show
- Present to a wider audience
- Customize toolbars
- Edit and import charts
- Use tables
- Export outlines and presentation slides

The following is a sample of topics discussed in the course: Using charts in presentations; Working with custom presentations; Working with the notes and handout masters; Adding custom animation options; Setting up a slide show; Create and delete a custom toolbar; Edit, format and insert a chart; Using organization charts; Inserting a Word table, and exporting notes and handouts to Word.

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Introduction to Outlook

1 day

This course provides an introduction to Microsoft Outlook. Topics include working with the Office Assistant, using Outlook Messaging and managing messages, working with components, Office and Outlook messaging features, schedule with the calendar, manage contacts and work with tasks. Tasks also include using Journal, using Notes, and organizing Outlook items. After they have finished the course, participants will be able to:

- Use the Office Assistant to access help and other support functions
- Use Outlook messaging
- Manage messages
- Work with components and Office
- Use Outlook messaging features
- Schedule with the calendar
- Manage contacts
- Work with tasks
- Use the Journal and Notes
- Organize Outlook items

The following is a sample of topics discussed in the course: Starting Outlook; Using the Office Assistant; Using Outlook's e-mail features; Deleting, moving and saving a message; Creating an AutoSignature; Setting message tracking options; Scheduling an event, meeting or appointment; Adding a contact; Creating a recurring task; Adding, viewing, printing or deleting a journal entry; Creating, opening, printing or deleting a note, and Organizing Outlook items.

Advanced Outlook

1 day

This course introduces the skills necessary for the advanced use of Outlook. Tasks include how to format Outlook message, create HTML messages, use the Address Book, working with the Rules Wizard, working offline, faxing and using the internet, work with folders and forms, customize the information viewer and the Outlook Bar, use other shortcut components and setting Outlook options. After they have finished this course, participants will be able to:

- Work with the Message window
- Format Outlook messages
- Create HTML messages
- Use the Address Book
- Work with the Rules Wizard
- Work Offline
- Work with files and applications
- Fax and use the internet
- Work with folders and forms
- Customize the information viewer
- Customize the Outlook Bar
- Use other shortcut components
- Set Outlook options

The following is a sample of topics discussed in the course: Changing the message importance level; Setting message options; Selecting a message format; Selecting a HTML message format; Working with the Address Book; Opening the Rules Wizard dialog box; Enabling offline use; Importing data to an Outlook folder; Creating and sending a fax; Scheduling a NetMeeting; Using folder properties; Setting Auto Archive properties; Adding a field to the information viewer; Hiding the Outlook bar; Using a folder shortcut; Customizing the Outlook Today page; Setting email, calendar, task, note, journal and general options, and Setting Mail Services/Internet options.

Introduction to Microsoft Project

1 day

This course provides an overview of the features of Microsoft Project. Topics include learning how to work with tasks, views and outlines, adjust tasks, working with resources and calendars, adjust resources, assign costs and work with the critical path. After they have finished the course, participants will be able to:

- Create a project plan
- Work with, adjust, outline, move and delete tasks
- Work with views and calendars
- Assign, adjust and track resources
- Assign resources to tasks
- Assign and track costs
- Control how costs are accrued
- Track progress and actual dates
- Change task constraints
- Use the Office Assistant to access help and other support features

The following is a sample of topics discussed in the course: Managing a project; Entering, editing and filtering tasks; Inserting, deleting and moving a task; Outline, indent and outdent tasks; Working with and changing views; Using Resources; Using calendars; Viewing resource usage; Define costs, and Viewing the critical path.

Advanced Microsoft Project

1 day

This course introduces the advanced features of Microsoft Project. Topics include working with the critical path, baselines, earned values and reports, customize project information, track the progress of a project, evaluate, distribute project data, work with multiple projects and resource pools, import and export data and work with graphics and web pages. After they have finished the course, participants will be able to:

- Customize Project information
- Filter, sort, group information
- Customize views, tables and outline codes
- Work with baselines
- Track your progress
- Evaluate and distribute Project data
- Finalize a project
- Work with multiple projects
- Import and export data
- Work with graphics and web pages

The following is a sample of topics discussed in the course: Set save and scheduling options; Using the AutoFilter feature; Creating a custom view; Working with baselines; Tracking progress; Creating a custom report; Printing a report; Marking tasks complete; Working with master projects; Using and creating resource pools; Importing and exporting data; Using graphics, and Saving a Project as an HTML file.



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