

BOOST THE TECHNICAL AND LEADERSHIP SKILLS OF YOUR MOST VALUED RESOURCE. **UPGRADING PEOPLE EVERY DAY.**



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Keep Your People and Your Business Advancing...One Course at a Time

New Horizons recognizes that no matter what size your company, your education and training budget needs to show as much return on investment as your other business decisions. Technology is the vehicle for future-proofing your business. And well-trained IT staff can take you there.

With the largest selection of instructor-led and self-paced learning options, New Horizons training equips your team with real insights from real industry experts.

Ready to maximize your IT training budget and build a staff for the future? Discover New Horizons training courses happening near you.



PROFESSIONAL GROWTH WITH TRAINING

93% of surveyed Microsoft students were able to experience professional growth with New Horizons training.

HIGH QUALITY INSTRUCTORS

92% of surveyed students took additional classes with New Horizons because of the quality of their instructors.



New Horizons learning methods cover every style and business need.

Everyone has their own learning style and New Horizons builds training solutions that meet the demands of a wide range of them. Explore the unique advantages offered by New Horizons' blended learning frameworks.

INSTRUCTOR-LED TRAINING



Classroom Learning students have their own networked environments, which enable instructors to manage hands-on lab demonstrations and exercises that mirror the professional environment.

ONLINE LIVE®



This innovative program provides students with all of the benefits of being in a dynamic interactive learning environment — while enabling students to study from work, home, or from a New Horizons center.

ON DEMAND TRAINING



On Demand training is for professionals who prefer to develop the skills they need on their time and at their pace. Students receive the same topical, results-oriented course content we use for our instructor-led courses. Many of our On Demand courses also offer 1:1 mentor support. With our focused On Demand training, we put time back in your hands.

ONLINE ANYTIME®



Online ANYTIME is a self-paced e-learning method that is convenient and easy. Your courses are available when you are, any time of the day or night. Online ANYTIME Learning is a Web-based training platform and features the same topics as our world-renowned instructor-led training.



198 Learning centers in more than 35 countries



Largest Guaranteed-to-Run course schedule in the world

Ranked in the top 5% of the industry for training quality and customer satisfaction



Visit our website at www.newhorizons.com.lb for a complete listing of courses. The list of courses is updated constantly, ensuring current titles contain up-to-the-minute information!

Top Certification Training Programs

At New Horizons, we know that technology is integrated into every aspect of business today and is vital in helping organizations achieve and maintain a competitive advantage. IT departments must align themselves with business strategies and deliver clear value in solving business problems. It is critical that individuals in IT roles be proficiently trained and skilled to support business goals and objectives.

ADOBE CERTIFICATION: The Adobe Certified Expert is recognized as an industry asset—an immediate way to communicate knowledge and gain advanced skills. Becoming an Adobe Certified Expert provides a clear and focused way to tell the world about Adobe expertise and communicate proficiency in leading products from Adobe. New Horizons Training can help prepare you for this valuable certificate.

AMAZON WEB SERVICES: AWS Certifications recognize IT professionals with the technical skills and expertise to design, deploy, and operate applications and infrastructure on AWS. New Horizons offers the full suite of AWS courses and certifications through ATP partnership.

CISCO CERTIFICATION: Cisco certifications are one of the most sought after certifications in IT. By becoming Cisco certified, you demonstrate the unique ability to manage, secure and administer networks run on Cisco equipment. New Horizons offers authorized Cisco courses to help obtain your certification goals from CCNET and across the CCNA, CCDA, CCNP, CCDP tracks.

CLOUD CREDENTIAL COUNCIL: The Cloud Credential Council (CCC) is a global community driven organization that empowers companies in their digital transformation journey by offering vendor-neutral certification for IT Professionals.

COMPTIA CERTIFICATION: As a platinum partner of CompTIA, New Horizons has courses that follow the exam objectives of CompTIA's certification programs developed in conjunction with its member organizations. Available certification tracks include: A+, Network+, Security+, CompTIA Advanced Security Professional (CASP+), CySA+, PenTest+, Cloud+, Project+, Linux+, Server+, Cloud Essentials, and IT Fundamentals+.

CYBERSECURITY: New Horizons offers top cybersecurity courses and certifications. These include EC-Council's Certified Ethical Hacker (CEH) and Computer Hacking Forensic Investigator (CHFI) certifications, Certified Information Systems Security Professional (CISSP) certification from ISC², NCSF courses for NIST Cybersecurity Framework workforce development solutions and CompTIA's Security+, CySA+, CASP+, and PenTest+ certifications.

IBM CERTIFICATION: The IBM Certification Program will assist in laying the groundwork for your personal journey to become a world-class resource to your customers, colleagues, and company, by providing you with the appropriate skills and accreditation needed to succeed. New Horizons offers a comprehensive suite of offerings centered around the most popular IBM certifications, through partnerships with Global Training Providers.

INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY (ITIL): ITIL is the most recognized framework for IT service management in the world. ITIL helps service providers with best-practice guidance on the provisioning of quality IT services, and the processes, functions and other capabilities needed to support them. Training in IT service management is available at the Foundation, Intermediate, Practitioner, and Expert levels.

IT SERVICE MANAGEMENT: IT Service Management (ITSM) is the implementation and management of quality IT services to meet the needs of the business. Good ITSM has become a key component of successful IT deliverables, which is critical in today's competitive business environment. New Horizons offers a complete suite of ITSM courses, including ITIL, DevOps, and others to help you leverage these processes and best practices.

MICROSOFT CERTIFICATION: As part of the largest network of Microsoft Gold and Silver Learning Partners, New Horizons offers Microsoft certification training using only Microsoft Official Curriculum and taught by Microsoft Certified Trainers (MCTs). Certification training includes courses mapping directly to Microsoft Certified Solutions Associate (MCSA), Microsoft Certified Solutions Expert (MCSE), Microsoft Certified Solutions Developer (MCSA), Microsoft Office Specialist (MOS), and the Microsoft Technology Associate (MTA).

NATIONAL CLOUD TECHNOLOGISTS (NCTA) CLOUDMASTER CERTIFICATION: The National Cloud Technologists Association was created in 2012 with the intent to provide vendor-agnostic cloud technology training for IT professionals within all levels of an organization. The NCTA CloudMASTER certification demonstrates real-world knowledge through practical activities and lab exercises, allowing students to learn and showcase a complete portfolio of skills on a wide range of common cloud technologies. New Horizons is an authorized provider of NCTA courses and the CloudMASTER certification.

PROJECT MANAGEMENT: Project Management training from New Horizons will help you keep your projects within budget and delivered on time. Whether your goal is to learn the basics of project management, become certified in project management, or learn project management software, New Horizons has the courses and training you need. New Horizons partners with leading project management vendors including the Project Management Institute (PMI) and AXELOS.

RED HAT CERTIFICATION: Red Hat Certifications give employers a way to find and develop qualified professionals and allow technical professionals to prove their skills and build their careers. New Horizons offers a complete suite of Red Hat courses that qualify candidates for an array of exams for system and application administrators, engineers, architects, enterprise developers, and cloud and virtualization administrators.

SAP CERTIFICATION: Globally recognized, SAP certifications demonstrate that the student has honed their skills through rigorous study and direct experience in their area of expertise. New Horizons offers certificate training by area of focus and skill level to unlock greater value from SAP technology solutions.

SOCIETY FOR HUMAN RESOURCE MANAGEMENT (SHRM): New Horizons is a proud Society for Human Resource Management Education Partner, offering the best of Official SHRM Curriculum for the HR Professional seeking training or certification.

VMWARE CERTIFICATION: New Horizons delivers authorized VMware world-class certification training taught by VMware Certified Instructors (VCI's). Whether becoming a VMware Certified Professional (VCP), VMware Certified Advanced Professional (VCAP) or VMware Certified Implementation Expert (VCIX) or VMware Certified Design Expert (VCDX) in Data Center Virtualization, Cloud Management and Automation, Network Virtualization or Desktop & Mobility, this training is designed to validate and recognize IT professionals with the technical capabilities and real-world experience needed to effectively install, manage, deploy and support VMware products and solutions.

Amazon Web Services Training

Amazon Web Services offers a complete set of infrastructure and application services that enable you to run virtually everything in the cloud: from enterprise applications and big data projects to social games and mobile apps. With AWS, you can provision resources as you need them, deploying hundreds or even thousands of servers in minutes. Agility at low cost and global reach through the cloud are just two of the factors required today to remain competitive, whether you are a vast enterprise or a small start-up. New Horizons offers the full suite of AWS training through our strategic partnership.



ADVANCED ARCHITECTING ON AWS – 3 DAYS

Building on concepts introduced in Architecting on AWS, this course covers how to build complex solutions which incorporate data services, governance, and security on AWS.

ARCHITECTING ON AWS – 3 DAYS

This course teaches Solution Architects how to optimize the use of the AWS Cloud by understanding AWS services and how these services fit into a cloud solution.

AWS BUSINESS ESSENTIALS – 1 DAY

In this course students learn the advantages of cloud computing for their business and the fundamentals of AWS, including financial benefits.

AWS TECHNICAL ESSENTIALS – 1 DAY

This course introduces you to AWS products, services, and common solutions. It provides IT technical end users with basic fundamentals to become more proficient in identifying AWS services.

BIG DATA ON AWS – 3 DAYS

In this course, we show you how to use Amazon EMR to process data using the broad ecosystem of Hadoop tools like Pig and Hive, and how to create big data environments.

DATA WAREHOUSING ON AWS – 3 DAYS

Data Warehousing on AWS introduces you to concepts, strategies, and best practices for designing a cloud-based data warehousing solution using Amazon Redshift, the petabyte-scale data warehouse in AWS.

DEVELOPING ON AWS – 3 DAYS

This course provides participants with the understanding of fundamental concepts and baseline programming for developing applications on AWS.

DEVOPS ENGINEERING ON AWS – 3 DAYS

The course covers the core principles of the DevOps methodology and examines a number of use cases applicable to startup, small-medium business, and enterprise development scenarios.

MIGRATING TO AWS – 2 DAYS

This course covers various cloud migration strategies with a detailed discussion on each phase of the migration process, including portfolio discovery, application migration planning and design, migration execution, and post-migration validation.

SECURITY OPERATIONS ON AWS – 3 DAYS

This course focuses on the AWS-recommended security best practices that you can implement to enhance the security of your data and systems in the cloud. Students will also learn how to leverage AWS services and tools for automation and continuous monitoring.

SYSTEMS OPERATIONS ON AWS – 3 DAYS

The course covers the specific AWS features and tools related to configuration and deployment, as well as common techniques used throughout the industry for configuring and deploying systems.



ARE YOU PREPARED TO SOAR IN THE CLOUD?

The cloud is at the core of how we work and play. Leveraging all the cloud has to offer, be it public, private, or hybrid, is essential in today's landscape.

New Horizons is one of the leading providers of cloud training in the world.

We offer both vendor-neutral and authorized vendor training from:

Microsoft • VMware • IBM • Cloudera • SAP • AWS • Google • Many others!



DO YOU KNOW ALL THE WAYS NEW HORIZONS CAN HELP YOU SUCCEED THROUGH LEARNING?

New Horizons knows that learning goes beyond the classroom and the time we have invested in all of our students to make sure they succeed is evident. As pioneers in technology training, we continue to stimulate change and impact businesses with our learning solutions.

See what our students have been saying!



3 Certifications in 6 months!

New Horizons provided me with the opportunity to achieve 3 certifications in less than 6 months.

-Security Manager, Medlum Enterprise Banking Company



Increased Job Performance Opens New Doors

New Horizons training has impacted my job performance by expanding the level of impact I can have at work. I am now able to pursue more career opportunities within my company!

-J Fountain, Customer Service Magna Services



New Horizons goes beyond the classroom to invest in your career path with free webinars, white papers, weekly tips & tricks, and reports available on our website.

newhorizons.com.lb



WEBINARS



WHITE PAPERS



TIPS & TRICKS



REPORTS

Applications Training

Want to improve communications, increase productivity, and streamline/automate processes—all of which can impact the bottom line? New Horizons offers more than 400 desktop applications courses in areas such as word processing, databases, graphics, desktop presentations, operating systems (and more!) that can help you meet your business goals. Courses are offered at multiple skill levels (Level 1, Level 2, Level 3) with curriculum that provides practical hands-on knowledge. Classes are available during the day or evening in multiple learning modalities – including on-site at your company's location of choice.



ADOBE/WEB DESIGN

ADOBE ACROBAT XI PRO - PART 1 – 1 DAY

Students will learn the power of the Portable Document Format. Taking advantage of the functionality and features available in Acrobat, students will ensure the integrity of electronic documents for any viewer, on any devices, or operating systems.

ADOBE ACROBAT XI PRO - PART 2 – 1 DAY

Students will learn to use Adobe Acrobat XI Pro to convert technical documents to PDF files, enhance PDF documents, create interactive PDF forms, and prepare PDF files for commercial printing.

ADOBE DREAMWEAVER CC - PART 1 – 1 DAY

In this course, students will learn to maintain and administer their websites with Dreamweaver's site and page management tools.

ADOBE DREAMWEAVER CC - PART 2 – 1 DAY

In this course, students will use Adobe Dreamweaver CC to create fluid CSS layouts, implement mobile integration techniques, and share files over a server to work in a collaborative manner.

ADOBE ILLUSTRATOR CC - PART 1 – 1 DAY

Students will learn to use Adobe Illustrator CC to create illustrations that include graphics and text. They will identify the components and capabilities of Illustrator CC; create basic shapes, custom paths, and graphics with custom text; customize objects and basic shapes; and prepare documents for deployment. This course covers the Graphic Design & Illustration Using Adobe Illustrator CC objectives to help students prepare for the Adobe Certified Associate (ACA) exam and covers the Adobe Certified Expert (ACE) exam objectives.

ADOBE ILLUSTRATOR CC - PART 2 – 1 DAY

In this course, students will use painting tools, manage colors, format type, work with effects, prepare artwork for commercial printing, and prepare graphics for the web.

ADOBE INDESIGN CC - PART 1 – 1 DAY

This course has all the tools students need to elevate the look of their documents and get them out to the people who need to see them, whether they be in print or on the web.

ADOBE INDESIGN CC - PART 2 – 1 DAY

In this course students will learn advanced InDesign techniques to enhance the look and functionality of their documents.

ADOBE PHOTOSHOP CC - PART 1 – 1 DAY

This course focuses on some of the basic features of Photoshop so that the student can navigate the environment and use Photoshop tools to work with photographic images.

ADOBE PHOTOSHOP CC - PART 2 – 1 DAY

This course delves into some of the more advanced image creation and editing techniques, and offers students hands-on activities that demonstrate how these techniques can be used in combination to create exciting visual effects.

BUSINESS PRODUCTIVITY

CRYSTAL REPORTS 2016: PART 1 – 2 DAYS

In this course, students will create a basic report by connecting to a database and modifying the report's presentation.

CRYSTAL REPORTS 2016: PART 2 – 2 DAYS

In this course, students will create complex reports & data sources using the tools in Crystal Reports 2016. Students will not only create more complex reports including sub-reports and cross-tabs, but will also increase their speed and efficiency.

CRYSTAL REPORTS 2013 - PART 1 – 2 DAYS

Organizations use reporting tools to access data sources and generate customized reports. Crystal Reports 2013 enhances report building and report processing techniques with a variety of features that add value to a presentation.

CRYSTAL REPORTS 2013 - PART 2 – 2 DAYS

In this course, students will create complex reports and data sources using the tools in Crystal Reports 2013. They will not only create more sophisticated reports including subreports and cross-tabs, but will also increase in speed and efficiency.

GOOGLE ADS EXAM PREPARATION: FUNDAMENTALS AND SEARCH ADVERTISING – 3 DAYS

Students will implement Google AdWords and create ad campaigns to target specific audiences with advanced AdWords features, analyzing and optimizing campaign performance.

GOOGLE ADS FOUNDATION – 1 DAY

Students will implement Google AdWords and create ad campaigns, optimize keywords for pay-per-click, write effective ads, manage bids & budgeting, and analyze and report campaign performance.

GOOGLE APPS FOR BUSINESS – 1 DAY

In this course, students will track and analyze websites and applications.

PROJECT 2016 - PART 1 – 1 DAY

This course is designed to familiarize students with the basic features and functions of Microsoft Project Professional 2016 so they can use it effectively and efficiently in a real-world environment.

PROJECT 2016 - PART 2 – 1 DAY

This course covers the skills a project manager needs to update a project plan during the execution, monitoring, and controlling phases of a project. This course will enable students to manage the project so that it is completed on time & within budget.

PROJECT 2013 - PART 1 – 1 DAY

This course is designed to familiarize you with the basic features and functions of Microsoft Project Professional 2013 so that you can use it effectively and efficiently in a real-world environment.

PROJECT 2013 - PART 2 – 1 DAY

Students will learn the advanced features and functions of Microsoft Project Professional 2013.

PUBLISHER 2016 – 1 DAY

Students will learn to create, format, edit, and share publications in Publisher 2016.

PUBLISHER 2013 – 1 DAY

Students will learn desktop publishing capabilities of Publisher, including how to produce greeting cards, certificates, newsletters, and calendars, integrating mail merge features for a list of recipients and exporting publications as HTML web pages.

QUICKBOOKS 2018 - GET GOING WITH QUICKBOOKS 2018 – 1 DAY

This course is dedicated to providing students with a flexible, high-performance learning system. Students will become familiar with the software, and will learn the new features and functionality of the content.

QUICKBOOKS 2018 - KEEP GOING WITH QUICKBOOKS 2018 – 1 DAY

This course expands on the materials covered in Get Going with QuickBooks 2018, further familiarizing students with the features and functionality of the software.



The Microsoft Office Specialist certification is the credential required by academia and business, recognized globally as the premier credential chosen by individuals seeking to validate their knowledge, skills and abilities relating to the Microsoft Office systems. MOS prepares students for an increasingly competitive workforce for business. MOS maximizes office productivity and efficiency for the organization and increases job satisfaction and heightens career achievement among employees. In workforce development, MOS prepares and places job candidates, ensuring they possess the skills employers require.

QUICKBOOKS 2015 - GET GOING WITH QUICKBOOKS 2015 – 1 DAY

This course is dedicated to providing you with a flexible, high-performance learning system.

QUICKBOOKS 2015 - KEEP GOING WITH QUICKBOOKS 2015 – 1 DAY

This course is dedicated to providing you with a flexible, high-performance learning system.

WEB DESIGN

WEB DESIGN WITH HTML5 AND CSS3 – LEVEL 1 – 1 DAY

In this course, students will use HTML5 to create and design web pages.

WEB DESIGN WITH HTML5 AND CSS3 – LEVEL 2 – 1 DAY

Students will learn to create advanced web pages and test their validity.

ACCESS

ACCESS 2016 - PART 1 – 2 DAYS

In this course, students will learn how to use Access 2016 to manage data, including creating a new database; constructing tables; designing forms and reports; and creating queries to join, filter, and sort data.

ACCESS 2016 - PART 2 – 2 DAYS

In this course, students learn advanced Access features such as database management, advanced form design, packaging a database, encrypting a database, preparing a database for multi-user access and more.

ACCESS 2013 - PART 1 – 2 DAYS

In this course, students will learn how to use Access 2013 to manage data, including creating a new database; constructing tables; designing forms and reports; and creating queries to join, filter, and sort data.

ACCESS 2013 - PART 2 – 2 DAYS

In this course, students learn advanced Access features such as database management, advanced form design, packaging a database, encrypting a database, preparing a database for multi-user access and more.

ACCESS 2010 - PART 1 – 2 DAYS

In this course, students will learn how to use Access 2010 to manage your data, including creating a new database, constructing tables, designing forms and reports, and creating queries to join, filter, and sort data.

ACCESS 2010 - PART 2 – 2 DAYS

Students will expand their knowledge of Microsoft Access 2010 to include relational database design, writing advanced queries, structuring existing data, sharing data across applications, and customizing reports.

ACCESS 2010 - PART 3 – 1 DAY

In this course students will exchange data with other applications, automate business processes by using VBA code, and secure and share databases.

EXCEL

EXCEL 2019 PART 1 – 1 DAY

This course aims to provide you with a foundation for Microsoft Excel 2019 knowledge and skills, which you can build upon to eventually become an expert in data manipulation.

EXCEL 2019 PART 2 – 1 DAY

Students will build upon the foundational knowledge from Microsoft Excel 2019 Part 1 and learn to create advanced workbooks and worksheets, including advanced formulas, tables, Pivot Tables, Pivot Charts, and data filtering.

EXCEL 2019 PART 3 – 1 DAY

In this course, students will learn some of the more advanced features in Microsoft Excel 2019, including automating common task, auditing workbooks to avoid errors, sharing data with other people, analyzing data, and using Excel data in other applications.

EXCEL 2016 - PART 1 – 1 DAY

In this course, students will use Microsoft Office Excel 2016 to create spreadsheets and workbooks that they can use to store, manipulate, and share data.

EXCEL 2016 - PART 2 – 1 DAY

Students will build upon the foundational Microsoft Office Excel 2016 knowledge and skills already acquired and learn to create advanced workbooks and worksheets, including advanced formulas, tables, PivotTables, PivotCharts and data filtering.

EXCEL 2016 - PART 3 – 1 DAY

In this course, students will learn some of the more advanced features of Excel, including automating common tasks, auditing workbooks to avoid errors, sharing data with other people, analyzing data, and using Excel data in other applications.

EXCEL 2013 - PART 1 – 1 DAY

In this course, students will use Microsoft Office Excel 2013 to create spreadsheets and workbooks that they can use to store, manipulate, and share data.

EXCEL 2013 - PART 2 – 1 DAY

Students will build upon the foundational Microsoft Office Excel 2013 knowledge and skills already acquired and learn to create advanced workbooks and worksheets, including advanced formulas, tables, PivotTables, PivotCharts and data filtering.

EXCEL 2013 - PART 3 – 1 DAY

In this course, students will learn some of the more advanced features of Excel, including automating common tasks, auditing workbooks to avoid errors, sharing data with other people, analyzing data, and using Excel data in other applications.

EXCEL 2010 - PART 1 – 1 DAY

In this course, students will use Microsoft Office Excel 2010 to create spreadsheets and workbooks that they can use to store, manipulate, and share data.

EXCEL 2010 - PART 2 – 1 DAY

This course builds upon the foundational Microsoft Office Excel 2010 knowledge and skills you've already acquired and sets you on the road to creating advanced workbooks and worksheets that will deepen your firm's business intelligence.

EXCEL 2010 - PART 3 – 1 DAY

The students will learn about some of the more advanced features of Excel including automating common tasks, auditing workbooks to avoid errors, sharing data with other people, analyzing data, and using Excel data in other applications.

EXCEL 2010 - PART 4 – 1 DAY

In this course, students will use the advanced features of Microsoft Office Excel 2010 to attain proficiency as an Excel power user.

EXCEL 2010 PIVOT TABLES – 0.5 DAY

In this course, students will create and analyze PivotTable data. They will also present a PivotTable in a PivotChart.

EXCEL 2010 POWERPIVOT – 1 DAY

In this course, students will make use of the PowerPivot add-in to import data from various sources and create a dynamic report. Students will also learn to use DAX functions and distribute PowerPivot data.

EXCEL 2010 - VBA – 1 DAY

The student will learn to automate job tasks in Microsoft Office Excel 2010. This course teaches students to develop and format worksheets using macros, create an interactive worksheet, work with multiple worksheets, and perform calculations.

OFFICE

INFOPATH 2010 - CREATING INFOPATH FORMS – 1 DAY

In this course, students will learn how to use InfoPath to gather and share information by creating and implementing XML-based forms.

OFFICE 365 WEB APPS (WITH SKYPE FOR BUSINESS) – 1 DAY

This course is an introduction to Microsoft Office 365 (with Skype for Business) in a cloud-based environment.

ONENOTE

ONENOTE 2016 – 1 DAY

This course introduces students to using OneNote notebooks to store a wide variety of content in an organized structure, access the content from anywhere, and also share it with others, also learning how to use OneNote and the other applications in the suite to increase productivity with Microsoft Office.

ONENOTE 2013 – 1 DAY

The student will learn how to use the key components of the Microsoft Office OneNote 2013 application on a desktop, laptop, or Microsoft Windows 8 or Windows 10 tablet device, when working in or away from the primary office or study environment.

ONENOTE 2010 – 1 DAY

In this course, students will create, edit, organize, and enhance notes and also integrate them with other applications using Microsoft OneNote 2010.

Applications Training

OUTLOOK

OUTLOOK 2016 - PART 1 – 1 DAY

Students will learn the basic skills needed to start using Outlook 2016 to manage email communications, calendar events, contact information, tasks, and notes.

OUTLOOK 2016 - PART 2 – 1 DAY

Students will explore the advanced features provided with the Outlook interface, such as advanced message, calendar, and contacts management.

OUTLOOK 2013 - PART 1 – 1 DAY

Students will learn the basic skills needed to start using Outlook 2013 to manage email communications, calendar events, contact information, tasks, and notes.

OUTLOOK 2013 - PART 2 – 1 DAY

Students will explore the advanced features provided with the Outlook interface, such as advanced message, calendar, and contacts management.

OUTLOOK 2010 - PART 1 – 1 DAY

In this course, students will explore the Outlook interface, manage Email communications, Calendar, Contacts, create Tasks and Notes for themselves and customize the Outlook interface to serve their own personal needs.

OUTLOOK 2010 - PART 2 – 1 DAY

In this course, students will explore the advanced features provided with the Outlook interface, such as advanced message, calendar, and contacts management.

OUTLOOK 2010 - LEVEL 3 – 1 DAY

Students will work with advanced Outlook features such as personalizing email, organizing Outlook items, managing Outlook data files and contact information, saving and archiving email, creating custom Outlook forms, and working offline and remotely.

POWERPOINT

POWERPOINT 2016 - PART 1 – 1 DAY

In this course, students will use PowerPoint 2016 to begin creating engaging, dynamic multimedia presentations.

POWERPOINT 2016 - PART 2 – 1 DAY

PowerPoint 2016 Part 2 provides the student with advanced tools that can help in delivering presentations in nearly any situation, while saving time and effort.

POWERPOINT 2013 - PART 1 – 1 DAY

In this course, students will use PowerPoint 2013 to begin creating engaging, dynamic multimedia presentations.

POWERPOINT 2013 - PART 2 – 1 DAY

PowerPoint 2013 Part 2 provides the student with advanced tools that can help in delivering presentations in nearly any situation, while saving time and effort.

POWERPOINT 2010 - PART 1 – 1 DAY

Using the vast array of features and functionality contained within Microsoft Office PowerPoint 2010, students will gain the ability to organize content, enhance it with high-impact visuals, and deliver it with a punch.

POWERPOINT 2010 - PART 2 – 1 DAY

In this course students will enhance their presentation by using features that will transform it into a powerful means of communication. They will customize the PowerPoint interface to suit the requirements and use features to create presentations.

PROJECT

PROJECT 2016 - PART 1 – 1 DAY

This course is designed to familiarize you with the basic features and functions of Microsoft Project Professional 2016 so that you can use it effectively and efficiently in a real-world environment.

PROJECT 2016 - PART 2 – 1 DAY

This course familiarizes students with the basic features and functions of Microsoft Project Professional 2016 so they can use it effectively and efficiently in a real-world environment.

PROJECT 2013 - PART 1 – 1 DAY

This course is designed to familiarize you with the basic features and functions of Microsoft Project Professional 2013 so that you can use it effectively and efficiently in a real-world environment.

PROJECT 2013 - PART 2 – 1 DAY

Students will learn the advanced features and functions of Microsoft Project Professional 2013.

PROJECT 2010 - PART 1 – 1 DAY

In this course, students will create and manage a project schedule using Microsoft Project 2010.

PROJECT 2010 - PART 2 – 1 DAY

Students will manage and customize project plans during the implementation stage of a project.

SHAREPOINT

INTRODUCTION TO SHAREPOINT 2016 FOR COLLABORATION AND DOCUMENT MANAGEMENT – 1 DAY

Students will learn to manage team collaboration and document management and social features of Microsoft SharePoint 2016 sites. This class provides IT Pros with foundational knowledge of permissions and site collection management.

MICROSOFT SHAREPOINT 2016: ADVANCED SITE OWNER WITH WORKFLOW ADMINISTRATION – 1 DAY

Students learn to take on administrative responsibility for implementing and managing advanced SharePoint features, configuring site settings and metadata, archiving, and compliance.

MICROSOFT SHAREPOINT 2016: SITE OWNER – 1 DAY

Students learn to create a SharePoint team site, performing basic content management tasks such as creating and configuring lists, libraries, and forms, and managing permissions.

MICROSOFT SHAREPOINT 2016: SITE USER – 1 DAY

Students will learn to interact in SharePoint and with SharePoint Team Sites, working with documents, content, libraries, and lists, and integrating SharePoint with Microsoft Office.

MICROSOFT SHAREPOINT DESIGNER 2013 – 1 DAY

In this course, students will learn to create and publish custom SharePoint workflows without code using SharePoint Designer 2013.

MICROSOFT SHAREPOINT 2013: SITE ADMINISTRATOR – 1 DAY

This course helps students collaborate and use familiar applications and web-based tools to create, access, store, and track documents and data in a central location.

MICROSOFT SHAREPOINT 2013: SITE OWNER – 1 DAY

Students will learn how to create, configure, and manage a SharePoint Team Site so that their organization can share information and collaborate effectively.

MICROSOFT SHAREPOINT 2013: SITE USER – 1 DAY

In this course, students will learn about and use a SharePoint Team Site to access, store, and share information and documents.

SHAREPOINT 2013 POWER USER – 2 DAYS

This class is designed for individuals who need to learn the fundamentals of managing SharePoint sites, including workflow, metadata, Document ID, content organization, etc.

SHAREPOINT 2013 SITE COLLECTION AND SITE ADMINISTRATION – 5 DAYS

This course will provide a deeper, narrowly-focused training to power users on the important and popular skills needed to be an administrator for SharePoint site collections and sites.

MICROSOFT SHAREPOINT FOUNDATION 2010 LEVEL 1 – 2 DAYS

In this course, students will use, create, and edit content in a team website. Students will also create and perform basic management of a team site using SharePoint Foundation 2010.

MICROSOFT SHAREPOINT FOUNDATION 2010 LEVEL 2 – 2 DAYS

In this course, students will manage site collections and site components as a site collection administrator and as a site administrator.

VISIO

VISIO PROFESSIONAL 2016 - PART 1 – 1 DAY

This course provides students with a tool to easily create a professional-looking visual product. Students will create visually engaging diagrams, maps, and drawings, using graphical elements to make information easier to comprehend.

VISIO PROFESSIONAL 2016 - PART 2 – 1 DAY

In Microsoft® Visio® 2016 : Part 2, students will learn about more advanced features, making themselves more efficient and effective as a Visio user.

VISIO PROFESSIONAL 2013 - PART 1 – 1 DAY

Visio provides students with an intuitive, customizable tool to easily create a professional-looking visual product by using its extensive gallery of shapes.

Applications Training

VISIO PROFESSIONAL 2013 - PART 2 – 1 DAY

In this course, students will learn about more advanced features—making students more efficient and effective Visio users.

VISIO PROFESSIONAL 2010 - LEVEL 1 – 1 DAY

In this course, students will design and manage basic diagrams, workflows, and flowcharts.

VISIO PROFESSIONAL 2010 - LEVEL 2 – 1 DAY

In this course, students will create custom elements and a custom template, represent external data as a drawing, and share their work with others.

WINDOWS

MICROSOFT WINDOWS 10: TRANSITION FROM WINDOWS 7 – 1 DAY

Students transitioning from Microsoft Windows 7 to the Windows 10 operating system will learn to navigate the Windows 10 environment, including both familiar applications and new features, such as personal digital assistant Cortana and browser Microsoft Edge. Course also covers protecting information with effective data backup and security features.

USING MICROSOFT WINDOWS 10 – 1 DAY

This course offers an introduction to the basics of the Windows 10 operating system. It introduces users to the key features and functionality. Students will also learn how to customize the Windows environment, tailoring it to their exact needs, while securing their files and information.

MICROSOFT WINDOWS 8 AND OFFICE 2013: MAKING THE TRANSITION – 1 DAY

This course will teach students to transition to Windows 8 and Office 2013, bridging the gap between laptop or desktop PC, and a variety of mobile devices.

MICROSOFT WINDOWS 8.1 TRANSITION FROM WINDOWS 7 – 1 DAY

You will gain a foundational understanding of how to operate within the Windows 8 environment from your PC and be able to take full advantage of the many sharing, storing, and multi-platform benefits inherent in the Windows 8 operating system.

USING MICROSOFT WINDOWS 8.1 – 1 DAY

Students will define what a PC is, and be familiarized with the Windows 8.1 user interface and its basic capabilities. In this course, students will explore Windows 8.1 and learn how to create documents, send email, browse the Internet, and more.

USING MICROSOFT WINDOWS 8 – 1 DAY

In this course, students will explore Windows 8 and learn how to create documents, send email, browse the Internet, and share information between applications and with other users.

WINDOWS 8.1 TABLET FOR BUSINESS USE – 1 DAY

Students will learn how to set up, configure, and secure a Windows 8.1 tablet, run and use various apps, manage files, use a tablet in conjunction with other devices, and search for information.

WINDOWS 7: INTRODUCTION TO PERSONAL COMPUTERS – 1 DAY

In this course, students will become familiar with the basic components of personal computers, log on to Windows 7, explore the Windows 7 interface, manage files and folders, use the common tools and programs available, and customize the desktop.

WINDOWS 7 - LEVEL 1 – 1 DAY

Students will log on to Windows 7, explore its interface, identify the different components in the interface, customize the Windows 7 desktop, manage files and folders, use the common tools and programs available in Windows 7, and browse the Internet.

WINDOWS 7 - LEVEL 2 – 1 DAY

In this course, students will familiarize themselves with the advanced customization techniques and work with applications and programs in Windows 7. In addition to this, students will also work with Internet Explorer 8.

WORD

WORD 2019 PART 1 – 1 DAY

In this course, you'll learn how to use Microsoft Word 2019 to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

WORD 2019 PART 2 – 1 DAY

In this course, students will learn to use Microsoft Word 2019 more efficiently by automating some tasks and creating complex documents that include lists, tables, charts, graphics, and newsletter layouts and will merge data to personalize correspondence and labels.

WORD 2019 PART 3 – 1 DAY

In this course, students will gain advanced skills in Microsoft Word 2019 to work with lengthy documents, collaborate with others, and create forms, as well as revise, manage, and secure business documents.

WORD 2016 - PART 1 – 1 DAY

In this course, students will learn how to use Word 2016 to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

WORD 2016 - PART 2 – 1 DAY

In this course, students will learn to use Word more efficiently by automating some tasks and creating complex documents that include lists, tables, charts, graphics, and newsletter layouts and will merge data to personalize correspondence and labels.

WORD 2016 - PART 3 – 1 DAY

In this course, students will gain advanced skills to work with lengthy documents, collaborate with others, and create forms, as well as revise, manage, and secure business documents.

WORD 2013 - PART 1 – 1 DAY

In this course, students will learn how to use Word 2013 to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

WORD 2013 - PART 2 – 1 DAY

In this course, students will learn to use Word more efficiently by automating some tasks and creating complex documents that include lists, tables, charts, graphics, and newsletter layouts and will merge data to personalize correspondence and labels.

WORD 2013 - PART 3 – 1 DAY

In this course, students will gain advanced skills to work with lengthy documents, collaborate with others, and create forms, as well as revise, manage, and secure business documents.

WORD 2010 - PART 1 – 1 DAY

In this course, you'll learn how to use Word 2010 to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

WORD 2010 - PART 2 – 1 DAY

In this course, students will create complex documents and build personalized efficiency tools using Microsoft Office Word 2010.

WORD 2010 - PART 3 – 1 DAY

The student will learn to collaborate on complicated documents and manage how the documents are accessed and distributed. Advanced features of Word 2010 enable students to revise, manage, and secure your business documents.

Big Data Training

The massive volume of data inundating businesses today can be analyzed for insights that lead to better decisions and strategic business moves that allow organizations to keep their competitive edge. New Horizons, the world's largest independent IT training company, offers a wide breath of Big Data courses taught by expert certified trainers.



AMAZON WEB SERVICES

BIG DATA ON AWS – 3 DAYS

This course introduces students to cloud-based big data solutions and Amazon Elastic MapReduce (EMR), the AWS big data platform.

CISCO

CISCO ADVANCED BIG DATA ANALYTICS, ARCHITECTURE, MANAGEMENT AND APPLICATIONS (ANDMA) – 4 DAYS

This course will enable the student to choose and design scalable, reliable, and intelligent data center solutions using Cisco UCS Integrated Infrastructure for Big Data and Analytics (formerly known as CPA for Big Data v4).

CISCO BIG DATA ANALYTICS, ARCHITECTURE, AND MANAGEMENT (ANDMB) – 4 DAYS

This course will cover big data fundamentals and architecture, including Hadoop, streaming analytics, performance tuning and UCS Director Express.

CLOUD CREDENTIAL COUNCIL

CCC BIG DATA FOUNDATION (BDF) – 2 DAYS

This course provides students with an understanding of Big Data, potential data sources that can be used for solving real business problems, and an overview of data mining and the tools used in it.

CLOUDERA

CLOUDERA DATA ANALYST TRAINING: USING PIG, HIVE, AND IMPALA WITH HADOOP – 4 DAYS

In this course, students will be focusing on Apache Pig and Hive and Cloudera Impala. This course will teach students to apply traditional data analytics and business intelligence skills to big data.

CLOUDERA DATA SCIENTIST TRAINING – 4 DAYS

This course covers data science and machine learning workflows at scale using Apache Spark 2 and other key components of the Hadoop ecosystem. The workshop emphasizes the use of data science and machine learning methods to address real-world business challenges.

DELL/EMC

EMC ADVANCED METHODS IN DATA SCIENCE AND BIG DATA ANALYTICS – 5 DAYS

This course builds on skills developed in the Data Science and Big Data Analytics course.

EMC DATA SCIENCE AND BIG DATA ANALYTICS – 5 DAYS

In this course, students will learn basic and advanced analytic methods, get an introduction to Data Analytics Lifecycle to address business challenges that leverage big data; big data analytics technology and tools, including MapReduce and Hadoop.

IBM

IBM BIGINSIGHTS FOUNDATION (DW613) – 3 DAYS

In this course, students learn the basic foundations of IBM BigInsights.

IBM BIGINSIGHTS OVERVIEW (V4.0) (DW601) – 1 DAY

In this course, students will have an overview of IBM's big data strategy & review why it is important to understand and use big data. This course will cover IBM BigInsights as a platform for managing and gaining insights from your big data.

MICROSOFT

20773 ANALYZING BIG DATA WITH MICROSOFT R – 5 DAYS

The main purpose of the course is to give students the ability to use Microsoft R Server to create and run an analysis on a large dataset, and show how to utilize it in Big Data environments, such as a Hadoop or Spark cluster, or a SQL Server database.

20776 PERFORMING BIG DATA ENGINEERING ON MICROSOFT CLOUD SERVICES – 5 DAYS

This course describes how to process Big Data using Azure tools and services including Azure Stream Analytics, Azure Data Lake, Azure SQL Data Warehouse and Azure Data Factory.

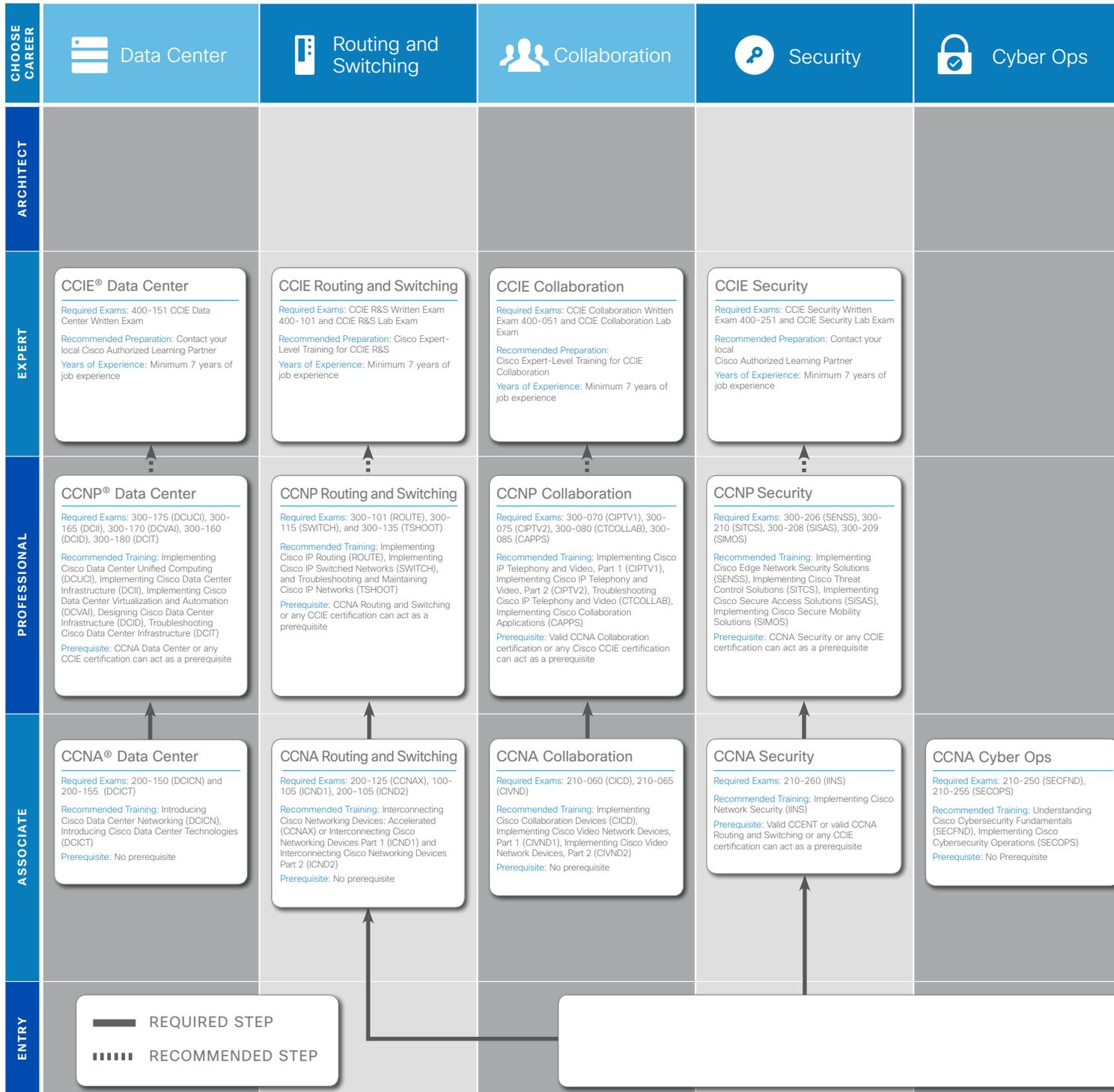
552241 MICROSOFT AZURE BIG DATA ANALYTICS SOLUTIONS – 2 DAYS

This course will expand your knowledge about creating big data analytic solutions on Microsoft Azure. You will learn how to design solutions for batch and real-time data processing.

10 Reasons to Choose New Horizons as Your Preferred Training Provider!

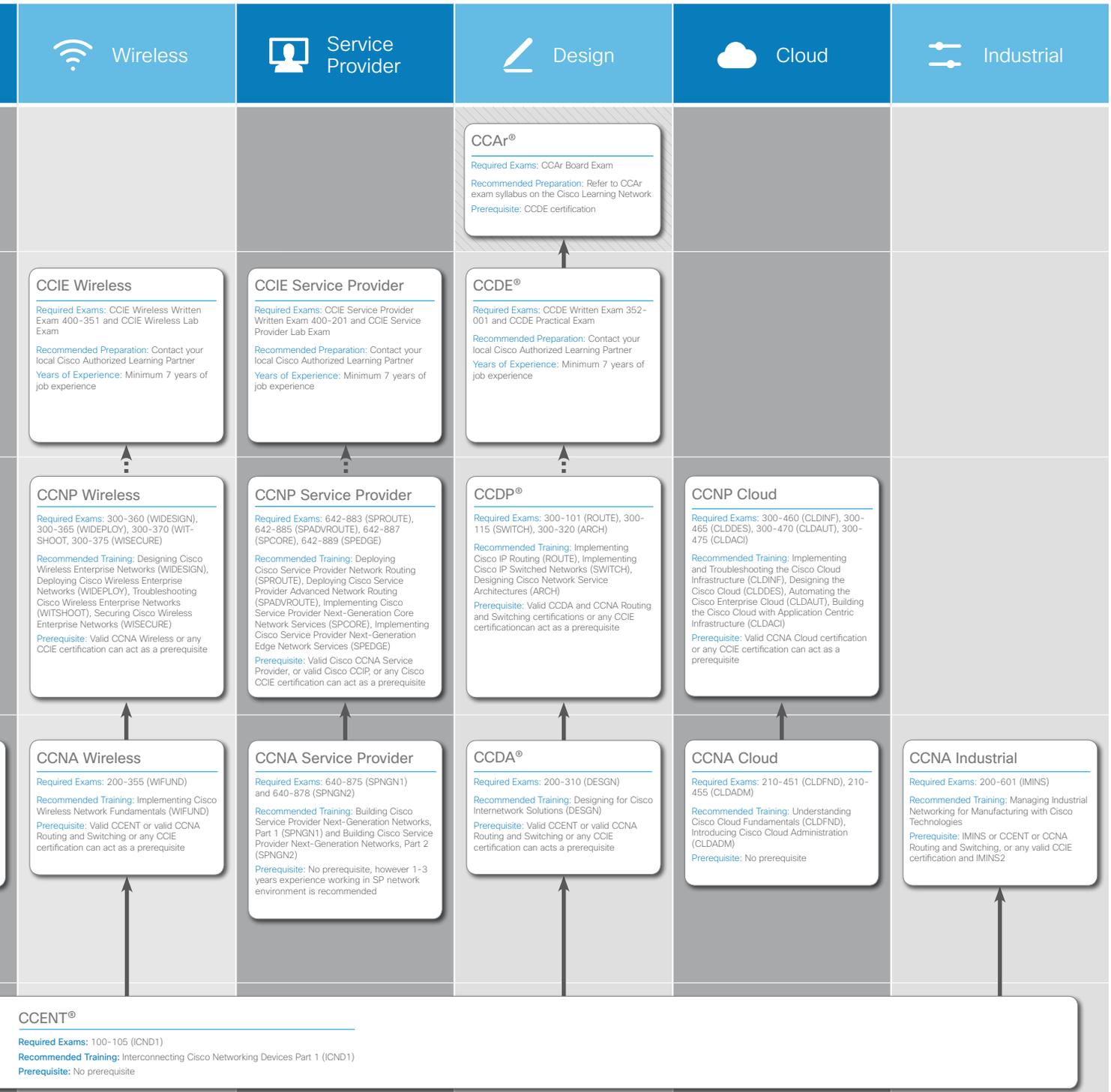
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- 1** New Horizons is the world's largest training provider with a global footprint of 182 locations in over 35 countries.
 - 2** New Horizons has won more awards by major vendors than any other training organization in the world.
 - 3** New Horizons employs vendor certified and industry experienced trainers which ensures students receive training from qualified and knowledgeable instructors.
 - 4** Frequently scheduled courses ensure businesses don't have to wait long periods of time to skill up their staff.
 - 5** Our customers have a dedicated account manager who provides advice and guidance regarding training solutions and manages the relationship end-to-end.
 - 6** New Horizons offers an unmatched breadth of comprehensive training solutions across four main portfolios: Desktop Applications, Graphic Design, Professional Development and IT.
 - 7** New Horizons offers the ability to customize training programs to address specific training needs.
 - 8** Our students receive complimentary post-course support to assist with the reinforcement of knowledge and skills acquired during their training course.
 - 9** New Horizons is the official training partner of CompTIA, Cisco, AXELOS, Microsoft, Salesforce, Google Cloud and VMware.
 - 10** New Horizons partners with a range of leading organizations to offer customers a comprehensive breadth of training solutions.

Cisco Technical Training



Set a Path to Success in IT Networking

Cisco Certifications help you launch and advance your IT Networking career. Choose a career path that meets your goals for professional and financial rewards.



Cisco Technical Training

New Horizons is a Cisco Platinum Learning Partner and one of the largest providers of authorized Cisco training in the world. Award-winning training, coupled with industry-recognized Certified Cisco Systems Instructors, ensures a level of quality and depth that helps protect and maximize your Cisco investment. Whether it's in the classroom, virtually, or on-site, let New Horizons provide you with the quality Cisco training you and your personnel deserve.

Cisco learning credits may have been included along with the purchase of your company's Cisco equipment. Each Cisco Learning Credit is each worth \$100 of Cisco Authorized Training. To redeem Cisco Learning Credits at New Horizons, please contact your Account Executive.



CLOUD

IMPLEMENTING AND TROUBLESHOOTING THE CISCO CLOUD INFRASTRUCTURE (CLDINF) – 5 DAYS

This course enables cloud support engineers to successfully build, maintain and troubleshoot cloud infrastructure at a cloud service provider.

INTRODUCING CISCO CLOUD ADMINISTRATION (CLDADM) – 5 DAYS

This course covers the basic features and operation of Cisco UCS Director (UCSD) and Cisco Intelligent Automation for Cloud (CIAC) products.

UNDERSTANDING CISCO CLOUD FUNDAMENTALS (CLDFND) – 5 DAYS

The course is designed to provide students with the necessary knowledge, skills and abilities (KSA) to perform foundational tasks related to Cloud computing.

COLLABORATION

ADMINISTERING CISCO DATA CENTER UNIFIED COMPUTING SYSTEM (DCUCA) – 4 DAYS

DCUCA covers the administration and troubleshooting of Cisco Unified Computing System (UCS) B-Series and C-Series servers.

CISCO HYPERFLEX TRAINING (HXICA) – 3 DAYS

Learn how Cisco HyperFlex HX-Series combines compute, storage, and networking into an easy-to-use system that brings new levels of speed and efficiency to IT.

CISCO NETWORK ARCHITECTURE (DNADDC) – 5 DAYS

This course is designed for network administrators and technical personnel involved in designing, implementing, operating and optimizing Wide Area Networks based on Cisco's Intelligent WAN (IWAN).

CISCO NX-OS FOR IOS TRAINING FOR ADMINISTRATORS (DCNXA) – 5 DAYS

This course covers the key components and procedures you need to know to install and manage Cisco Nexus 9000, 7000, 5000, 2000 and 1000v series switches, and troubleshooting procedures.

CISCO UNIFIED COMPUTING SYSTEM TRAINING (UCSDACI) – 5 DAYS

Students will get a chance to explore Orchestration and Automation functions of Cisco UCS Director to effectively manage infrastructure and automate IT processes.

CSPARK: SPARK COLLABORATION WORKSHOP – 2 DAYS

This workshop explores the complete collaboration suite for teams to create, meet, message, call, care, whiteboard, and share, regardless of whether they're together or apart.

DESIGNING AND IMPLEMENTING CISCO NETWORK PROGRAMMABILITY (NPDES) – 5 DAYS

This course is for network engineers who want to explore the programmability, automation, and orchestration of controller-based architectures.

IMPLEMENTING CISCO COLLABORATION DEVICES (CICD) – 5 DAYS

This course focuses on providing the skills and knowledge necessary to implement Cisco Unified Communications (UC) solutions.

IMPLEMENTING CISCO IP TELEPHONY AND VIDEO, PART 1 (CIPTV1) – 5 DAYS

This course prepares students for implementing a Cisco Collaboration solution at a single-site environment. It focuses primarily on Cisco Unified Communications Manager Version 10.x.

IMPLEMENTING CISCO IP TELEPHONY AND VIDEO, PART 2 (CIPTV2) – 5 DAYS

This course prepares students for implementing Cisco Unified Communications Manager, Cisco VCS-C, and Cisco Expressway series in a multisite voice and video network.

IMPLEMENTING CISCO VIDEO NETWORK DEVICES, PART 2 (CIVND2) 1.0 – 5 DAYS

The course covers a range of Cisco Collaboration solutions and enables students to implement and troubleshoot Cisco Unified Communication.

INTEGRATING CISCO UNIFIED COMMUNICATIONS APPLICATIONS WITH APPENDIX (CAPPS) – 5 DAYS

Implementing Cisco Unified Communications Manager, Part 2 (CIPT2) prepares students for implementing Cisco Unified Communications solution in a multisite environment.

TROUBLESHOOTING CISCO IP TELEPHONY AND VIDEO (CTCOLLAB) – 5 DAYS

This course prepares students for integrating Cisco Unity Connection, Cisco Unity Express, Cisco Unified IM and Presence, and video into a Collaboration deployment.

DATA CENTER

CONFIGURING CISCO DATA CENTER UNIFIED COMPUTING SYSTEM V3.0 (DCUCS) – 5 DAYS

This course prepares individuals for implementing and maintaining Cisco UCS hardware with a strong emphasis on best practices.

DATA CENTER UNIFIED COMPUTING IMPLEMENTATION (DCUCI) – 5 DAYS

Students will learn how to configure and manage Cisco UCS servers with consolidated I/O networking for LAN and SAN connectivity.

DESIGNING CISCO DATA CENTER UNIFIED COMPUTING (DCUCD) – 5 DAYS

In this course, you will learn how to choose and design scalable, reliable, and intelligent data center unified computing and virtualization solutions.

DESIGNING CISCO DATA CENTER UNIFIED FABRIC (DCUFD) – 5 DAYS

The course covers architectural components of Cisco Nexus and Cisco Catalyst switching lines, Cisco IOS and Cisco Nexus Operating System (NX-OS) software architecture.

IMPLEMENTING CISCO DATA CENTER UNIFIED FABRIC V5.0 (DCUFI) – 5 DAYS

This course is for systems, field and consulting systems engineers, technical solutions architects, and Cisco integrators who install and implement the Cisco Nexus 7000 and 5000 Switch, and the Cisco Nexus 2000 Fabric Extender.

INTRODUCING CISCO DATA CENTER NETWORKING (DCICN) – 5 DAYS

In this course, students are introduced to the three primary technologies that are used in the Cisco data center.

INTRODUCING CISCO DATA CENTER TECHNOLOGIES (DCICT) – 5 DAYS

Students explore the Cisco technologies that make up the fundamental deployment of a data center, including unified computing, unified fabric, and network services. Through hands-on labs, you will focus on verifying configurations, making configuration changes, and designing new topologies.

Cisco Technical Training

TROUBLESHOOTING CISCO DATA CENTER UNIFIED COMPUTING (DCUCT) – 5 DAYS

In this course, you gain the knowledge and skills to properly troubleshoot Cisco UCS B-Series and C-Series servers operating in standalone and integrated modes.

TROUBLESHOOTING CISCO DATA CENTER UNIFIED FABRIC V5.0 (DCUFT) – 3 DAYS

The course covers the components and procedures needed to troubleshoot and resolve common issues within the Cisco Nexus and MDS environments.

DESIGN

DESIGNING FOR CISCO INTERNETWORK SOLUTIONS (DESIGN) – 5 DAYS

This course promotes Cisco solutions in designing and implementing scalable internetworks.

DESIGNING CISCO NETWORK SERVICE ARCHITECTURE (ARCH) – 5 DAYS

Students will learn how to perform the conceptual, intermediate, and detailed design of a network infrastructure.

IMPLEMENTING CISCO IP ROUTING V2.0 (ROUTE) – 5 DAYS

This course provides the practical knowledge and skills required to plan, implement, and monitor a scalable Cisco network.

IMPLEMENTING CISCO SWITCHED NETWORKS V2.0 (SWITCH) – 5 DAYS

In this course, you will learn how to plan, configure, and verify the implementation of complex enterprise switching solutions for campus environments.

PRODUCT BASED

ADMINISTERING CISCO® UNIFIED CONTACT CENTER ENTERPRISE, PART 1 (AUCCE1) – 5 DAYS

This course teaches you about the resources and tools needed to perform routine adds, moves and changes in the inbound / outbound UCCE environment.

ADMINISTERING CISCO UNIFIED CONTACT CENTER ENTERPRISE V2.0 (AUCCE2) – 5 DAYS

This course describes the requirements, resources and tools needed to perform routine adds, moves and changes in the inbound/outbound UCCE environment.

CONFIGURING CISCO NEXUS 5000 SERIES SWITCHES (DCNX5K) – 5 DAYS

This course provides the practical skills need to install and implement Cisco Nexus 5000 Series Switches and Cisco Nexus 2000 Series Fabric Extenders.

CONFIGURING CISCO NEXUS 7000 SERIES SWITCHES (DCNX7K) – 5 DAYS

This course covers the key components and procedures that you need to know to configure, manage, and troubleshoot the Cisco Nexus 7000 Series Switch platform.

CONFIGURING CISCO MDS 9000 SERIES SWITCHES (DCMDS) – 5 DAYS

This course provides the knowledge to implement storage-networking solutions with the Cisco MDS 9000 Series switch platform.

DEPLOYING CISCO UNIFIED CONTACT CENTER ENTERPRISE (DUCCE) – 5 DAYS

The course allows you to deploy the Unified CCE v10.0 solution including installation, deploying HA and using troubleshooting tools.

DEPLOYING CISCO UNIFIED CONTACT CENTER ENTERPRISE V1.0 (DUCCE) – 5 DAYS

This course will give you an understanding of the Cisco Unified CCE deployment capabilities, processes, fault tolerance, installation, and basic troubleshooting.

DEPLOYING CISCO UNIFIED CONTACT CENTER EXPRESS (UCCXD) – 5 DAYS

This course is designed for systems engineers who will be responsible for deploying the Cisco Unified Contact Center Express (Unified CCX) and Cisco Unified IP Interactive Voice Response (Unified IP IVR) products.

DEPLOYING CISCO UNIFIED INTELLIGENCE CENTER V1.1 (DUIC) – 3 DAYS

Gain the skills needed to install, administer, and provide security for a Cisco Unified Intelligence Center solution.

IMPLEMENTING CISCO MPLS (MPLS) – 5 DAYS

Explore the fundamentals of installing, migrating, operating, inspecting, and troubleshooting a MPLS/VPN deployment.

IMPLEMENTING CISCO QUALITY OF SERVICE V2.5 (QOS) – 5 DAYS

This course provides students with knowledge of IP QoS requirements, conceptual models using Differentiated Services, Integrated Services and Best Effort, and the implementation of IP QoS on Cisco IOS switches.

IMPLEMENTING CISCO UNIFIED WEB AND E-MAIL INTERACTION MANAGER ENTERPRISE V2.0 (UEIME) – 5 DAYS

This course provides the knowledge to install and maintain a Cisco Unified E-Mail and Web Interaction Manager installation.

INTRODUCING CISCO NEXUS 9000 SWITCHES IN NX-OS MODE (DCINX9K) – 2 DAYS

This course focuses on deployment and operations of the Cisco Nexus 9000 Series switches.

ROUTING AND SWITCHING

CISCO DIGITAL NETWORK ARCHITECTURE IMPLEMENTATION ESSENTIALS (DNAIE) – 5 DAYS

This course provides an in-depth look into Cisco Digital Network Architecture (DNA) architecture and its solution components, analytics, and security.

CONFIGURING BGP ON CISCO ROUTERS V3.2 (BGP) – 5 DAYS

This course provides the skills need to configure and troubleshoot BGP networks.

IMPLEMENTING CISCO IP ROUTING V2.0 (ROUTE) – 5 DAYS

This course provides the practical knowledge and skills required to plan, implement, and monitor a scalable Cisco network.

IMPLEMENTING CISCO SWITCHED NETWORKS V2.0 (SWITCH) – 5 DAYS

In this course, you will learn how to plan, configure, and verify the implementation of complex enterprise switching solutions for campus environments.

INTERCONNECTING CISCO NETWORKING DEVICES ACCELERATED V3.0 (CCNAX) – 5 DAYS

This course combines ICND1 and ICND2 into an intensive 5-day experience designed for those with a solid background in routing and switching.

INTERCONNECTING CISCO NETWORKING DEVICES PART 1 V3.0 (ICND1) – 5 DAYS

You will learn how to install, operate, configure, and verify a basic IPv4 and IPv6 network.

INTERCONNECTING CISCO NETWORKING DEVICES PART 2 V3.0 (ICND2) – 5 DAYS

You will learn to install, configure, and troubleshoot a small enterprise network.

IPv6 FUNDAMENTALS, DESIGN AND DEPLOYMENT (IP6FD) – 5 DAYS

Obtain the knowledge and skills to configure Cisco IOS Software IP version 6 (IPv6) features.

TROUBLESHOOTING AND MAINTAINING CISCO IP NETWORKS V2.0 (TSHOOT) – 5 DAYS

TSHOOT v2.0, is a 5-day course which includes major updates and follows an updated blueprint.

SECURITY

IMPLEMENTING ADVANCED CISCO ASA SECURITY V2.1 (SASAA) – 5 DAYS

This course provides advanced training on the critical Cisco Adaptive Security Appliance (ASA) 9.x features.

IMPLEMENTING AND CONFIGURING CISCO IDENTITY SERVICES ENGINE (SISE) – 5 DAYS

This course offers the knowledge and skills to enforce security posture compliance for wired and wireless endpoints.

IMPLEMENTING CISCO CYBERSECURITY OPERATIONS (SECOPS) – 5 DAYS

You will learn the fundamental knowledge and core skills needed to begin working in a Security Operations Center (SOC).

IMPLEMENTING CISCO EDGE NETWORK SECURITY SOLUTIONS V1.0 (SENS) – 5 DAYS

You will gain hands-on experience with configuring various perimeter security solutions for mitigating outside threats and securing network zones.

IMPLEMENTING CISCO IOS NETWORK SECURITY (IINS) 3.0 – 5 DAYS

This course allows you to understand common security concepts, and deploy basic security techniques utilizing a variety of popular security appliances within a "real-life" network infrastructure.

IMPLEMENTING CISCO SECURE ACCESS SOLUTIONS (SISAS) – 5 DAYS

This course provides the student with foundational knowledge and the capabilities to implement and manage network access security.

IMPLEMENTING CISCO SECURE MOBILITY SOLUTIONS V1.0 (SIMOS) – 5 DAYS

You will gain hands-on experience with configuring and troubleshooting remote access and site-to-site VPN solutions.

Cisco Technical Training

IMPLEMENTING CISCO THREAT CONTROL SOLUTIONS V1.5 (SITCS) – 5 DAYS

Gain hands-on experience with configuring various advance Cisco security solutions for mitigating outside threats and securing traffic traversing the firewall.

IMPLEMENTING CORE CISCO ASA SECURITY V1.0 (SASAC) – 5 DAYS

This course provides you with the essentials of Cisco ASA, including device management and network integration.

SECURING CISCO NETWORKS WITH THREAT DETECTION AND ANALYSIS 1.2 (SCYBER) – 5 DAYS

This course demonstrates how a network security operations center (SOC) works and how to begin to monitor, analyze, and respond to security threats within the network.

SECURING EMAIL WITH CISCO EMAIL SECURITY APPLIANCE (SESA) 2.1 – 3 DAYS

Learn to install, configure, operate, maintain and perform basic troubleshooting of the Cisco Email Security Appliance (ESA).

SECURING THE WEB WITH CISCO WEB SECURITY APPLIANCE (SWSA) – 2 DAYS

You will gain insight to evaluate, install, configure, and administer a Secure Web Network Appliance in SMB, and enterprise installations.

UNDERSTANDING CISCO CYBERSECURITY FUNDAMENTALS (SECFND) – 5 DAYS

This course provides basic security principles, concepts, and core skills needed to begin preparing for a job in cybersecurity.

SERVICE PROVIDER

BUILDING CISCO SERVICE PROVIDER NEXT-GENERATION NETWORKS, PART 1 V1.01 (SPNGN1) – 5 DAYS

This course provides you with the basic knowledge and skills necessary to support a service provider network.

BUILDING CISCO SERVICE PROVIDER NEXT-GENERATION NETWORKS, PART 2 V1.01 (SPNGN2) – 5 DAYS

This course provides network engineers and technicians the knowledge and skills necessary to implement and support a service provider network.

DEPLOYING CISCO SERVICE PROVIDER ADVANCED ROUTING (SPADVROUTE) – 5 DAYS

The course focuses on using Cisco routers that are typically found in the service provider network and on various technologies that are used to offer different services to customers.

IMPLEMENTING CISCO SERVICE PROVIDER NEXT-GENERATION CORE NETWORK SERVICES V1.0 (SPCORE) – 5 DAYS

This course focuses on technology issues of MPLS and on best practices for implementing QoS from the Service Providers perspective.

IMPLEMENTING CISCO SERVICE PROVIDER NEXT-GENERATION EDGE NETWORK SERVICES V1.0 (SPEDGE) – 5 DAYS

This course provides service provider professionals with the skills to deploy various VPN solutions within their networks.

WIRELESS

IMPLEMENTING CISCO WIRELESS NETWORK FUNDAMENTALS (WIFUND) – 5 DAYS

This course is for those involved in the technical management of Cisco wireless platforms and solutions.

IMPLEMENTING & CONFIGURING CISCO IDENTITY SERVICES ENGINE FOR WIRELESS ENGINEERS (SWISE) – 2 DAYS

This course provides the concepts, architecture, and use cases that are related to the Cisco ISE.

DEPLOYING CISCO WIRELESS ENTERPRISE NETWORKS (WIDEPLOY) – 5 DAYS

Gain the knowledge and skills to deploy wireless networks using Cisco controller and unified switching architectures policies and best practices.

DESIGNING CISCO WIRELESS ENTERPRISE NETWORKS (WIDESIGN) – 5 DAYS

Learn how to design a wireless network from the beginning to end, from customer-first contact to post-deployment reports.

SECURING CISCO WIRELESS ENTERPRISE NETWORKS (WISECURE) – 5 DAYS

This course provides the guidelines for implementing Wi-Fi security architectures through proper configuration of Cisco wireless components.

TROUBLESHOOTING CISCO WIRELESS ENTERPRISE NETWORKS (WITSHOOT) – 5 DAYS

You will gain the knowledge of troubleshooting and optimizing an Enterprise wireless infrastructure.



Cisco Learning Services

In addition to Cisco Certification and Product-Based training, New Horizons offers Cisco® Advanced Training courses that provide you with information and tools to optimize your business's network investment. Our comprehensive approach to technical training helps you optimize network investment, and speed up the adoption and migration of advanced technologies:

Collaboration



Data Center



Networking



Security



Video



Wireless & Mobility



Contact your local New Horizons center for more information today!



Citrix Training

CITRIX ADC (FORMERLY NETSCALER)

CNS-219 CITRIX ADC 12.X TRAFFIC MANAGEMENT – 2 DAYS

Learn the skills required to configure and manage Citrix ADC Traffic Management features, including Content Switching, Traffic Optimization, and Global Server Load Balancing.

CNS-220 CITRIX ADC 12.X ESSENTIALS AND TRAFFIC MANAGEMENT – 5 DAYS

This course covers Citrix ADC essentials – platforms, architecture, licensing and functionality – and also focuses on traffic management.

CNS-221 CITRIX GATEWAY 12.X – 2 DAYS

Learn the skills required to configure and manage Citrix Gateway features.

CNS-222 CITRIX ADC 12.X ESSENTIALS AND CITRIX GATEWAY – 5 DAYS

This course covers Citrix ADC essentials, including secure load balancing, high availability and operations management.

CNS-230 DEPLOY & MANAGE CITRIX SD-WAN - ESSENTIALS – 3 DAYS

Learn the various SD-WAN implementations and deployment modes available, and how to choose the one that is right for your organization.

CNS-318 CITRIX ADC 12.X ADVANCED CONCEPTS – SECURE WEB APPLICATIONS – 3 DAYS

This course offers insight into the many different types of web attacks and vulnerabilities, such as SQL injection and cookie tampering, and how to protect against them.

CNS-319 CITRIX ADC 12.X ADVANCED CONCEPTS - MANAGEMENT AND OPTIMIZATION – 2 DAYS

You'll gain the skills needed to automate and manage network services for scale out of application architectures, and to optimize Citrix ADC-managed application delivery traffic.

CNS-320 CITRIX ADC 12.X ADVANCED CONCEPTS - SECURITY, MANAGEMENT AND OPTIMIZATION – 5 DAYS

Learn how to configure your Citrix networking environment to address application services security requirements.

CNS-420 CITRIX NETWORKING ASSESSMENT, DESIGN, AND ADVANCED CONFIGURATION – 5 DAYS

In this expert level course you will be exposed to advanced networking and Citrix ADC concepts and configurations.

CITRIX CONTENT COLLABORATION (FORMERLY SHAREFILE)

CSF-201 CITRIX CONTENT COLLABORATION ENTERPRISE ESSENTIALS – 2 DAYS

In this course you will learn about enterprise file sharing and synchronization with Citrix Content Collaboration.

CITRIX ENDPOINT MANAGEMENT (FORMERLY XENMOBILE)

CEM-205 MANAGE CITRIX ENDPOINT MANAGEMENT – 3 DAYS

Learn how the architecture, management, and communication flow function with Citrix Endpoint Management Service and how they can fit your organization's needs.

CXM-303 DEPLOYING ENTERPRISE MOBILITY SOLUTIONS WITH CITRIX ENDPOINT MANAGEMENT – 5 DAYS

Learn to address your enterprise mobility needs, deploy key components and integrate Citrix Endpoint Management with other Citrix technologies.

CITRIX HYPERVISOR (FORMERLY XENSERVER)

CXS-301 CITRIX XENSERVER 7.1 LTSR ADMINISTRATION – 5 DAYS

You will learn how to install, manage, secure, size and troubleshoot an enterprise XenServer implementation.

CITRIX SECURITY

CTX-270 CITRIX ENTERPRISE SECURITY SOLUTIONS – 5 DAYS

Learn to secure your Citrix environment in this hands-on course that encompasses the core Citrix technologies, including Citrix Virtual Apps and Desktops, ADC, Endpoint Management, Content Collaboration and Citrix Cloud.

CTX-271 SECURING CITRIX NETWORKING AND MOBILITY SOLUTIONS – 3 DAYS

Learn to secure your networking and mobility deployments with Citrix ADC, Citrix Endpoint Management and Citrix Content Collaboration.

CTX-272 SECURING CITRIX WORKSPACE SOLUTIONS – 2 DAYS

Learn to secure your Citrix Workspace deployments in this in-depth 2-day course.

CITRIX VIRTUAL APPS AND DESKTOPS (FORMERLY XENAPP/XENDESKTOP 7.1X)

CMB-310 CITRIX VIRTUAL APPS, DESKTOPS AND PROVISIONING 7.1X ADMINISTRATION (FAST TRACK) – 5 DAYS

Learn to install, configure and manage a highly available Citrix Virtual Apps and Desktops 7.1x environment.

CXD-105 XENAPP AND XENDESKTOP 7.1X HELP DESK SUPPORT – 5 DAYS

In this course you will learn to use Citrix Director to interact with user sessions and to capture information for solving issues or escalating to the administration team.

CXD-210 CITRIX VIRTUAL APPS AND DESKTOPS 7.1X ADMINISTRATION – 5 DAYS

This foundational administration course covers the major aspects of installing, configuring and managing a highly available Citrix Virtual Apps and Desktops 7.1x environment.

CXD-250 MOVING TO THE CITRIX VIRTUAL APPS AND DESKTOPS SERVICE ON CITRIX CLOUD – 3 DAYS

This course covers moving from Citrix Virtual Apps and Desktops 7.1x on-premises to Citrix Virtual Apps and Desktops Service on Citrix Cloud.

CXD-251 CITRIX VIRTUAL APPS AND DESKTOPS SERVICE ON MICROSOFT AZURE – 2 DAYS

Learn to deploy and manage your Citrix Virtual Apps and Desktops apps and desktops in Microsoft Azure.

CXD-252 MOVING TO THE CITRIX VIRTUAL APPS AND DESKTOPS SERVICE ON CITRIX CLOUD WITH MICROSOFT AZURE – 5 DAYS

Learn the architecture, communications, and management of Citrix Cloud and the Citrix Virtual Apps and Desktops Service and then migrate existing infrastructure and settings into Citrix Cloud.

CXD-303 CITRIX VIRTUAL APPS AND DESKTOPS 7.1X ADVANCED MANAGEMENT WITH APP LAYERING, WEM AND HDX – 3 DAYS

Maximize your investment in Citrix Virtual Apps and Desktops by learning to leverage the Workspace Environment Management and Application Layering advanced features.

CXD-304 CITRIX PROVISIONING 7.1X ADMINISTRATION – 2 DAYS

Learn to install and configure a highly available Citrix Provisioning farm according to leading practices.

CXD-310 CITRIX VIRTUAL APPS AND DESKTOPS 7.1X ADVANCED ADMINISTRATION – 5 DAYS

This course will help you to take advantage of Workspace Environment Management, Provisioning Services, Application Layering, and advanced features.

CXD-410 CITRIX VIRTUAL APPS AND DESKTOPS 7.1X ASSESSMENT, DESIGN AND ADVANCED CONFIGURATION – 5 DAYS

This advanced course covers design principles for creating a practical Citrix Virtual Apps and Desktops virtualization solution.

Cloud Training

The world of IT is changing. Those who master skills in Cloud solutions will find incredible job security and growth opportunities. New Horizons' partnerships with major cloud technology providers allow us to offer the authorized training you need to get ahead and the skills your business needs for successful cloud deployment and management. Contact your local New Horizons center today to discuss your Cloud technology training path.



AMAZON WEB SERVICES

ADVANCED ARCHITECTING ON AWS – 3 DAYS

Building on concepts introduced in Architecting on AWS, this course covers how to build complex solutions which incorporate data services, governance, and security on AWS.

ARCHITECTING ON AWS – 3 DAYS

This course covers the fundamentals of AWS. It is designed to teach Solution Architects how to optimize the use of the AWS Cloud by understanding AWS services and how these services fit into a cloud solution.

CERTNEXUS

CERTIFIED IOT PRACTITIONER – 3 DAYS

In this course, students will learn general strategies for planning, designing, developing, implementing, and maintaining an IoT system through various case studies and by assembling and configuring an IoT device to work in a sensor network. Students will create an IoT device based on an ESP8266 microcontroller, implementing various common IoT features, such as analog and digital sensors, a web-based interface, MQTT messaging, and data encryption.

CITRIX

CXD-250 MOVING TO THE CITRIX VIRTUAL APPS AND DESKTOPS SERVICE ON CITRIX CLOUD – 3 DAYS

This course covers moving from Citrix Virtual Apps and Desktops 7.1x on-premises to Citrix Virtual Apps and Desktops Service on Citrix Cloud, including architecture, communications, management, installation, and configuration of Citrix Cloud and the Cloud Connector.

CXD-251 CITRIX VIRTUAL APPS AND DESKTOPS SERVICE ON MICROSOFT AZURE – 2 DAYS

Learn to deploy and manage your Citrix Virtual Apps and Desktops apps and desktops in Microsoft Azure. Gain the skills to plan your machine catalog and virtual machine design based in Microsoft's public cloud and get hands-on practice deploying machines using Machine Creation Services. Course content relevant to both Citrix Cloud and fully managed Citrix Virtual Apps and Desktops sites.

CXD-252 MOVING TO THE CITRIX VIRTUAL APPS AND DESKTOPS SERVICE ON CITRIX CLOUD WITH MICROSOFT AZURE – 5 DAYS

Navigate an on-premises environment into Citrix Cloud. Learn to deploy resource locations onto Microsoft Azure. Learn the architecture, communications, and management of Citrix Cloud and the Citrix Virtual Apps and Desktops Service and then migrate existing infrastructure and settings into Citrix Cloud.

CLOUD CREDENTIAL COUNCIL

CCC BIG DATA FOUNDATION (BDF) – 2 DAYS

This certification course gives you an understanding of Big Data, potential data sources that can be used for solving real business problems, and an overview of data mining and the tools used in it.

CCC CLOUD TECHNOLOGY ASSOCIATE (CTA) – 2 DAYS

This certification course explains cloud computing as not just a technology, but also a new model for organizing, contracting and delivering information technology systems.

CCC PROFESSIONAL CLOUD ADMINISTRATOR (PCA) – 3 DAYS

This certification course explains the interaction between a cloud environment and the existing network/administrative policies as one of the most challenging management issues to resolve.

CCC PROFESSIONAL CLOUD DEVELOPER (PCD) – 3 DAYS

This certification course is for application developers who are designing and developing applications for cloud environments.

CCC PROFESSIONAL CLOUD SECURITY MANAGER (PCS) – 3 DAYS

This certification course teaches you how to secure the different cloud computing services and deployment models and also how to design security in the cloud infrastructure, configurations and applications running within a cloud computing environment.

CCC PROFESSIONAL CLOUD SERVICE MANAGER (PCSM) – 3 DAYS

The certification course provides a hands-on, practical approach to understanding how cloud computing and cloud-based services impact operations, and how to adapt existing processes to deliver better services.

CCC PROFESSIONAL CLOUD SOLUTIONS ARCHITECT (PCSA) – 2 DAYS

This certification course is designed for technology professionals who architect the technology solutions that support the changing requirements due to adoption of cloud computing, and help organizations leverage the opportunities that cloud is creating.

CLOUDERA

CLOUDERA ADMINISTRATOR TRAINING FOR APACHE HADOOP – 4 DAYS

This course provides participants with a comprehensive understanding of all the steps necessary to operate and maintain a Hadoop cluster using Cloudera Manager.

CLOUDERA DATA ANALYST TRAINING: USING PIG, HIVE, AND IMPALA WITH HADOOP – 4 DAYS

Students learn how to apply traditional data analytics and business intelligence skills to big data and access, manipulate, transform, and analyze complex data sets using SQL and familiar scripting languages.

CLOUDERA DATA SCIENTIST TRAINING – 4 DAYS

This course covers data science and machine learning workflows at scale using Apache Spark 2 and other key components of the Hadoop ecosystem. The workshop emphasizes the use of data science and machine learning methods to address real-world business challenges.

CLOUDERA DEVELOPER TRAINING FOR SPARK AND HADOOP – 4 DAYS

This training course is the best preparation for the challenges faced by Hadoop developers. Participants will learn to identify which tool is the right one to use in a given situation, and will gain hands-on experience in developing using those tools.

CLOUDERA SEARCH TRAINING – 3 DAYS

This course is for developers and data engineers who want to index data in Hadoop for more powerful real-time queries. Participants will learn to get more value from their data by integrating Cloudera Search with external applications.

CLOUDERA TRAINING FOR APACHE HBASE – 3 DAYS

This course teaches participants to store and access massive quantities of multi-structured data and perform hundreds of thousands of operations per second.

Cloud Training

JUST ENOUGH SCALA – 1 DAY

This course will teach you the key language concepts and programming techniques you need so that you can concentrate on the subjects covered in Cloudera's developer courses without also having to learn a complex programming language at the same time.

COMPTIA

COMPTIA CLOUD+ – 5 DAYS

The CompTIA Cloud+ course will help the student with the knowledge and best practices required of IT practitioners working in cloud computing environments and who must understand and deliver cloud infrastructure. This course prepares students for the CompTIA Cloud+ exam (CV1-002).

DELL/EMC

EMC CLOUD INFRASTRUCTURE AND SERVICES (CIS) V2.0 – 5 DAYS

In this course, students gain the skills needed to make informed decisions on building and managing cloud infrastructure. The course is ideal for gaining an understanding of the cloud computing model and the principles of building a cloud infrastructure.

EMC CLOUD INFRASTRUCTURE PLANNING AND DESIGN – 5 DAYS

This course provides technical professionals with the knowledge and skills to successfully design a cloud infrastructure that supports multiple types of services.

EMC CLOUD SERVICES PLANNING AND DESIGN – 5 DAYS

This expert-level course provides technical professionals the knowledge and skills necessary to plan and design for robust cloud services in a cloud and IT-as-a-Service environment.

GOOGLE CLOUD PLATFORM

ARCHITECTING WITH GOOGLE CLOUD PLATFORM: DESIGN AND PROCESS – 2 DAYS

This class equips students to build highly reliable and efficient solutions on Google Cloud Platform, using proven design patterns and the principles of Google Site Reliability Engineering (SRE).

ARCHITECTING WITH GOOGLE CLOUD PLATFORM: INFRASTRUCTURE – 3 DAYS

This class introduces participants to the comprehensive and flexible infrastructure and platform services provided by Google Cloud Platform.

BUILD A BUSINESS TRANSFORMATION VISION WITH GOOGLE CLOUD – 1 DAY

Learn how the Google Cloud library can address business challenges through three distinct lenses: technology, economics, and security.

DATA ENGINEERING ON GOOGLE CLOUD PLATFORM – 4 DAYS

This class provides participants a hands-on introduction to designing and building data processing systems on Google Cloud Platform.

DEVELOPING APPLICATIONS WITH GOOGLE CLOUD PLATFORM – 3 DAYS

In this course, application developers learn how to design, develop, and deploy applications that seamlessly integrate components from the Google Cloud ecosystem.

FROM DATA TO INSIGHTS WITH GOOGLE CLOUD PLATFORM – 2 DAYS

This class teaches course participants how to derive insights through data analysis and visualization using the Google Cloud Platform.

GETTING STARTED WITH GOOGLE KUBERNETES ENGINE – 1 DAY

Learn to containerize workloads in Docker containers, deploy them to Kubernetes clusters provided by Google Kubernetes Engine, and scale those workloads to handle increased traffic.

GOOGLE CLOUD FUNDAMENTALS: BIG DATA & MACHINE LEARNING – 1 DAY

This course showcases the ease, flexibility, and power of big data solutions on Google Cloud Platform.

GOOGLE CLOUD PLATFORM FUNDAMENTALS: CORE INFRASTRUCTURE – 1 DAY

This class provides an overview of Google Cloud Platform products and services and how to incorporate cloud-based solutions into business strategies.

GOOGLE CLOUD PLATFORM FUNDAMENTALS FOR AWS PROFESSIONALS – 1 DAY

This course introduces AWS professionals to the core capabilities of Google Cloud Platform.

PREPARING FOR THE PROFESSIONAL CLOUD ARCHITECT EXAMINATION – 1 DAY

This course provides information, tips, and advice on taking the Google Cloud Certified - Professional Cloud Architect exam.

SAP

SAP CLOUD PLATFORM (CP100) – 5 DAYS

This course will introduce students to the vast potential of SAP Cloud Platform. Through exceptional hands-on labs, students will perform deep-dives into this open platform.

MICROSOFT

10979 MICROSOFT AZURE FUNDAMENTALS – 2 DAYS

Students learn basic cloud computing concepts, as well as key Microsoft Azure concepts and basic implementation of Azure subscriptions, websites, virtual machines, storage, virtual networks, databases and Microsoft Azure Active Directory.

10992 INTEGRATING ON-PREMISES CORE INFRASTRUCTURE WITH MICROSOFT AZURE – 3 DAYS

This course offers an overview of these services, providing the knowledge necessary to design hybrid solutions properly. It also includes a number of demonstrations and labs that enable students to develop hands-on skills that are necessary when implementing such solutions.

AZ-100 MICROSOFT AZURE ADMINISTRATOR - DEPLOYMENT – 5 DAYS

This course is for Azure Administrators. Azure Administrators manage the cloud services that span storage, networking, and compute cloud capabilities, with a deep understanding of each service across the full IT lifecycle.

AZ-101 AZURE ADMINISTRATOR - INTERGRATION AND SECURITY – 4 DAYS

In this course, students will learn the integration and security functions of the Azure Administrator job role.

AZ-200 MICROSOFT AZURE DEVELOPER - CORE SOLUTIONS – 4 DAYS

In this course, students will learn the core solutions of the Azure Developer job role and learn to develop and host solutions in Azure.

AZ-201 MICROSOFT AZURE DEVELOPER - ADVANCED SOLUTIONS – 4 DAYS

In this course, students will learn the functions of the Azure Developer job role using advanced solutions.

VMWARE

VMWARE CLOUD AUTOMATION: DESIGN & DEPLOY (V7.1) – 5 DAYS

This course focuses on designing and deploying an enterprise cloud by using a distributed architecture deployment of VMware vRealize® Automation™.

VMWARE CLOUD ON AWS: DEPLOY AND MANAGE – 3 DAYS

This course teaches you skills for deploying and managing a VMware Cloud™ on AWS infrastructure. Anyone planning to migrate, build, or hybridize with VMware Cloud on AWS can benefit from this course.

VMWARE CLOUD ORCHESTRATION AND EXTENSIBILITY (V7.1) – 5 DAYS

This course focuses on extensibility and advanced administration through the use of vRealize Orchestrator workflows in vRealize Automation. You will gain practical experience through the completion of hands-on labs.

VMWARE CLOUD: DEPLOY AND MANAGE A VSPHERE CLOUD – 5 DAYS

In this course, you will explore the VMware technologies that allow you to deploy and manage your private on-premise cloud and securely connect to other clouds.

VMWARE VCLOUD DIRECTOR: DESIGN WORKSHOP (V9.X) – 4 DAYS

This course equips students with the knowledge, skills, and abilities to design a VMware vCloud Director® 9.x infrastructure.

VMWARE VCLOUD DIRECTOR: INSTALL, CONFIGURE, MANAGE V9.X – 5 DAYS

In this course, you will focus on installing, configuring, and managing VMware vCloud Director® 9.x for service providers.

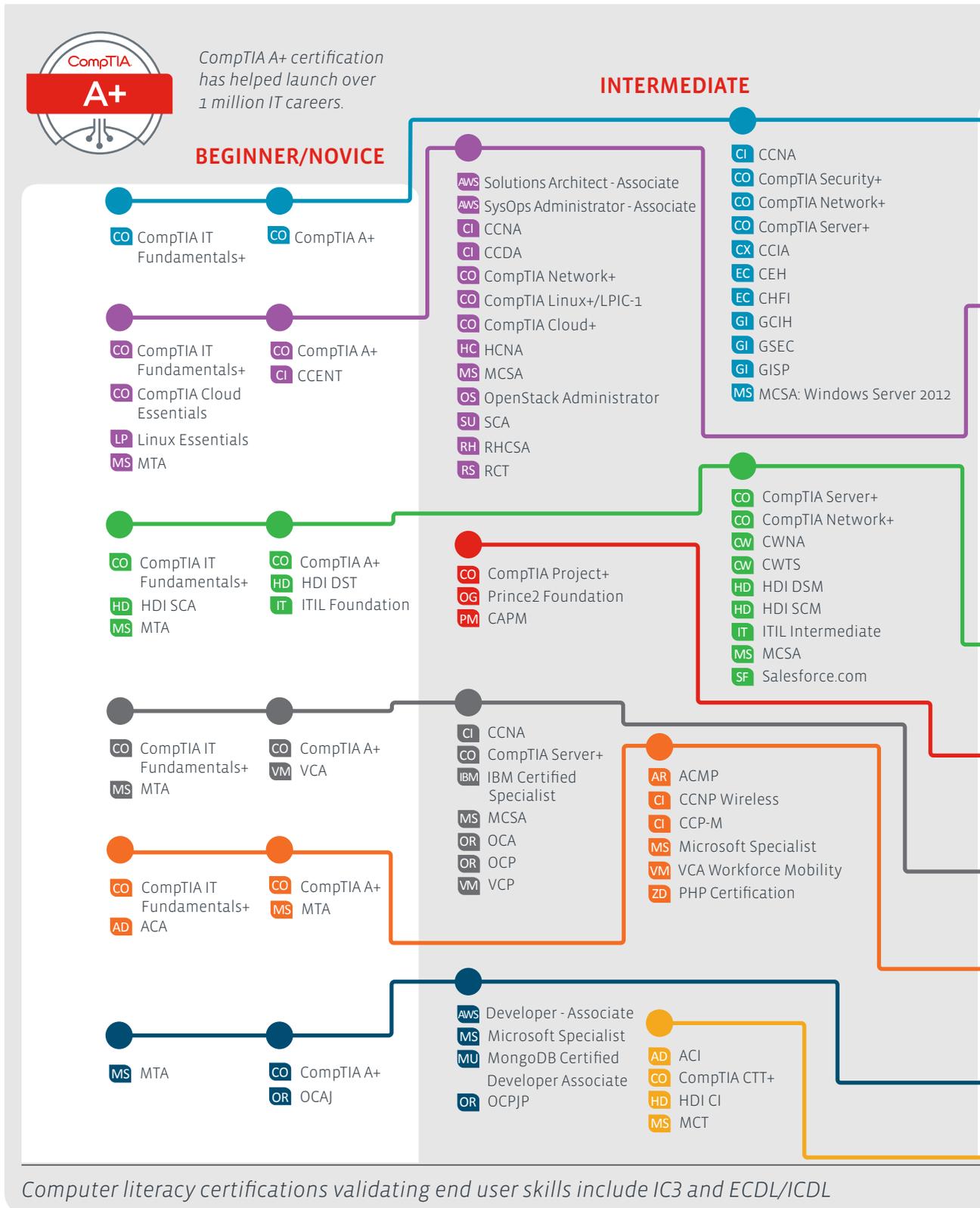
VMWARE VCLOUD NFV™ WITH VCLOUD DIRECTOR (V8.X) – 5 DAYS

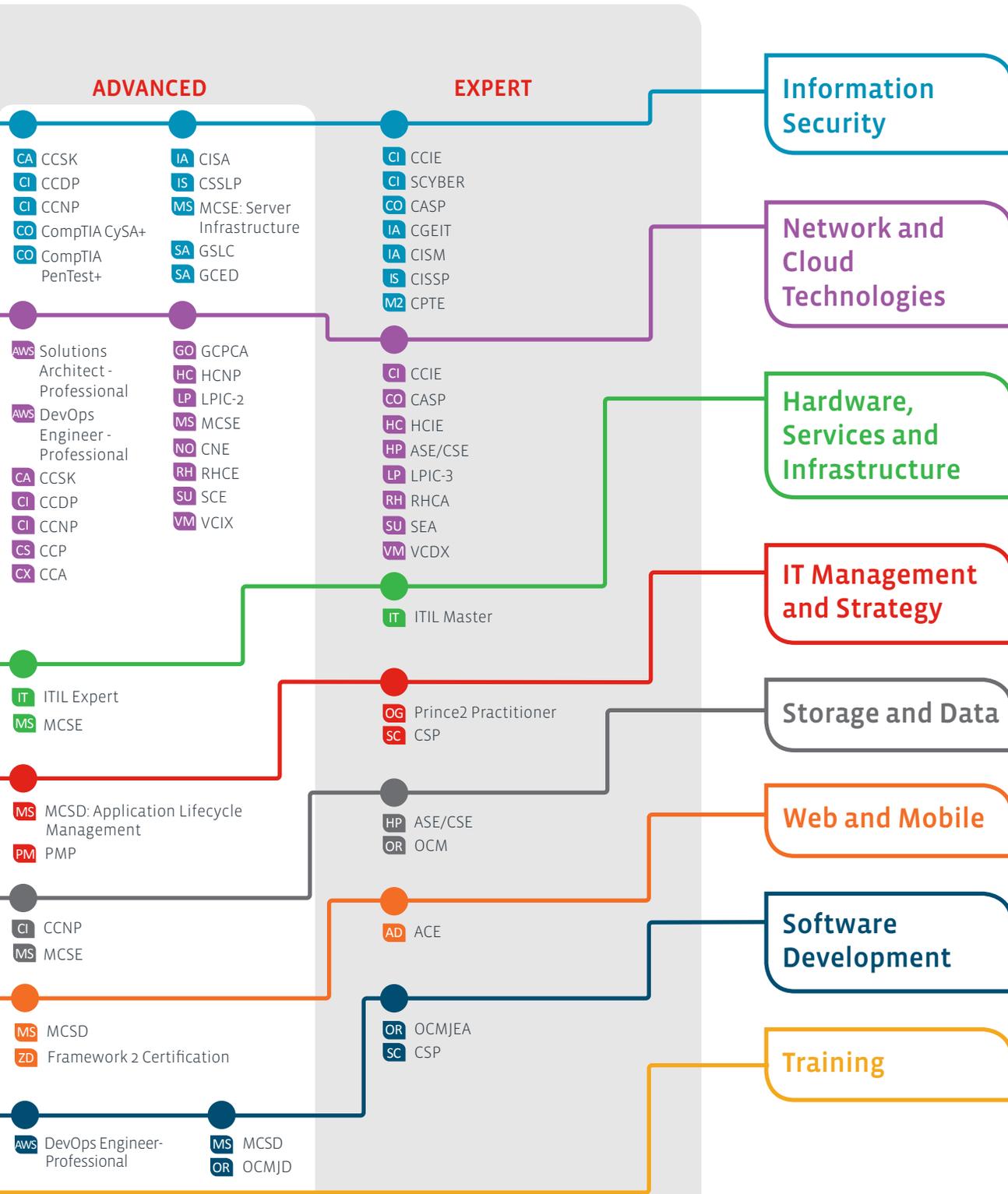
In this course, you will focus on configuring, managing, and operating VMware vCloud Director® 8.20 for a VMware vCloud® NFV™ environment.

IT Certification Roadmap

Explore the possibilities
CompTIA.org/CertsRoadmap

Certifications validate expertise in your chosen career.





CompTIA Training

New Horizons – a CompTIA Outstanding Partner Award winner – is the largest independent provider of authorized CompTIA training in the world. Couple this with top-rated, certified, CompTIA instructors and our position as global CompTIA Platinum Partner training provider and you will quickly see why New Horizons is the IT professional’s best choice for CompTIA training.

Whether it’s in the classroom, virtually, or on-site, let New Horizons provide you with the quality CompTIA training you need.



COMPTIA A+ – 5 DAYS

In this course, students will acquire basic skills related to infrastructure support; data backup, recovery, storage and management; baseline security for IT support professionals; configuring device operating systems; and PC, mobile, and IoT device hardware. It also prepares students for the CompTIA A+ exams (220-901 & 220-902 or 220-1001 & 220-1002).

COMPTIA ADVANCED SECURITY PRACTITIONER (CASP+) – 5 DAYS

In this course, students will expand on their knowledge of information security to apply more advanced principles that will keep their organizations safe from the many ways they can be threatened. This course prepares students for the CAS-003 exam.

COMPTIA CLOUD+ – 5 DAYS

This course covers the knowledge, skills and abilities necessary for competency in cloud models, virtualization, infrastructure, security, resource management and business continuity. This course prepares students for the CompTIA Cloud+ exam (CV0-002).

COMPTIA CLOUD ESSENTIALS – 3 DAYS

In this basic introduction to Cloud computing, students will learn the business value of Cloud computing, technical perspectives and challenges, steps to successful adoption of Cloud computing and how Cloud computing aligns with ITIL. Students will also identify risks and consequences of IT in the Cloud, learning to make effective decisions and meet IT challenges in the Cloud. This course prepares students for the CompTIA Cloud Essentials exam (CLO-001).

COMPTIA CYBERSECURITY ANALYST (CYSA+) – 5 DAYS

The course introduces tools and tactics to manage cybersecurity risks, identify various types of common threats, evaluate the organization’s security, collect and analyze cybersecurity intelligence, and handle incidents as they occur. This course prepares students for the CSO-001 exam.

COMPTIA IT FUNDAMENTALS+ – 3 DAYS

This course will provide students with the fundamental skills and concepts required to maintain, support, and work efficiently with personal computers. This course prepares students for the FC0-U51 or FC0-U61 exam.

COMPTIA LINUX+ – 5 DAYS

Students will acquire the skills needed to install and support one or more distributions of the Linux operating system and learn information and skills that will be helpful as they prepare for the CompTIA Linux+ exams (LX0-003 & LX0-004, or XK0-004).

COMPTIA NETWORK+ – 5 DAYS

In this course, students will describe the major networking technologies and systems of modern networks, and be able to configure, manage, and troubleshoot modern networks. This course will help the students prepare for the N10-007 exam and certification.

COMPTIA PENTEST+ – 5 DAYS

This course teaches students to perform the most up-to-date penetration testing, conduct vulnerability assessments, and the management skills necessary to determine the resiliency of the network against attacks, preparing them for the CompTIA PenTest+ exam (PT0-001).

COMPTIA PROJECT+ – 5 DAYS

In this course, students will apply recognized practices of project management and understand a project’s life cycle and roles and skills necessary to effectively initiate, plan, execute, monitor and control, and close a project. This course prepares students for the CompTIA Project+ exam (PKO-004).

COMPTIA SECURITY+ – 5 DAYS

In this course, students will implement, monitor, and troubleshoot infrastructure, application, information, and operational security. Students will prepare for the CompTIA Security+ certification examination (SY0-501).

COMPTIA SERVER+ – 5 DAYS

In this course, students install, configure, upgrade, maintain, and troubleshoot servers, and learn information and skills that will be helpful on the job, and prepare for the CompTIA Server+ certification examination. This course prepares students for the CompTIA Server+ exam (SKO-004).

NEW HORIZONS CUSTOMER STATISTIC

Success With Online LIVE!

99% of surveyed Online LIVE students rate the value of New Horizons courses as good or better.



Source: TechValidate survey of 421 users of New Horizons

Validated Published: May, 16, 2016 TVID: 868-85C-9EB



NEW HORIZONS CUSTOMER STATISTIC

Excellent Courses and Staff!



4.5/5 Stars

92% of organizations rate New Horizons courses as excellent and rate the staff with 4.5 stars or higher.

Source: TechValidate survey of 844 users of New Horizons

Validated Published: Oct, 23, 2018 TVID: F3C-9E-6EA

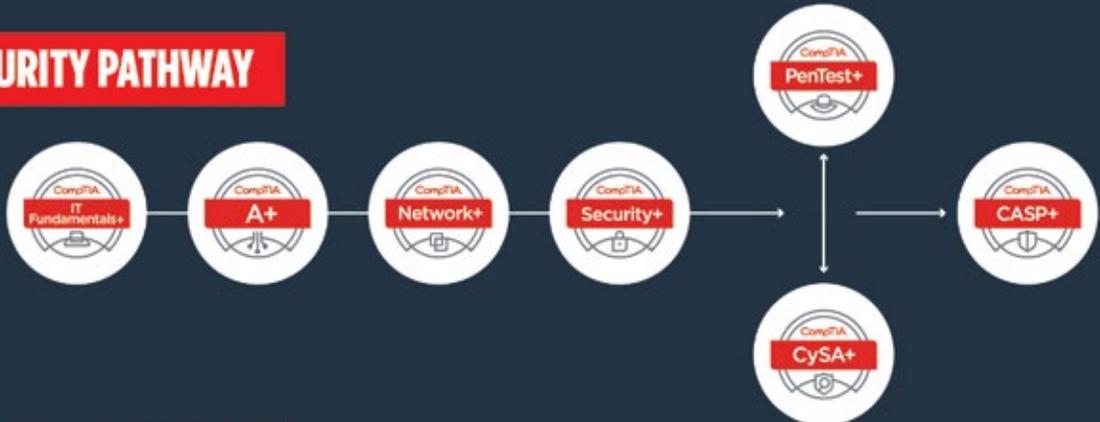




CompTIA Career Pathways

Are you ready to advance your IT infrastructure or cybersecurity career? Follow these training paths to master the necessary skills.

CYBERSECURITY PATHWAY



INFRASTRUCTURE PATHWAY



PRIVATE GROUP CLASSES

New Horizons offers private group classes that provide flexible, customizable training solutions to fit your organization's unique needs

Private training allows organizations to train an entire team or department with one unified learning experience, ensuring that everyone obtains the same knowledge and skills. Courses can be delivered "off the shelf", slightly modified or completely customized to meet your organization's learning initiatives. Private training can be delivered in any of our training centers worldwide, on-site at your offices, or at a location of your choice.

Contact your Account Executive to learn more about our private group class options.



Cybersecurity Training

New Horizons cybersecurity training portfolio includes top cybersecurity courses and certifications. These include Blockchain, EC-Council's Certified Ethical Hacker (CEH) and Computer Hacking Forensic Investigator (CHFI), CompTIA and Cisco security certifications, as well as the Certified Information Systems Security Professional (CISSP) certification from ISC². Learn how to design a Cybersecurity program and how to conduct a Cyber-Risk assessment with our NIST Cybersecurity Framework (NCSF) training courses.



AXELOS

RESILIA FOUNDATION – 3 DAYS

This course provides students the understanding of how operational decisions can have an impact on good cyber resilience. The class shows how nurturing cyber resilience can support operational effectiveness and business efficiency.

RESILIA PRACTITIONER – 2 DAYS

This course equips students with practical skills to achieve the best balance of security risk, cost, operational benefits and flexibility within an organization.

BLOCKCHAIN TRAINING ALLIANCE (BTA)

BLOCKCHAIN FOR HEALTHCARE PROFESSIONALS AND THE PATIENT EMPOWERED BLOCKCHAIN (PEB) – 3 DAYS

This course covers the intersection of healthcare and Blockchain. Training will include an overview of Blockchain, and uses for Blockchain in the healthcare industry, from medical records, to medical devices, insurance and beyond.

BLOCKCHAIN SECURITY TRAINING – 3 DAYS

This course covers all known aspects of Blockchain security that exist in the Blockchain environment today and provides a detailed overview of all Blockchain security issues, including threats, risk mitigation, node security integrity, confidentiality, best security practices, advanced Blockchain security and more.

BTA CERTIFIED BLOCKCHAIN BUSINESS FOUNDATIONS (CBBF) – 1 DAY

The Certified Blockchain Business Foundations (CBBF) certification course, An Overview for Business Professionals is designed for non-technical business professionals who require basic knowledge about Blockchain and how it will be executed within an organization.

BTA CERTIFIED BLOCKCHAIN DEVELOPER ETHEREUM (CBDE) – 3 DAYS

The Certified Blockchain Developer Ethereum (CBDE) certification course, Ethereum Training: Hands-on Ethereum Development Bootcamp is designed for those seeking an in-depth understanding and development experience of the Ethereum Blockchain platform. The course is aimed towards programmers and developers who want to take a comprehensive deep dive in writing smart contracts and building applications that interact with them.

BTA CERTIFIED BLOCKCHAIN DEVELOPER HYPERLEDGER FABRIC (CBDH) – 3 DAYS

The Certified Blockchain Developer Hyperledger Fabric (CBDE) certification course, Hyperledger Training: Developing on Hyperledger Fabric has been meticulously put together and is taught by world-class subject matter experts. It is designed for developers and administrators who want to take a comprehensive deep dive on Hyperledger Fabric and Hyperledger Composer.

BTA CERTIFIED BLOCKCHAIN SOLUTION ARCHITECT (CBSA) – 3 DAYS

The Certified Blockchain Solutions Architect (CBSA) certification course, Blockchain Architecture Training is aimed at technical leaders who need to make decisions about architecture, environment, and development platforms.

IOT AND BLOCKCHAIN TRAINING – 1 DAY

This course provides an overview of IoT and Blockchain, and how Blockchain holds the potential to securely unlock business and operational value of IoT to support common task, such as sensing, processing, storing information and communicating.

CERTNEXUS

CERTIFIED IOT PRACTITIONER – 3 DAYS

In this course, students will learn general strategies for planning, designing, developing, implementing, and maintaining an IoT system through various case studies and by assembling and configuring an IoT device to work in a sensor network. Students will create an IoT device based on an ESP8266 microcontroller, implementing various common IoT features, such as analog and digital sensors, a web-based interface, MQTT messaging, and data encryption.

CYBERSEC FIRST RESPONDER – 5 DAYS

This course covers the duties of those who are responsible for monitoring and detecting security incidents in information systems and networks, and for executing a proper response to such incidents.

CYBERSAFE (SECURING ASSETS FOR THE END USER) – 1 DAY

This course will help you to understand security compliance considerations, social engineering, malware, and various other data security-related concepts. In this course, you will explore the hazards and pitfalls and learn how to use technology safely.

CISCO

IMPLEMENTING ADVANCED CISCO ASA SECURITY (SASAA) – 5 DAYS

This course is targeted towards network security engineers who require in depth knowledge of the advanced features of Cisco ASA Security products, including features of Cisco ASA 5500-X Series Next-Generation Firewalls, ASASM, and ASA 1000V Cloud Firewall, and install and set up the Cisco IPS and Cisco ASA CX software modules, Implement Cisco ASA Identity Firewall policies by using Cisco CDA and Cisco ASA, Implement Cisco ASA CX policies, and Implement Cisco ASA and Cisco Cloud Web Security integration.

IMPLEMENTING CISCO CYBERSECURITY OPERATIONS (SECOPS) – 5 DAYS

Students will learn the principles and concepts of Security Operations, and gain fundamental knowledge and core skills needed to begin working in a Security Operations Center (SOC).

IMPLEMENTING CISCO EDGE NETWORK SECURITY SOLUTIONS (SENS) – 5 DAYS

Gain hands-on experience with configuring various perimeter security solutions for mitigating outside threats and securing network zones. Students will learn how to reduce the risk to their IT infrastructures and applications using Cisco Switches, Cisco ASA, and Router security appliance feature and provide detailed operations support for these products.

IMPLEMENTING CISCO IOS NETWORK SECURITY (IINS) 3.0 – 5 DAYS

IINS focuses on security principles and technologies, using Cisco security products to provide hands-on examples. This course allows students to understand common security concepts, and deploy basic security techniques utilizing a variety of popular security appliances within a "real-life" network infrastructure.

IMPLEMENTING CISCO SECURE ACCESS SOLUTIONS (SISAS) – 5 DAYS

Security engineers will learn the knowledge and gain hands-on experience so that they can deploy Cisco's Identity Services Engine and 802.1X secure network access. Students will gain hands-on experience with configuring various advance Cisco security solutions for mitigating outside threats and securing devices connecting to the network.

IMPLEMENTING CISCO SECURE MOBILITY SOLUTIONS (SIMOS) – 5 DAYS

This course prepares network security engineers with the knowledge and skills they need to protect data traversing a public or shared infrastructure such as the Internet by implementing and maintaining Cisco VPN solutions. Students of this course will gain hands-on experience with configuring and troubleshooting remote access and site-to-site VPN solutions, using Cisco ASA adaptive security appliances and Cisco IOS routers.

IMPLEMENTING CISCO THREAT CONTROL SOLUTIONS (SITCS) – 5 DAYS

This course is designed to prepare security engineers with the knowledge and hands-on experience so that they can deploy Cisco's Next Generation Firewall (NGFW), provide operational support for Intrusion Prevention Systems as well as Web Security, Email Security and Cloud Web Security.

IMPLEMENTING AND CONFIGURING CISCO IDENTITY SERVICES ENGINE FOR WIRELESS ENGINEERS (SISE) – 3 DAYS

This course discusses the Cisco Identity Services Engine (ISE) version 1.1.1, including authentication, authorization, and accounting (AAA), posture, profiling, device on-boarding, and guest management, into a single context-aware identity-based platform.

IMPLEMENTING CORE CISCO ASA SECURITY V1.0 (SASAC) – 5 DAYS

This course provides update training on the key features of the post-8.4.1 release of the Cisco ASA adaptive security appliance, including 9.x features.

UNDERSTANDING CISCO CYBERSECURITY FUNDAMENTALS (SECFND) – 5 DAYS

SECFND is designed to teach candidates basic security principles, concepts, provide fundamental knowledge and core skills needed to begin preparing for a job in cybersecurity.

CISCO - ADVANCED SECURITY

DEPLOYING SECURITY IN CISCO ACI (DSACI) – 5 DAYS

This instructor-led, lab-based, hands-on course describes how to implement secure Cisco Application Centric Infrastructure (ACI) operation, as well as how to integrate security services with the Cisco ACI Fabric. Students will learn how to implement security mechanisms in the operational infrastructure with the Cisco ACI environment.

IMPLEMENTING AN INTEGRATED THREAT DEFENSE SOLUTION (SECUR201) – 3 DAYS

This instructor-led, lab-based, hands-on course is part of a series of Cisco security solutions courses designed to help businesses implement and operate their Cisco Integrated Threat Defense solution.

INTEGRATED THREAT DEFENSE INVESTIGATION AND MITIGATION (SECUR202) – 2 DAYS

This instructor-led, lab-based, hands-on course will introduce students to network threat investigation and then reinforce student learning through a series of lab scenarios designed to identify relationships between the Cisco products and the stages of the attack lifecycle.

PROTECTING AGAINST MALWARE THREATS WITH CISCO AMP FOR ENDPOINTS (SSFAMP) – 3 DAYS

This course shows you how to deploy and use Cisco® AMP for Endpoints, a next-generation endpoint security solution that prevents, detects, and responds to advanced threats. Through expert instruction and hands-on lab exercises, you will learn how to implement and use this powerful solution through a number of step-by-step attack scenarios.

SECURING CISCO NETWORKS WITH OPEN

SOURCE SNORT (SSFSNORT) – 4 DAYS

Learn to build and manage a Snort system using open source tools, plug-ins, and the Snort rule language to help manage, tune, and deliver feedback on suspicious network activity. This course combines lecture materials and hands-on labs to ensure students are able to construct a solid, secure Snort installation and write Snort rules using proper syntax and structure.

SECURING CISCO NETWORKS WITH SNORT RULE WRITING BEST PRACTICES (SSFRULES) – 3 DAYS

This course focuses exclusively on the Snort rules language and rule writing. Starting from rule syntax and structure to advanced rule-option usage, students will analyze exploit packet captures and put the rule writing theories learned to work—implementing rule-language features to trigger alerts on the offending network traffic.

SECURING NETWORKS WITH CISCO FIREPOWER NEXT-GENERATION IPS (SSFIPS) – 5 DAYS

Our enhanced Next-Generation Intrusion Prevention System course teaches you to look up which hosts are being targeted within your network, what operating systems and applications are running, what mobile/client-side devices are in use, and what actions users are performing. Previously, gathering this critical information required access to multiple systems, but our Cisco Firepower NGIPS training empowers you to do this in one place, in real-time, identifying threats before they unfold.

SECURING NETWORKS WITH CISCO FIREPOWER THREAT DEFENSE NGFW (FIREPOWER200) – 5 DAYS

This lab-intensive course introduces you to the basic next-generation intrusion prevention system (NGIPS) and next-generation firewall (NGFW) security concepts. The course then leads you through the Cisco Firepower system. Among other powerful features, you become familiar with Firepower Threat Defense configuration, in-depth event analysis, and NGIPS tuning and configuration. You also become familiar with the latest platform features: file and malware inspection, security intelligence, domain awareness, and more.

CISCO - CUSTOM SECURITY

ADMINISTERING AND POSITIONING CISCO UMBRELLA OPERATIONS (ADMUMB) – 2 DAYS

Students who enter the course with a basic understanding of Cisco products and IT solutions will be able to describe the Cisco Umbrella, understand Secure Internet Gateway and Ransomware Protection, discuss Threat Intelligence, use Cisco Roaming Client.

ASA ESSENTIALS (ASAE) – 5 DAYS

ASA Essentials (ASAE) is a Cisco ASA training course where the student will gain the essential skills required to configure, maintain, and operate Cisco ASA 5500-X Series Adaptive Security Appliances based on ASA Software v9.x.

CISCO ASA EXPRESS SECURITY V1.5 (SAEXS) – 3 DAYS

You will learn about Cisco's ASA firewall features and functions, with FirePOWER Services and Remote Access VPN including Clientless and AnyConnect.

SECURING EMAIL WITH CISCO EMAIL SECURITY APPLIANCE PARTS 1 AND 2 (SESA) – 3 DAYS

Students will learn to use Cisco Email Security Appliances (ESAs) to manage and troubleshoot email in their networks and in-depth instruction on popular features, emphasizing topics listed below, learn advanced Internet email concepts and receive an overview of how to customize configurations. SESA also teaches advanced configuration and operation of the Cisco ESA.

SOFTWARE DEFINED ACCESS AND ISE

INTEGRATION FOR POLICY DEPLOYMENT AND ENFORCEMENT (ISE_SDSA) – 3 DAYS

This course covers Cisco SD-Access, Using Cisco ISE for TrustSec and Policy Enforcement and DNA Workflows.

CITRIX

CTX-270 CITRIX ENTERPRISE SECURITY SOLUTIONS – 5 DAYS

Learn to secure your Citrix environment in this hands-on course that encompasses the core Citrix technologies, including Citrix Virtual Apps and Desktops, ADC, Endpoint Management, Content Collaboration and Citrix Cloud. Topics include application and data security, Citrix authentication, authorization, and auditing workflows, operating system hardening, mitigation against network vulnerabilities, hypervisor security, and methods to secure Citrix traffic.

CTX-271 SECURING CITRIX NETWORKING AND MOBILITY SOLUTIONS – 3 DAYS

This course covers Citrix ADC, Citrix Endpoint Management and Citrix Content Collaboration. You'll explore networking security fundamentals and learn about various network attacks, such as SSL exploits and how to protect your network against them. Understand how authentication, authorization, and auditing plays a role in both your networking and mobility environment, and how to augment security with multi-factor authentication. Explore certificates, policies, and management options to lockdown your data with Citrix Web App Firewall, and Secure Citrix Endpoint Management applications, and Citrix Content Collaboration.

CTX-272 SECURING CITRIX WORKSPACE SOLUTIONS – 2 DAYS

Learn to secure your Citrix Workspace deployments. This course covers securing Citrix Virtual Apps and Desktops traffic, getting an understanding of when and where to secure traffic between Virtual Apps and Desktops components, and advanced authentication implementations covering multi-factor authentication, Smart Card, SAML, and FAS. Explore how to protect your applications against vulnerabilities, Citrix Cloud security leading practices, operating system hardening, hypervisor security, and other Citrix recommended practices.

COMPTIA

COMPTIA ADVANCED SECURITY PRACTITIONER (CASP+) – 5 DAYS

In this course, students will expand on their knowledge of information security to apply more advanced principles that will keep their organizations safe from the many ways they can be threatened. This course prepares students for the CAS-003 exam.

COMPTIA CYBERSECURITY ANALYST (CYSA+) – 5 DAYS

The course introduces tools and tactics to manage cybersecurity risks, identify various types of common threats, evaluate the organization's security, collect and analyze cybersecurity intelligence, and handle incidents as they occur. This course prepares students for the CSO-001 exam.

COMPTIA PENTEST+ – 5 DAYS

This course teaches students to perform the most up-to-date penetration testing, conduct vulnerability assessments, and the management skills necessary to determine the resiliency of the network against attacks, preparing them for the CompTIA PenTest+ exam (PTO-001).

COMPTIA SECURITY+ – 5 DAYS

In this course, students will implement, monitor, and troubleshoot infrastructure, application, information, and operational security. Students will prepare for the CompTIA Security+ certification examination (SY0-501).

CYBERSECURITY

Cybersecurity Training

CERTIFIED SOFTWARE QUALITY ENGINEER (CSQE) – 5 DAYS

This course teaches to ASQ's objectives to certify understanding of software quality development and implementation, software inspection, testing, verification and validation.

SECURITY AWARENESS CONCEPTS AND PRACTICES – 1 DAY

Students will learn to identify and apply security techniques.

EC-COUNCIL

CICISO – 4 DAYS

The Certified CISO (C|CISO) course is the first of its kind training and certification program aimed at producing top-level Information Security Leaders. The CCISO does not focus solely on technical knowledge but on the application of information security management principles from an executive management point of view. The program was developed by seasoned CISOs for current and aspiring CISOs.

CERTIFIED APPLICATION SECURITY ENGINEER (CASE) – 5 DAYS

The CASE course teaches the critical security skills and knowledge required throughout a typical software development life cycle (SDLC), focusing on the importance of the implementation of secure methodologies and practices in today's insecure operating environment.

CERTIFIED ETHICAL HACKER (CEH) V10.0 – 5 DAYS

C|EH is the world's most advanced ethical hacking course covering 20 of the most important security domains any individual will need to help you master an ethical hacking methodology that can be used in a penetration testing or ethical hacking situation. It prepares students for the Certified Ethical Hacker certification exam.

CERTIFIED NETWORK DEFENDER (CND) – 5 DAYS

Certified Network Defender (CND) is a vendor-neutral, hands-on, instructor-led comprehensive network security certification training program. The program prepares network administrators on network security technologies and operations to attain Defense-in-Depth network security preparedness. It covers the Protect, Detect and Respond approach to network security.

COMPUTER HACKING FORENSICS INVESTIGATOR (CHFI) V9.0 – 5 DAYS

EC-Council's CHFI certifies individuals in the specific security discipline of computer forensics from a vendor-neutral perspective. The CHFI certification will fortify the application knowledge of law enforcement personnel, system administrators, security officers, defense and military personnel, legal professionals, bankers, security professionals, and anyone who is concerned about the integrity of the network infrastructure. This course prepares students for the Certified Hacking Forensics Investigator certification exam.

(ECSA) V10.0 – 5 DAYS

ECSA is a globally respected penetration testing program that covers the testing of modern infrastructures, operating systems, and application environments while teaching the students how to document and prepare professional penetration testing report. This program takes the tools and techniques covered in CEH to next level by utilizing EC-Council's published penetration testing methodology. This course prepares students for the EC-Council Certified Security Analyst certification exam.

ISACA

CERTIFIED INFORMATION SECURITY MANAGER (CISM) – 5 DAYS

In this course, students will establish processes to ensure that information security measures align with established business needs.

CERTIFIED INFORMATION SYSTEMS AUDITOR (CISA) – 5 DAYS

In this course students will perform evaluations of organizational policies, procedures, and processes to ensure that an organization's information systems align with overall business goals and objectives.

ISC²

CERTIFIED INFORMATION SYSTEM SECURITY PROFESSIONAL (CISSP) – 5 DAYS

This course provides a comprehensive discussion against an internationally accepted common body of knowledge encompassing eight security domains which include Security and Risk Management, Asset Security, Communication and Network Security, Identity and Access Management, Security Assessment and Testing, Security Operations, and Software Development Security. This course covers the eight domains that are required knowledge for the CISSP certification exam.

ITSM SOLUTIONS

NCSF BOOTCAMP – 5 DAYS

This ACQUIROS accredited course is targeted at IT and Cybersecurity professionals looking to become certified on how to operationalize the NIST Cybersecurity Framework (NCSF) across an enterprise and its supply chain. The NCSF Bootcamp program teaches the knowledge to prepare for the NCSF Boot Camp exam (Foundation + Practitioner) plus the skills and abilities to design, build, test, manage and improve a cybersecurity program based on the NCSF.

NCSF FOUNDATION – 1 DAY

This course covers current cybersecurity challenges and explains how organizations that implement an NCSF program can mitigate these risks. This program is focused on candidates who need a basic understanding of the NCSF to perform their daily jobs as executives, business professionals, or information technology professionals.

NCSF PRACTITIONER – 4 DAYS

This course details the current cybersecurity challenges plus teaches in depth the UMass Lowell NCSF Control Factory Methodology on how to build, test, maintain and continually improve a cybersecurity program based on the NIST Cybersecurity Framework. It is for IT and Cybersecurity professionals looking to become certified on how to operationalize the NIST Cybersecurity Framework across an enterprise and its supply chain.

PALO ALTO

PALO ALTO FIREWALL 7.1: CONFIGURE EXTENDED FEATURES (EDU-205) – 2 DAYS

Extended Firewall Management is the next-level follow-on course to Palo Alto Networks Installation, Configuration, and Management (EDU-201). Extended Firewall Management expands on course topics, while introducing many new features and functions of Palo Alto Networks Next-Generation firewalls.

PALO ALTO FIREWALL 7.1: INSTALL, CONFIGURE, AND MANAGE (EDU-201) – 3 DAYS

Successful completion of this course will enable the student to install, configure, and manage the entire line of Palo Alto Networks Next-Generation firewalls.

PALO ALTO FIREWALL 7.1: MANAGE CYBERTHREATS (EDU-231) – 2 DAYS

In this course, you will learn strategies in defense against advanced threats to better understand the threat landscape. You will learn the use of Palo Alto Networks next-generation firewalls, including the WildFire product.

PALO ALTO FIREWALL 8: DEBUG AND TROUBLESHOOT (EDU-311) – 3 DAYS

This advanced course expands on EDU-210, enhancing the student's understanding of how to debug and troubleshoot the full line of Palo Alto Networks next-generation firewalls.

PALO ALTO FIREWALL 8.0 ESSENTIALS: CONFIGURATION AND MANAGEMENT (EDU-210) – 5 DAYS

This course combines EDU-201 and EDU-205 for a comprehensive instruction in Palo Alto Networks Installation, Configuration, and Management.

PALO ALTO PANORAMA 8: MANAGE MULTIPLE FIREWALLS (EDU-221) – 2 DAYS

In this course students will gain an in-depth knowledge of how to configure and manage their Palo Alto Networks Panorama Management Server.

PALO ALTO TRAPS 3.4: DEPLOY AND OPTIMIZE (EDU-285) – 2 DAYS

Students will learn how to design, build, implement, and optimize large-scale Traps deployments: those with multiple servers and/or thousands of endpoints.

PALO ALTO TRAPS 3.4: INSTALL, CONFIGURE AND MANAGE (EDU-281) – 2 DAYS

Students will learn how to install and configure the Endpoint Security Manager (ESM) and Traps endpoint components; build rules; enable and disable process protections; and integrate Traps with Palo Alto Networks WildFire, which provides prevention and detection of zero-day malware.

EC-COUNCIL CERTIFIED SECURITY ANALYST



NIST Cybersecurity Framework Workforce Development Program

TEACHES THE KNOWLEDGE, SKILLS AND ABILITIES TO ENGINEER, TEST, MAINTAIN, AND CONTINUALLY IMPROVE AN NCSF PROGRAM, AND TO:

- Develop a strategy to educate executives and board members about the NIST Cybersecurity Framework (NCSF)
- Create a Cybersecurity Program that will become policy for organizations
- Engineer a solution to operationalize the cybersecurity program across an enterprise and its supply chain
- Build and Operate a Security Operations Center (SOC)
- Conduct continuous cybersecurity Risk Assessments
- Prepare for certification exams outlined in the NICE Cybersecurity Workforce Framework (NCWF)

HELP PROTECT THE INTERNET CYBERSECURITY TRAINING

Employers are seeking IT pros for entry-level, mid-level and advanced-level cybersecurity jobs:



Cybersecurity Specialist
18% growth from 2014 to 2024



Penetration Tester
18% from 2014 to 2024



Cybersecurity Analyst
28% from 2016 to 2026



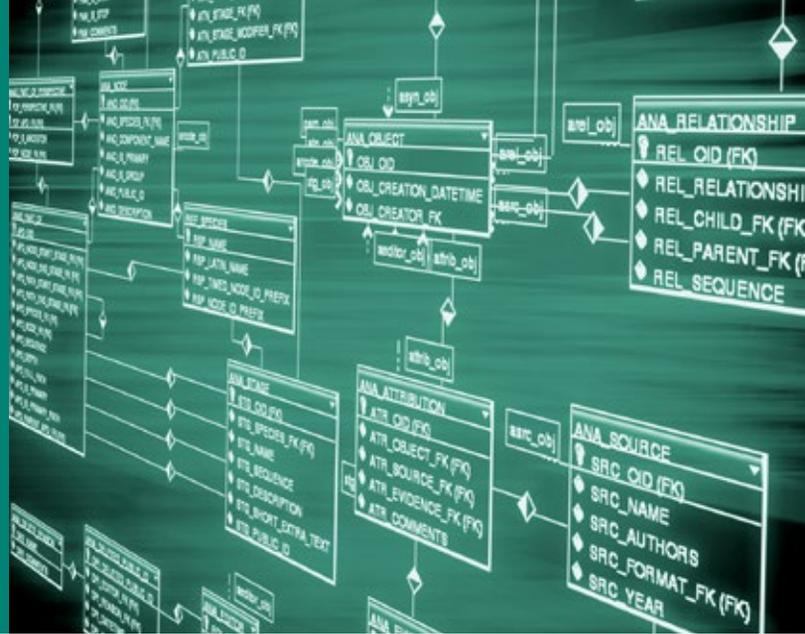
Cybersecurity Engineer
28% growth from 2016 to 2026

**Upgrade your cybersecurity skills,
and let New Horizons help you secure your future**



Oracle Training from New Horizons

New Horizons Oracle training equips students with installation, administration and troubleshooting skills for Oracle Database, one of the most popular relational database management system (RDBMS) software programs in the IT industry today



Oracle Database 12c enables IT professionals to deliver more information with higher quality of service, make more-efficient use of their budgets, and reduce the risk of change in datacenters.

By deploying Oracle Database 12c as their data management foundation, organizations can utilize the full power of the world's leading database to:

- Reduce server costs by a factor of 5
- Reduce storage requirements by a factor of 10
- Improve mission-critical system performance by a factor of 10
- Increase DBA and developer productivity by a factor of 2
- Maximize availability and eliminate idle redundancy
- Maximize security and enable compliance
- Simplify their overall IT software portfolio

Popular courses:

Oracle Database 12c

- Oracle Database 12c - Administration I
- Oracle Database 12c - Administration II
- Oracle Database 12c - SQL Fundamentals
- Oracle Database 12c - PL/SQL Fundamentals
- Oracle Database 12c: PL/SQL III - Advanced Programming & Tuning

Other Courses are available upon specific request

Unlimited Product Learning Subscription

Need flexible, continually updated digital training that walks you through using Oracle products? Purchase the Unlimited Product Learning Subscription (UPLS). You'll get 24/7 access to Oracle University's product, solution and industry subscriptions for 1 year in a convenient package. Each subscription in this package contains interactive, on demand training content that's sorted by channels dedicated to specific topics. With every product release, we add fresh training content to these channels to keep pace with technology updates. **BONUS:** enjoy access to all of our product courses offered through our Training On Demand (TOD) learning format. Training On Demand lets you watch recorded classroom sessions taught by Oracle experts.





Google Cloud Platform

Google Cloud Platform (GCP) is a suite of public cloud computing services that include a range of hosted services for computing, storage, networking, big data, machine learning and the internet of things (IoT), as well as cloud management, security and developer tools. New Horizons is a proud Google Cloud Platform authorized training partner, offering the full portfolio of GCP training and certifications.

ARCHITECTING WITH GOOGLE CLOUD PLATFORM: DESIGN AND PROCESS – 2 DAYS

This class equips students to build highly reliable and efficient solutions on Google Cloud Platform, using proven design patterns and the principles of Google Site Reliability Engineering (SRE).

ARCHITECTING WITH GOOGLE CLOUD PLATFORM: INFRASTRUCTURE – 3 DAYS

This class introduces participants to the comprehensive and flexible infrastructure and platform services provided by Google Cloud Platform.

BUILD A BUSINESS TRANSFORMATION VISION WITH GOOGLE CLOUD – 1 DAY

Learn how the Google Cloud library can address business challenges through three distinct lenses: technology, economics, and security.

DATA ENGINEERING ON GOOGLE CLOUD PLATFORM – 4 DAYS

This class provides participants a hands-on introduction to designing and building data processing systems on Google Cloud Platform.

DEVELOPING APPLICATIONS WITH GOOGLE CLOUD PLATFORM – 3 DAYS

In this course, application developers learn how to design, develop, and deploy applications that seamlessly integrate components from the Google Cloud ecosystem.

FROM DATA TO INSIGHTS WITH GOOGLE CLOUD PLATFORM – 2 DAYS

This class teaches course participants how to derive insights through data analysis and visualization using the Google Cloud Platform.

GETTING STARTED WITH GOOGLE KUBERNETES ENGINE – 1 DAY

Learn to containerize workloads in Docker containers, deploy them to Kubernetes clusters provided by Google Kubernetes Engine, and scale those workloads to handle increased traffic.

GOOGLE CLOUD FUNDAMENTALS: BIG DATA & MACHINE LEARNING – 1 DAY

This course showcases the ease, flexibility, and power of big data solutions on Google Cloud Platform.

GOOGLE CLOUD PLATFORM FUNDAMENTALS: CORE INFRASTRUCTURE – 1 DAY

This class provides an overview of Google Cloud Platform products and services and how to incorporate cloud-based solutions into business strategies.

GOOGLE CLOUD PLATFORM FUNDAMENTALS FOR AWS PROFESSIONALS – 1 DAY

This course introduces AWS professionals to the core capabilities of Google Cloud Platform.

NETWORKING IN GOOGLE CLOUD PLATFORM – 2 DAYS

Students explore and deploy GCP networking technologies, such as Google Virtual Private Cloud (VPC) networks, subnets, firewalls, interconnection among networks, load balancing, Cloud DNS, and Cloud CDN.

PREPARING FOR THE PROFESSIONAL CLOUD ARCHITECT EXAMINATION – 1 DAY

This course provides information, tips, and advice on taking the Google Cloud Certified - Professional Cloud Architect exam.

PREPARING FOR THE PROFESSIONAL DATA ENGINEER EXAMINATION – 1 DAY

This course helps prospective candidates structure their preparation for the Professional Data Engineer exam and includes exam question reasoning and case comprehension.



New Horizons is a proud authorized training provider for Google Cloud Platform

Whether you are a developer, data scientist, cloud solution architect or systems operations professional, New Horizons offers the full spectrum of GCP courses from beginning to advanced, taught by expert certified GCP instructors, in the modality that fits your needs - traditional instructor led classes, virtual live classroom training, or On-Demand self-paced learning.

IBM Training

New Horizons offers authorized training for the design, installation, maintenance and troubleshooting of IBM technology, hardware, and storage. Through our strategic partnerships, New Horizons is able to leverage the award-winning IBM technical training content that is exclusive to IBM's global training providers. Listed here are some of the most popular IBM courses.



ANALYTICS

(B6052) IBM COGNOS FRAMEWORK MANAGER: DESIGN METADATA MODELS (V11.0) – 5 DAYS

This course provides participants with introductory to advanced knowledge of metadata modeling concepts, and how to model metadata for predictable reporting and analysis results using Framework Manager.

(B6158) IBM COGNOS ANALYTICS: AUTHOR REPORTS FUNDAMENTALS (V11.0.X) – 3 DAYS

This course provides professional report authors an opportunity to learn report building techniques using relational data models.

(B6159) IBM COGNOS ANALYTICS: AUTHOR REPORTS ADVANCED (V11.0.X) – 2 DAYS

This course teaches Professional Report Authors about advanced report building techniques using relational data models, and ways of enhancing, customizing, and managing professional reports.

(CL207) DB2 11.1 ADMINISTRATION WORKSHOP FOR LINUX – 4 DAYS

This course teaches you to perform, basic and advanced, database administrative tasks using DB2 11.1 for Linux, UNIX, and Windows.

(CL487) IBM DB2 11.1 QUICKSTART FOR EXPERIENCED RELATIONAL DBAS – 4 DAYS

This course teaches you to perform, basic and advanced, database administrative tasks using Db2 11.1.

(F288) IBM FILENET CONTENT MANAGER 5.2.1: ADMINISTRATION – 5 DAYS

Starting with an overview of the system use cases and architecture, students learn how to configure content storage repositories, metadata, and security.

(B6155) IBM COGNOS ANALYTICS: ENTERPRISE ADMINISTRATION (V11.0.X) – 2 DAYS

This offering covers the fundamental concepts of installing and configuring IBM Cognos Analytics, and administering servers and content, in a distributed environment.

(KM204) IBM INFOSPHERE DATASTAGE ESSENTIALS V11.5 – 4 DAYS

This course is for project administrators and ETL developers responsible for data extractions and transformations using DataStage as an introduction to DataStage.

(U5BA58) IBM COGNOS REPORT STUDIO: AUTHORIZING PROFESSIONAL REPORTS FUNDAMENTALS (V10.2.2) – 3 DAYS

IBM Cognos Report Studio: Author Professional Reports Fundamentals (V10.2.2) is designed for professional report authors to learn report building techniques using relational data models, & methods of enhancing, customizing, & managing reports.

(U5BA59) IBM COGNOS REPORT STUDIO: AUTHOR PROFESSIONAL REPORTS ADVANCED (V10.2.2) – 2 DAYS

This course is designed for professional report authors to learn advanced report building techniques using mostly relational data models, and ways of enhancing, customizing, and managing professional reports.

(U5B6070) ESSENTIALS FOR IBM COGNOS ANALYTICS (V11.0) – 5 DAYS

This accelerated offering is intended for core project team members wanting to acquire a broad understanding of IBM Cognos Analytic platform implementation.

CLOUD

(WM153) IBM MQ V9 SYSTEM ADMINISTRATION (USING WINDOWS FOR LABS) – 4 DAYS

This course provides technical professionals with the skills that are needed to administer IBM MQ queue managers on distributed operating systems and in the Cloud.

(WM154) IBM MQ V9 SYSTEM ADMINISTRATION (USING LINUX FOR LABS) – 4 DAYS

This course provides technical professionals with the skills that are needed to administer IBM MQ queue managers on distributed operating systems and in the Cloud.

(WA590) IBM WEBSPPHERE APPLICATION SERVER V9 ADMINISTRATION – 3 DAYS

In this course, you learn how to configure and maintain IBM WebSphere Application Server V9 in a single server environment.

(WA855) IBM WEBSPPHERE APPLICATION SERVER V8.5.5 ADMINISTRATION – 5 DAYS

This course teaches students the skills that are needed to install and administer IBM WebSphere Application Server V8.5.5.

(WE751) IBM ESSENTIALS OF SERVICE DEVELOPMENT FOR IBM DATAPOWER GATEWAY V7.5 – 3 DAYS

This course teaches you the essential skills that are required to configure, implement, and troubleshoot services that are developed on the IBM® DataPower Gateways (IDG) with firmware version 7.5.0, regardless of use case.

(WE761) IBM ADMINISTRATION OF IBM DATAPOWER GATEWAY V7.6 – 4 DAYS

In this course you learn how to run various administrative procedures, from initial installation and setup through ongoing maintenance of the appliances in production.

(WM103) IBM TECHNICAL INTRODUCTION TO IBM MQ – 1 DAY

In this course, you will learn about IBM® MQ V9 basic components and the path that messages follow when they are exchanged between applications.

COMMERCE

(6F87) IBM STERLING B2B INTEGRATOR FUNDAMENTALS – 5 DAYS

This course provides students with a detailed examination of Sterling B2B Integrator, which provides end-to-end enterprise integration server for dynamic real time and near real time business collaboration and commerce automation.

SECURITY

(AN30) IBM POWER SYSTEMS FOR AIX - POWERVM I IMPLEMENTING VIRTUALIZATION – 5 DAYS

You will learn new features and benefits of virtualization including processor virtualization, Integrated Virtual Ethernet, Virtual I/O Server, and virtual devices, such as virtual Ethernet, virtual SCSI, and virtual Fibre Channel adapters.

(BQ103) IBM QRADAR SIEM FOUNDATIONS – 3 DAYS

This basic course, including hands-on exercises, teaches security analysts, architects, offense managers, and administrators how to navigate the QRadar SIEM user interface and investigate offenses.

IBM Training

(BQ203) IBM QRADAR SIEM ADVANCED TOPICS – 2 DAYS

In this course, you will be able to configure processing of uncommon events, work with reference data, and develop custom rules, custom actions, and custom anomaly detection rules.

(IS720) IBM BIGFIX PLATFORM FOUNDATIONS – 3 DAYS

This course (formerly IBM Endpoint Manager) presents basic and intermediate level knowledge to help users in administrator and operator roles of the product to develop the knowledge they need to successfully leverage this product in their managed environments.

(TW107) IBM ACCESS MANAGER PLATFORM FOUNDATIONS – 3 DAYS

Using the skills taught in this course, you will be able to configure authentication and authorization mechanisms, implement policy access control, and set up reverse proxy junctions to process web requests.

SYSTEMS

(AN12) POWER SYSTEMS FOR AIX II AIX IMPLEMENTATION AND ADMINISTRATION – 5 DAYS

Students will learn to install, customize, and administer the AIX operating system in a multiuser Power Systems partitioned environment.

(AN14) IBM AIX JUMPSTART FOR UNIX PROFESSIONALS – 5 DAYS

Students will learn to install, customize and administer the AIX operating system in a multi-user POWER (System p) partitioned environment.

(AS24) IBM SYSTEM OPERATOR WORKSHOP FOR IBM I – 4 DAYS

This course enables a new system operator to develop basic to intermediate level skills needed for day-to-day operations of the Power System with IBM i.

(OL19) IBM SYSTEM ADMINISTRATION AND CONTROL FOR SYSTEM I – 5 DAYS

Learn how to plan for, implement, and manage the ongoing operations of an IBM i. Emphasis is on security, system availability, backup and recovery, system software management, and problem determination.

(SNV1) IBM SAN VOLUME CONTROLLER (SVC) PLANNING AND IMPLEMENTATION WORKSHOP – 4 DAYS

This course is designed to leverage SAN storage connectivity by integrating a layer of intelligence or virtualization, the SAN Volume Controller (SVC) to facilitate storage application data access independence from storage management functions and requirements.

(TS616) IBM SPECTRUM PROTECT 8.1.2 IMPLEMENTATION AND ADMINISTRATION – 5 DAYS

This course will focus on implementation and basic administration of a IBM Spectrum Protect environment.

(TS626) IBM SPECTRUM PROTECT 8.1.4 ADVANCED ADMINISTRATION, TUNING, AND TROUBLESHOOTING – 5 DAYS

This advanced class is a data backup and recovery solution designed to help you manage your data.

WATSON

(TR571) IBM MAXIMO ASSET MANAGEMENT 7.5 FUNDAMENTALS – 4 DAYS

This course introduces the fundamental concepts and setup considerations of the various business areas supported by Maximo.



CHANGE CAN BE INTIMIDATING, BUT EXCITING.

New Horizons has the courses and certifications to broaden your skillset and behaviors to find your dream job.

- Programs map to high-growth occupations with dedicated job readiness / placement services
- Extensive array of vendor-authorized training and certifications
- Largest guaranteed-to-run course schedule in the world
- Be career ready in months, not years

Want more income, greater recognition, or a bigger role in your company's growth?
Build your toolkit to advance your career.



IT Service Management Training

New Horizons IT service management (ITSM) training portfolio features ITIL® the most widely accepted and trusted approach to ITSM in the world. Good ITSM has become a key component of successful IT deliverables, which is critical in today's competitive business environment. New Horizons offers a suite of complementary ITSM courses such as DevOps, Six Sigma, COBIT5, IAITAM, and others to help you leverage these processes and best practices.



COBIT 5

COBIT 5 FOUNDATION – 3 DAYS

This course provides an overview of the main concepts of IT Governance according to COBIT 5, ISACA's latest governance framework, and how they can be applied.

INTRODUCTION TO COBIT 5 – 1 DAY

This course will provide existing practitioners and potential new COBIT users' excellent insight into the new framework and explain the differences between COBIT4.1 and COBIT5.

DEVOPS

CERTIFIED AGILE PROCESS OWNER® – 2 DAYS

In this course, you learn how to apply Scrum practices to Process Owner responsibilities and use Agile and Lean principles and practices to put in place 'just enough' process and how to continually align process performance with overall business goals.

CERTIFIED AGILE SERVICE MANAGER® – 2 DAYS

This course provides an introduction to Agile Service Management, the application, and integration of agile thinking into service management processes and process design projects. Agile thinking improves IT's effectiveness and efficiency and enables IT to continue to deliver value in the face of changing requirements.

CONTINUOUS DELIVERY ARCHITECTURE – 2 DAYS

This course is designed for those who are engaged in the design, implementation, and management of DevOps deployment pipelines and toolchains that support Continuous Integration, Continuous Delivery, Continuous Testing and potentially Continuous Deployment.

DEVOPS FOUNDATION® – 2 DAYS

This course provides an introduction to DevOps - the cultural and professional movement that stresses communication, collaboration, integration and automation in order to improve the flow of work between software developers and IT operations professionals.

DEVOPS LEADER – 2 DAYS

The course highlights the human dynamics of cultural change and equips participants with practices, methods, and tools to engage people across the DevOps spectrum through the use of real-life scenarios and case studies.

DEVOPS TEST ENGINEERING – 2 DAYS

This comprehensive course addresses testing in a DevOps environment and covers concepts such as the active use of test automation, testing earlier in the development cycle, and instilling testing skills in developers, quality assurance, security, and operational teams.

DEVSECOPS ENGINEERING – 2 DAYS

This course explains how DevOps security practices differ from other security approaches, and provides the education needed to understand and apply data and security sciences.

IAITAM

CERTIFIED HARDWARE ASSET MANAGEMENT PROFESSIONAL - (CHAMP) – 2 DAYS

Designed to address the numerous issues plaguing professionals in managing hardware assets, the IAITAM Certified Hardware Asset Management Professional ("CHAMP") Course follows the lifecycle of IT hardware assets beyond the scope of the cradle to grave analogy and discusses the business practices that can best be used to manage those assets efficiently and cost-effectively. Emphasis is placed on identifying the policies that enhance lifecycle management.

CERTIFIED IT ASSET DISPOSAL – (CITAD) – 2 DAYS

The IAITAM Certified IT Asset Disposal ("CITAD") course prepares individuals to manage the IT asset disposal process within an organization. Best practices in IT Asset Disposition ("ITAD") are broken down from policy management, data security to chain of custody transition. Attendees will take away the knowledge of how to avoid risk of data loss and public exposure that surround a breakdown in ITAD process management. ITAD processes can be a profit center and area of risk mitigation for those organizations that embrace the CITAD.

CERTIFIED MOBILE ASSET MANAGEMENT (CMAM) – 2 DAYS

This course is aligned with the IAITAM Best Practices Library ("IBPL"). The IAITAM Certified Mobile Asset Management ("CMAM") course prepares the individual and organizations responsible for the complex task of managing mobile devices.

IAITAM ITAM FOUNDATIONS – 2 DAYS

This course is designed to impart an extensive overview of IT Asset Management (ITAM) best practices and processes as well as ways to embrace multiple organizational frameworks such as ITAM & IT Service Management (ITSM).

ITIL 3

ITIL 2011 INTERMEDIATE: SERVICE TRANSITION 2011 EDITION – 4 DAYS

The ITIL v3 (version 3) ST (Service Transition) course is part of the ITIL v3 Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL v3 Service Transition Intermediate exam.

ITIL EXPERT MANAGING ACROSS THE LIFECYCLE (2011 EDITION) – 4 DAYS

This course offers candidates the ability to achieve the ITIL Expert certification upon passing the ITIL Managing Across the Lifecycle exam as well as providing valuable knowledge that can be implemented in the workplace.

ITIL FOUNDATION – 3 DAYS

ITIL Foundation certification training program introduces the student to the fundamentals of IT Service Management (ITSM) based on ITIL 2011 Edition.

ITIL INTERMEDIATE CONTINUAL SERVICE IMPROVEMENT 2011 EDITION – 4 DAYS

The ITIL CSI (Continual Service Improvement) course is part of the ITIL Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL Continual Service Improvement intermediate exam.

ITIL INTERMEDIATE SERVICE DESIGN 2011 EDITION – 4 DAYS

The student will learn the SD (Service Design) part of the ITIL v3 Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL v3 Service Design Intermediate exam as well as proving valuable workplace knowledge.

ITIL INTERMEDIATE SERVICE STRATEGY – 4 DAYS

Students will learn the SS (Service Strategy) part of the ITIL v3 Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL v3 Service Strategy Intermediate exam.

ITIL PRACTITIONER – 2 DAYS

Following ITIL Foundation, this course provides essential ITSM best practice skills you can apply in the real world.

IT Service Management Training

ITIL INTERMEDIATE OPERATIONAL SUPPORT & ANALYSIS 2011 EDITION – 5 DAYS

Students will learn the OSA (Operational Support & Analysis) part of the ITIL v3 Intermediate Capability certification stream. The course prepares candidates to take the ITIL v3 Operational Support & Analysis Intermediate exam.

ITIL INTERMEDIATE PLANNING, PROTECTION & OPTIMIZATION 2011 EDITION – 5 DAYS

The ITIL PPO (Planning, Protection & Optimization) course covers the principles and core elements of the Service Capability approach to ITSM as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle.

ITIL INTERMEDIATE RELEASE CONTROL & VALIDATION 2011 EDITION – 5 DAYS

Students will learn the principles and core elements of the Service Capability approach to IT Service Management as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle.

ITIL INTERMEDIATE SERVICE OFFERINGS AND AGREEMENTS 2011 EDITION – 5 DAYS

The Service Offerings & Agreements course is part of the ITIL v3 Intermediate Capability certification stream. The course prepares candidates to take the ITIL v3 Service Offerings & Agreements Intermediate exam.

ITIL INTERMEDIATE SERVICE OPERATION – 4 DAYS

This course is part of the ITIL Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL Service Operation intermediate exam as well as providing valuable knowledge that can be implemented in the workplace.

ITIL 4

ITIL FOUNDATION 4 – 2 DAYS

The new ITIL Foundation certification training program introduces the student to the fundamentals of IT Service Management (ITSM) based on ITIL 4. This course covers the latest version of core ITIL best practices presented from a service value chain perspective.

ITIL 4 MANAGING PROFESSIONAL COURSES (COMING IN 2019!)

- * ITIL SPECIALIST: CREATE, DELIVER AND SUPPORT
- * ITIL SPECIALIST: DRIVE STAKEHOLDER VALUE
- * ITIL SPECIALIST: HIGH VELOCITY IT

ITIL 4 STRATEGIST COURSE (COMING IN 2019!)

- * ITIL STRATEGIST: DIRECT, PLAN AND IMPROVE

ITIL 4 STRATEGIC LEADER COURSE (COMING IN 2019!)

- * ITIL LEADER: DIGITAL AND IT STRATEGY

LEAN IT

LEAN IT FOUNDATION – 2 DAYS

Lean IT is applied to transform your IT organization to a customer-focused, efficient and transparent IT organization that can deliver sustainable results to the business. The Lean IT Foundation training covers all elements to introduce you to Lean IT.

SIX SIGMA

LEAN SIX SIGMA MASTER BLACK BELT – 5 DAYS

The Lean Six Sigma Master Black Belt program allows students to complete certification requirements faster than traditional Lean Six Sigma training programs. This course combines Six Sigma Methodology and Lean Thinking.

SIX SIGMA GREEN BELT – 1 DAY

Students will implement Six Sigma as a Green Belt.

SIX SIGMA LEAN - INTRODUCTION – 1 DAY

In this course, students will identify the fundamental concepts of Lean Six Sigma.

DevOps Training and Certification

77% of Respondents

said moving to DevOps-like methodologies is extremely or very important



Contact your New Horizons Center and find out what all the excitement is about!

ITIL 4 - TOMORROW STARTS TODAY!

ITIL 4 is the most significant version release in IT Service Management history.

New Horizons, a Global Best Practice Strategic Partner with AXELOS, is on the leading edge of this evolutionary release. There is no better training provider to help you leverage all that ITIL 4 has to offer!

Digital transformation has altered the IT landscape. ITIL 4 addresses this new world in ways no other best practice framework can, providing an end-to-end operating model for the delivery and operation of technology-based products and services. ITIL 4 embraces a holistic philosophy to service management, integrating collaborative frameworks such as Lean IT, Agile and DevOps into a single, seamless approach.

This new approach is reflected in a Certification Scheme that provides modern, relevant content in career paths that reflect today's IT professional.



Contact us today to find out more about the ITIL 4 framework and how it can positively impact your business.



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Wherever the Road Takes You... ... From Your First Job to the Boardroom...

New Horizons has the Capabilities that build Tomorrow's Leaders and a sales force that is here to walk with you on every step of your career journey.

From fundamental business acumen to the competencies required to become a world-class Project Manager, Business Analyst or Transformational Leader, discover today the courses that will change your life tomorrow.



Please see Pages 59-81 for the complete suite of Professional Business and Leadership Courses

Microsoft Technical Training

Data Management & Analytics

Course & Exam 461: Querying Microsoft SQL Server 2014

Course & Exam 462: Administering Microsoft SQL Server 2014 Databases

Course & Exam 463: Implementing a Data Warehouse with Microsoft SQL Server 2014

MCSA
SQL Server

Choose One Course with Exam:

MCSE
Data Management and Analytics

473: Designing and Implementing Cloud Data Platform Solutions

475: Designing and Implementing Big Data Analytics Solutions

464: Developing Microsoft SQL Server Databases

465: Designing Database Solutions for SQL Server

466: Implementing Data Models and Reports with Microsoft SQL Server

467: Designing Business Intelligence Solutions with Microsoft SQL Server

762: Developing SQL Databases

767: Implementing a SQL Data Warehouse

768: Developing SQL Data Models

773: Analyzing Big Data with Microsoft R

774: Perform Cloud Data Science with Azure Machine Learning

775: Perform Data Engineering on Microsoft Azure HDInsight

Course & Exam 761: Querying Data with Transact-SQL

Course & Exam 762: Developing SQL Databases

MCSA
SQL 2016 Database Dev

Course & Exam 764: Administering a SQL Database Infrastructure

Course & Exam 765: Provisioning SQL Databases

MCSA
SQL 2016 Database Admin

Course & Exam 767: Implementing a SQL Data Warehouse

Course & Exam 768: Developing SQL Data Models

MCSA
SQL 2016 BI Development

Course & Exam 773: Analyzing Big Data with Microsoft R

Course & Exam 774: Perform Cloud Data Science with Azure Machine Learning

MCSA
Machine Learning

Course & Exam 778: Analyzing and Visualizing Data with Power BI

Course & Exam 779: Analyzing and Visualizing Data with Microsoft Excel (beta)

MCSA
BI Reporting

Course & Exam 775: Perform Data Engineering on Microsoft HD Insight

Course & Exam 776: Perform Big Data Engineering on Microsoft Cloud Services (beta)

MCSA
Data Engineering with Azure

App Builder

Course & Exam 480: Programming in HTML5 with Javascript and CSS3 - OR -

Course & Exam 483: Programming in C#

Course & Exam 486: Developing ASP.NET MVC Web Applications

MCSA
Web Applications

Choose One Course with Exam:

487: Developing Microsoft Azure and Web Services

496: Administering Microsoft Visual Studio Team Foundation Server

497: Software Testing with Visual Studio

498: Delivering Continuous Value with Visual Studio Application Lifecycle Management

MCSA
App Builder

Course & Exam 483: Programming in C#

Exam 357: Developing Mobile Apps

MCSA
Universal Windows Platform

Whether you're an experienced IT professional or new to the field, we have the training and certification path that will help lead you to success. Our classes are taught by Microsoft Certified Trainers, so you can be confident that the lesson material is accurate, complete, and up to date. Great training leads to Microsoft Certification—the premier credential of IT professionals worldwide. Certification is available for a diverse spectrum of job roles and responsibilities, and validates your ability to get the job done right.

Mobility

Course 20698:
Installing and
Configuring
Windows 10

**Course
20697-1:**
Implementing
and Managing
Windows 10

OR

Course 20697-2:
Depolying and
Managing Windows
10 Using Enterprise
Services

MCSA
Windows 10

Choose One Course with Exam:
398: Planning for and Managing
Devices in the Enterprise

MCSE
Mobility

695: Deploying Windows Desktops
and Enterprise Applications

703: Administering Microsoft System Center
Configuration Manager and Cloud Services Integration

Cloud Platform & Infrastructure

**Course & Exam
410:** Installing and
Configuring
Windows Server
2012

**Course & Exam
411:** Administering
Windows Server
2012

**Course & Exam
412:** Configuring
Advanced Windows
Server 2012 Services

MCSA
Server 2012

Choose One Course with Exam:
537: Configuring and Operating a
Hybrid Cloud with Microsoft Azure
Stack

MCSE
Cloud Platform
& Infrastructure

473: Designing and Implementing Cloud
Data Platforms Solutions

475: Designing and Implementing Big Data Analytics
Solutions

744: Securing Windows Server 2016

745: Implementing a Software-Defined Datacenter

413: Designing and Implementing a Server
Infrastructure

414: Implementing an Advanced Server Infrastructure

**Course & Exam
740:** Installing,
Storage, and
Compute with
Windows Server

**Course & Exam
741:** Networking
with Windows
Server 2016

**Course & Exam
742:** Identity with
Windows Server
2016

MCSA
Server 2016

Course AZ 100:
Microsoft Azure
Administrator - Deployment

Course AZ 101:
Azure Administrator -
Integration and Security



Course AZ 200:
Microsoft Azure Developer -
Core Solutions

Course AZ 201:
Microsoft Azure Developer -
Advanced Solutions



Course AZ 300:
Microsoft Azure
Architect -
Technologies

Course AZ 301:
Microsoft Azure
Architect - Design



Microsoft 365 Enterprise Administrator

Course MS 100:
Microsoft 365 Enterprise
Administrator - Identity and
Services

Course MS 101:
Microsoft 365 Enterprise
Administrator - Mobility and
Security

Microsoft
365
Enterprise
Administrator

Productivity

Course 20347:
Enabling Office 365 Services

MCSA
Office 365

Choose Exam plus Course(s):

345: Designing and Deploying Microsoft Exchange Server 2016

339: Managing Microsoft SharePoint Server 2016

333: Deploying Enterprise Voice with Skype for Business 2015

334: Core Solutions of Microsoft Skype for Business 2015

331: Core Solutions of Microsoft SharePoint Server 2013

332: Advanced Solutions of Microsoft SharePoint Server 2013

341: Core Solutions of Microsoft Exchange Server 2013

342: Advanced Solutions of Microsoft Exchange Server 2013

MCSE
Productivity

Microsoft Technical Training

New Horizons has the world's largest network of certified Microsoft Learning Partners. We offer organizations and individuals the widest selection of Microsoft official curriculum titles, each one delivered by Microsoft Certified Trainers (MCTs). Microsoft training helps improve team productivity, reduce downtime, increase employee satisfaction and loyalty, and helps IT professionals and developers master technologies to improve career opportunities. Whether you are working toward certification or just enriching your knowledge, Microsoft training from New Horizons can help you reach your goals.



APPLICATION DEVELOPMENT

(10266) PROGRAMMING IN C# WITH MICROSOFT VISUAL STUDIO 2010 – 5 DAYS

The course focuses on C# program structure, language syntax, and implementation details with .NET Framework 4.0. This course describes the new enhancements in the C# 4.0 language by using Visual Studio 2010.

(10267) INTRODUCTION TO WEB DEVELOPMENT WITH MICROSOFT VISUAL STUDIO 2010 – 5 DAYS

This course provides knowledge and skills on developing Web applications by using Microsoft Visual Studio 2010.

(10550) PROGRAMMING IN VISUAL BASIC WITH MICROSOFT VISUAL STUDIO 2010 – 5 DAYS

This course teaches students Visual Basic language syntax, program structure, and implementation by using Microsoft Visual Studio 2010 and the Microsoft .NET Framework 4.

(10958) PROGRAMMING FUNDAMENTALS – 5 DAYS

Students will learn basic web development, including CSS, plug-ins, scripting, basic data access, how to use Windows Azure for application hosting, and how to move beyond WebMatrix 2 into Visual Studio.

(10975) INTRODUCTION TO PROGRAMMING – 5 DAYS

In this course, students will learn the basics of computer programming through the use of Microsoft Visual Studio 2013 and either the Visual C# or Visual Basic programming languages.

(20480) PROGRAMMING IN HTML5 WITH JAVASCRIPT AND CSS3 – 5 DAYS

This course provides an introduction to HTML5, CSS3, and JavaScript. This course helps students gain basic HTML5/CSS3/JavaScript programming skills.

(20483) PROGRAMMING IN C# – 5 DAYS

This training course teaches developers the programming skills that are required for developers to create Windows applications using the C# language.

(20486) DEVELOPING ASP.NET MVC 4 WEB APPLICATIONS – 5 DAYS

Students will learn to develop advanced ASP.NET MVC applications using .NET Framework 4.5 tools and technologies.

EXCHANGE SERVER 2013

(20341) CORE SOLUTIONS OF MICROSOFT EXCHANGE SERVER 2013 – 5 DAYS

Students will gain the knowledge and skills to plan, deploy, manage, secure, and support Microsoft Exchange Server 2013.

(20342) ADVANCED SOLUTIONS OF MICROSOFT EXCHANGE SERVER 2013 – 5 DAYS

Students will gain the knowledge and skills to configure and manage a Microsoft Exchange Server 2013 messaging environment.

EXCHANGE SERVER 2016

(20345-1) ADMINISTERING MICROSOFT EXCHANGE SERVER 2016 – 5 DAYS

Students will learn how to install Exchange Server 2016, and how to configure and manage an Exchange Server environment. The course covers how to manage mail recipients and public folders, including how to perform bulk operations using Exchange Management Shell.

(20345-2) DESIGNING AND DEPLOYING MICROSOFT EXCHANGE SERVER 2016 – 5 DAYS

Students will learn how to design and configure advanced components in an Exchange Server 2016 deployment such as site resiliency, advanced security, compliance, archiving, and discovery solutions.

MICROSOFT AZURE

(10979) MICROSOFT AZURE FUNDAMENTALS – 2 DAYS

Students learn basic cloud computing concepts, as well as key Microsoft Azure concepts and basic implementation of Azure subscriptions, websites, virtual machines, storage, virtual networks, databases and Microsoft Azure Active Directory.

(10992) INTEGRATING ON-PREMISES CORE INFRASTRUCTURE WITH MICROSOFT AZURE – 3 DAYS

This course offers an overview of these services, providing the knowledge necessary to design hybrid solutions properly. It also includes a number of demonstrations and labs that enable students to develop hands-on skills that are necessary when implementing such solutions.

(10993) INTEGRATING ON-PREMISES IDENTITY INFRASTRUCTURE WITH MICROSOFT – 3 DAYS

This course teaches IT professionals how to integrate their on-premises AD DS environment with Azure AD and how to use Azure AD as a directory service. It also teaches candidates how to use Azure RMS to protect sensitive documents.

(20487) DEVELOPING WINDOWS AZURE AND WEB SERVICES – 5 DAYS

In this course, students will learn how to design and develop services that access local and remote data from various data sources and how to develop and deploy services to hybrid environments, including on-premises servers and Windows Azure.

(20774) PERFORM CLOUD DATA SCIENCE WITH AZURE MACHINE LEARNING – 5 DAYS

The main purpose of the course is to give students the ability to analyze and present data by using Azure Machine Learning, and to provide an introduction to the use of machine learning with big data tools such as HDInsight and R Services.

(99994) CLOUD FUNDAMENTALS – HALF DAY

This course provides a primer to help you understand the business benefits of cloud computing solutions, become familiar with "cloud terminology," and explore the basic concepts behind the cloud.

AZ-100 MICROSOFT AZURE ADMINISTRATOR - DEPLOYMENT – 5 DAYS

This course is for Azure Administrators. Azure Administrators manage the cloud services that span storage, networking, and compute cloud capabilities, with a deep understanding of each service across the full IT lifecycle.

AZ-101 AZURE ADMINISTRATOR - INTERGRATION AND SECURITY – 4 DAYS

In this course, students will learn the integration and security functions of the Azure Administrator job role.

AZ-200 MICROSOFT AZURE DEVELOPER - CORE SOLUTIONS – 4 DAYS

In this course, students will learn the core solutions of the Azure Developer job role and learn to develop and host solutions in Azure.

AZ-201 MICROSOFT AZURE DEVELOPER - ADVANCED SOLUTIONS – 4 DAYS

In this course, students will learn the functions of the Azure Developer job role using advanced solutions.

Microsoft Technical Training

AZ-300 MICROSOFT AZURE ARCHITECT - TECHNOLOGIES – 5 DAYS

In this course, students will learn the different technologies used in the Azure Architect job role.

AZ-301 MICROSOFT AZURE ARCHITECT - DESIGN – 4 DAYS

In this course students will learn the design function of the Azure Solutions Architect job role.

MICROSOFT FUNDAMENTALS

INTRODUCTION TO ASP.NET CORE MVC – 2 DAYS

A practical hands-on introduction to developing Web applications using ASP.NET Core MVC 6 and C#.

INTRODUCTION TO .NET FRAMEWORKS – 2 DAYS

Designed to provide a sound introduction to .NET Core for programmers who already know the C# language.

MICROSOFT VIRTUALIZATION

(10981) INFRASTRUCTURE PROVISIONING WITH SYSTEM CENTER VIRTUAL MACHINE MANAGER – 5 DAYS

This course will cover implementing, managing, maintaining and provisioning services and infrastructure in a Windows Server 2012 and Windows Server 2012 R2 environment using System Center 2012 R2 Virtual Machine Manager.

(20409) SERVER VIRTUALIZATION WITH WINDOWS SERVER HYPER-V AND SYSTEM CENTER – 5 DAYS

Students will learn the skills you need to deploy and manage a Microsoft Server Virtualization infrastructure in an enterprise environment.

(20694) VIRTUALIZING ENTERPRISE DESKTOPS AND APPS – 5 DAYS

This course builds your skills in Microsoft Application Virtualization (App-V) Service Pack 2 (SP2), Microsoft User Experience Virtualization (UE-V), and Virtual Desktop Infrastructure (VDI) as part of Windows Server 2012 R2.

(55021) CONFIGURING AND ADMINISTERING HYPER-V IN WINDOWS SERVER 2012 – 3 DAYS

Students will learn the history of Virtualization as it pertains to Microsoft technologies. Students will learn the new features of Hyper-V in Windows Server 2012.

MICROSOFT 365

(10997) OFFICE 365 ADMINISTRATION – 3 DAYS

This course focuses on skills required to administer and troubleshoot Office 365 tenant and key services of Office 365, such as Exchange Online, SharePoint Online and Skype for Business. It also covers security and compliance features of Office 365.

(20347) ENABLING AND MANAGING OFFICE 365 – 5 DAYS

This course targets the needs of IT professionals who take part in evaluating, planning, deploying, and operating Office 365 services, including its identities, dependencies, requirements, and supporting technologies.

MS-100 MICROSOFT 365 ENTERPRISE ADMINISTRATOR - IDENTITY AND SERVICES – 5 DAYS

This course is designed for persons who are aspiring to the Microsoft 365 Enterprise Admin role. Students will learn key elements of Microsoft 365 Identity job role.

MS-101 MICROSOFT 365 ENTERPRISE ADMINISTRATOR - MOBILITY AND SECURITY – 4 DAYS

In this course you will learn about security management, compliance management, and device management in an enterprise and learn the specific job role task of a Microsoft 365 Enterprise Administrator.

SHAREPOINT SERVER 2013

(20331) CORE SOLUTIONS OF MICROSOFT SHAREPOINT SERVER 2013 – 5 DAYS

This course teaches how to configure SharePoint Server 2013, as well as provide guidelines, best practices, and considerations that will help optimize a SharePoint server deployment.

(20332) ADVANCED SOLUTIONS OF MICROSOFT SHAREPOINT SERVER 2013 – 5 DAYS

Students will learn how to plan, configure, and manage a Microsoft SharePoint Server 2013 environment. You will also learn to optimize the Search experience, how to develop and implement a governance plan and how to perform an upgrade to the server.

(20488) DEVELOPING MICROSOFT SHAREPOINT SERVER 2013 CORE SOLUTIONS – 5 DAYS

Students will learn core skills that are common to almost all SharePoint development activities, including server-side and client-side object models, developing and deploying features, solutions, and apps, managing identity and permissions, and querying.

(20489) DEVELOPING MICROSOFT SHAREPOINT 2013 ADVANCED SOLUTIONS – 5 DAYS

Students will learn how to implement SharePoint solutions using Enterprise Search, Managed Metadata Service, Business Connectivity Services, Enterprise Content Management, Web Content Management, Social Computing features and SharePoint Apps.

(55033) SHAREPOINT 2013 SITE COLLECTION AND SITE ADMINISTRATION – 5 DAYS

This course will provide the student with a deeper, narrowly-focused training on the important and popular skills needed to be an administrator for SharePoint site collections and sites.

(55035) MICROSOFT SHAREPOINT SERVER 2013 FOR THE SITE OWNER/POWER USER – 2 DAYS

This class is designed for information workers or power users who serve as SharePoint Site Owners or Site Collection Administrators.

(55049) POWER PIVOT, POWER VIEW, AND SHAREPOINT 2013 BUSINESS INTELLIGENCE CENTER FOR ANALYSTS – 2 DAYS

Students will learn PowerPivot and Power View in Excel 2013 and how to surface the workbooks and visualizations using the Business Intelligence Center in SharePoint 2013.

(55081) 55081 BASIC SHAREPOINT SERVER 2013 BRANDING – 2 DAYS

This course is intended for those interested in learning how to customize the look of SharePoint Server 2013 through the concept of Branding. Although some coding is involved we strive to keep it to a minimum in this introductory level course.

SHAREPOINT SERVER 2016

(20339-1) PLANNING AND ADMINISTERING SHAREPOINT 2016 – 5 DAYS

The course teaches you how to deploy, administer, and troubleshoot your SharePoint environment.

(20339-2) ADVANCED TECHNOLOGIES OF SHAREPOINT 2016 – 5 DAYS

This course will teach you how to plan, configure, and manage the advanced features in a SharePoint 2016 environment. The special areas of focus for this course include implementing high availability, disaster recovery, service application architecture, and Microsoft Business Connectivity Services.

(55157) SHAREPOINT BUSINESS INTELLIGENCE – 3 DAYS

This course covers the services and features in SharePoint that offer support for Business Intelligence scenarios.

(55197) MICROSOFT SHAREPOINT SERVER 2016 FOR THE SITE OWNER/POWER USER – 2 DAYS

Students should take this course if they need to know how to manage the team collaboration, document management and social features of Microsoft SharePoint 2016 sites.

(55234) SHAREPOINT 2016 SITE COLLECTIONS AND SITE OWNER ADMINISTRATION – 5 DAYS

This course is intended for power users and IT professionals who are tasked with working within the SharePoint 2016 environment and conduct site collection and site administration.

SKYPE FOR BUSINESS

(20334) CORE SOLUTIONS OF SKYPE FOR BUSINESS 2015 – 5 DAYS

Students will learn how to deploy a multi-site and highly available Skype for Business infrastructure that supports instant messaging, conferencing, Persistent Chat, archiving, and monitoring.

(40409) DEPLOYING VOICE WORKLOADS FOR SKYPE FOR BUSINESS ONLINE AND SERVER 2015 – 5 DAYS

This course will provide you with the knowledge and skills to design, plan, and deploy the various voice solutions available with Skype for Business Online and Skype for Business Server 2015 including, configuring and managing Cloud PBX with PSTN Calling, Cloud PBX with On-Premises PSTN Connectivity, Cloud Connector Edition, and on-premises Enterprise Voice.

SQL SERVER 2012/2014

(20461) QUERYING MICROSOFT SQL SERVER – 5 DAYS

Students learn the technical skills to write basic Transact-SQL queries for Microsoft SQL Server 2014. This course is the foundation for all SQL Server-related disciplines; namely, Database Administration, Database Development and Business Intelligence.

(20462) ADMINISTERING MICROSOFT SQL SERVER DATABASES – 5 DAYS

The course focuses on teaching individuals how to use SQL Server 2014 product features and tools related to maintaining a database.

(20463) IMPLEMENTING A DATA WAREHOUSE WITH MICROSOFT SQL SERVER – 5 DAYS

Students will learn how to create a data warehouse with Microsoft SQL Server 2014, implement ETL with SQL Server Integration Services, and validate and cleanse data with SQL Server Data Quality Services and SQL Server Master Data Services.

Microsoft Technical Training

(20464) DEVELOPING MICROSOFT SQL SERVER DATABASES – 5 DAYS

This course introduces SQL Server 2014 and describes logical table design, indexing and query plans. It also focusses on the creation of database objects including views, stored procedures, along with parameters, and functions.

(20465) DESIGNING A DATA SOLUTION WITH MICROSOFT SQL SERVER – 5 DAYS

The focus of this course is on planning and implementing enterprise database infrastructure solutions by using SQL Server 2014 and other Microsoft technologies.

(20466) IMPLEMENTING DATA MODELS AND REPORTS WITH MICROSOFT SQL SERVER – 5 DAYS

This course describes how to implement multidimensional and tabular data models, deliver reports with Microsoft SQL Server Reporting Services, create dashboards with Microsoft SharePoint Server PerformancePoint Services.

(20467) DESIGNING SELF-SERVICE BUSINESS INTELLIGENCE AND BIG DATA SOLUTIONS – 5 DAYS

Students will learn how to design and implement a BI infrastructure. The course discusses design, installation, and maintenance of a BI platform.

(55232) WRITING ANALYTICAL QUERIES FOR BUSINESS INTELLIGENCE – 3 DAYS

This course is about writing TSQL queries for the purpose of database reporting, analysis, and business intelligence. Specifically, this course presents TSQL within the context of data analysis – in other words, making meaning from the data rather than transaction-oriented data-tier application development.

SQL SERVER 2016

(10985) INTRODUCTION TO SQL DATABASES – 3 DAYS

This course is for those looking to move into a database professional role or whose job role is expanding to encompass database elements. Students will learn fundamental database concepts including database types, database languages, and database designs.

(10986) UPDATING YOUR SKILLS TO SQL SERVER 2016 – 3 DAYS

This course is for existing database professionals with experience of SQL Server 2014 who want to update their skills to SQL Server 2016. Additional this course is for existing SQL Server 2014 MCSAs who want to prepare for the Upgrade exam for SQL Server 2016 certification.

(10987) PERFORMANCE TUNING AND OPTIMIZING SQL DATABASES – 4 DAYS

This course provides students who manage and maintain SQL Server databases with the knowledge and skills to performance tune and optimize their databases.

(10988) MANAGING SQL BUSINESS INTELLIGENCE OPERATIONS – 3 DAYS

This course is aimed at database professionals who manage Business Intelligence (BI) operations. This course looks at various options that provide the ability of business users to analyze data and share their findings, starting with managed BI data sources and expanding to personal and external/public data sources.

(10990) ANALYZING DATA WITH SQL SERVER REPORTING SERVICES – 3 DAYS

This course teaches students how to implement a SQL Server 2016 Reporting Services solution for data analysis in an organization. The course discusses how to use the Reporting Services development tools to create and manage reports and implement self-service BI solutions.

(20761) QUERYING DATA WITH TRANSACT-SQL – 5 DAYS

The purpose of this course is to give students a good understanding of the Transact-SQL language which is used by all SQL Server-related disciplines; namely, Database Administration, Database Development and Business Intelligence.

(20762) DEVELOPING SQL DATABASES – 5 DAYS

This course provides students with the knowledge and skills to develop a Microsoft SQL Server 2016 database. The course focuses on teaching individuals how to use SQL Server 2016 product features and tools related to developing a database.

(20764) ADMINISTERING A SQL DATABASE INFRASTRUCTURE – 5 DAYS

This course provides students who administer and maintain SQL Server databases with the knowledge and skills to administer a SQL server database infrastructure. Additional it will be of use to individuals who develop applications that deliver content from SQL Server databases.

(20765) PROVISIONING SQL DATABASES – 5 DAYS

This course provides students with the knowledge and skills to provision a Microsoft SQL Server 2016 database. The course covers SQL Server 2016 provision both on-premise and in Azure, and covers installing from new and migrating from an existing install.

(20767) IMPLEMENTING A SQL DATA WAREHOUSE – 5 DAYS

This course describes how to implement a data warehouse platform to support a BI solution. Students will learn how to create a data warehouse with SQL Server 2016 and with Azure SQL Data Warehouse, to implement ETL with SQL Server Integration Services, and to validate and cleanse data with SQL Server Data Quality Services and SQL Server Master Data Services.

(20768) DEVELOPING SQL DATA MODELS – 3 DAYS

This course is aimed at database professionals who fulfill a Business Intelligence (BI) developer role. This course looks at implementing multidimensional databases by using SQL Server Analysis Services (SSAS), and at creating tabular semantic data models for analysis with SSAS.

(20775) PERFORMING DATA ENGINEERING ON MICROSOFT HD INSIGHT – 5 DAYS

The main purpose of the course is to give students the ability plan and implement big data workflows on HDInsight.

(20778) ANALYZING DATA WITH BOWER BI – 3 DAYS

The main purpose of the course is to give students a good understanding of data analysis with Power BI. The course includes creating visualizations, the Power BI Service, and the Power BI Mobile App.

SYSTEM CENTER

(10748) DEPLOYING SYSTEM CENTER 2012 CONFIGURATION MANAGER – 3 DAYS

This course describes how to plan and deploy a System Center 2012 Configuration Manager hierarchy, including the central administration site, one or more primary sites and secondary sites, and all associated site systems.

(10964) CLOUD & DATACENTER MONITORING WITH SYSTEM CENTER OPERATIONS MANAGER – 5 DAYS

This course equips students with the skills they require to deploy and configure System Center 2012 R2 Operations Manager.

(10965) IT SERVICE MANAGEMENT WITH SYSTEM CENTER SERVICE MANAGER 2016 – 5 DAYS

This course will provide students with the key knowledge required to deploy and configure System Center 2016 Service Manager.

(20703-1) ADMINISTERING SYSTEM CENTER CONFIGURATION MANAGER – 5 DAYS

Students will learn day-to-day management tasks, including how to manage applications, client health, hardware and software inventory, operating system deployment, and software updates by using Configuration Manager.

(20703-2) INTEGRATING MDM AND CLOUD SERVICES WITH SYSTEM CENTER CONFIGURATION MANAGER – 3 DAYS

This course focuses on both hybrid MDM using Microsoft Intune, and the on-premises MDM scenario. This course also covers integration with online services such as Microsoft Store for Business, Microsoft Office 365, and Microsoft Azure.

(20745) IMPLEMENTING A SOFTWARE-DEFINED DATACENTER – 5 DAYS

This course explains how to implement and manage virtualization infrastructure in a software-defined datacenter by using System Center 2016 Virtual Machine Manager. The course also describes how to monitor the infrastructure by using System Center Operations Manager and protect it by using Data Protection Manager.

TEAM FOUNDATION

ADMINISTERING TEAM FOUNDATION SERVER 2017 – 3 DAYS

Provides students with the knowledge and skills to deploy, configure, and manage Microsoft Team Foundation Server 2017 and related software components.

APPLICATION LIFE CYCLE MANAGEMENT USING VISUAL STUDIO 2017 – 3 DAYS

Students will use the Application Lifecycle Management (ALM) tools found in Visual Studio and Team Foundation Server (or Visual Studio Team Services) to plan, track, design, develop, test, and deliver business value in the form of working software.

PROFESSIONAL SOFTWARE TESTING USING VISUAL STUDIO 2017 – 3 DAYS

This course will introduce you to contemporary testing principles and practices used by Agile teams to deliver high-quality increments of software on regular iterations.

TEAM FOUNDATION SERVER 2017 DEVELOPER FOUNDATIONS – 2 DAYS

This course will introduce you to TFS' foundational capabilities so that you can plan, track, and manage work while ensuring high-quality code in your next project.

Microsoft Software Assurance offers a broad range of value-added benefits in one program, combining the latest software with tools and resources to help you deploy, manage, and migrate software. Software Assurance Training Vouchers (SATVs) are just one benefit and can be redeemed at New Horizons for Microsoft Official Curriculum courses. Contact your Account Executive for more information.

WINDOWS 8.1

(20687) CONFIGURING WINDOWS 8.1 – 5 DAYS

Students will learn how to install and customize Windows 8.1 operating systems and apps, integrate and control access to domains and cloud services, and migrate and synchronize settings across multiple devices.

(20688) SUPPORTING WINDOWS 8.1 – 5 DAYS

In this course, students will gain the knowledge and skills you need to support the Windows 8.1 operating system and solve technical troubleshooting problems in a Windows 8.1 and Windows Server 2012 R2 networking environment.

WINDOWS 10

(10982) SUPPORTING AND TROUBLESHOOTING WINDOWS 10 – 5 DAYS

Students acquire the knowledge required to successfully install and customize Windows 10 operating systems and apps, configure local and remote network connectivity and storage, configure security, and maintain, update, and recover Windows 10.

(20697-1) IMPLEMENT AND MANAGING WINDOWS 10 – 5 DAYS

Students will gain the knowledge and skills required to install and configure Windows 10 desktops and devices in a Windows Server domain corporate environment.

(20697-2) DEPLOYING AND MANAGING WINDOWS 10 USING ENTERPRISE SERVICES – 5 DAYS

This course, designed for administrators, provides the practical skills required to plan and implement Windows 10 deployments in large organizations.

(20698) INSTALLING AND CONFIGURING WINDOWS 10 – 5 DAYS

This course provides IT professionals with the knowledge and skills required to install and configure Windows 10 desktops in a Windows Server small to medium-sized AD DS domain environment.

(20695) DEPLOYING WINDOWS DEVICES AND ENTERPRISE APPS – 5 DAYS

This course describes how to assess operating system and application deployment options, determine the most appropriate deployment strategy, and then implement a lite-touch or zero-touch deployment solution for Windows devices and apps.

WINDOWS POWERSHELL

(10961) AUTOMATING ADMINISTRATION WITH WINDOWS POWERSHELL – 5 DAYS

Learn how, with Windows PowerShell 4.0, to remotely manage single or multiple Windows-based servers and automate day-to-day management and administration tasks.

(10962) ADVANCED AUTOMATED ADMINISTRATION WITH WINDOWS POWERSHELL – 3 DAYS

This course is built on Windows Server 2012 R2 and Windows 8.1 and while it is specifically focused on Windows PowerShell v4.0, is also relevant in v2.0 and v3.0 Windows PowerShell environments.

(55069) POWERSHELL FOR SQL SERVER ADMINISTRATORS – 2 DAYS

This course provides candidates with the knowledge and skills needed to use PowerShell for SQL Server administration. Students will learn how to manage day-to-day and scheduled maintenance tasks.

(55202) POWERSHELL 5.0 AND DESIRED STATE CONFIGURATION – 2 DAYS

This course is designed to get you up and running with Desired State Configuration (DSC). PowerShell DSC was introduced in version 4 and has been greatly expanded and enhanced in version 5.

WINDOWS SERVER 2012

(10969) ACTIVE DIRECTORY SERVICES WITH WINDOWS SERVER – 5 DAYS

Students will learn the skills you need to better manage and protect data access and information, simplify deployment and management of your identity infrastructure, and provide more secure access to data from virtually anywhere.

(10970) NETWORKING WITH WINDOWS SERVER – 5 DAYS

Students will learn how to automate and consolidate networking processes and resources, more easily connect private clouds with public cloud services, and more easily connect users to IT resources and services across physical boundaries.

(20410) INSTALLING AND CONFIGURING WINDOWS SERVER 2012 – 5 DAYS

This course primarily covers the initial implementation and configuration of core services including Active Directory Domain Services (AD DS), networking services, and Microsoft Hyper-V Server 2012 configuration.

(20411) ADMINISTERING WINDOWS SERVER 2012 – 5 DAYS

This course focuses on the administration tasks necessary to maintain a Windows Server 2012 infrastructure such as configuring and troubleshooting name resolution, user and group management with Active Directory Domain Services (AD DS) and Group Policy.

(20412) CONFIGURING ADVANCED WINDOWS SERVER 2012 SERVICES – 5 DAYS

Students will learn advanced configuration and services tasks necessary to deploy, manage and maintain Windows Server 2012 infrastructure, such as identity management, rights management, Federated services, network load balancing, and failover clustering.

(20413) DESIGNING AND IMPLEMENTING A SERVER INFRASTRUCTURE – 5 DAYS

This course provides students with the skills and knowledge needed to plan, design, and deploy a physical and logical Windows Server 2012 Active Directory Domain Services (AD DS) infrastructure.

(20414) IMPLEMENTING AN ADVANCED SERVER INFRASTRUCTURE – 5 DAYS

Students learn skills to plan and implement a highly available, secure infrastructure with focus on Active Directory Federation Service (AD FS), public key infrastructure (PKI), and Active Directory Rights Management Services (AD RMS).

(20415) IMPLEMENTING A DESKTOP INFRASTRUCTURE – 5 DAYS

This course provides guidance on planning and deploying desktops by using several technologies such as User State Migration Tool (USMT), Microsoft Deployment Toolkit (MDT), Virtual Desktop Infrastructure (VDI), and more.

(20417) UPGRADING YOUR SKILLS TO MCSA WINDOWS SERVER 2012 – 5 DAYS

This course explains new features and functionality in Windows Server 2012 around management, networking infrastructure, storage, access control, Hyper-V, high availability, and identity federation.

(55021) CONFIGURING AND ADMINISTERING HYPER-V IN WINDOWS SERVER 2012 – 3 DAYS

Students will learn the history of Virtualization as it pertains to Microsoft technologies. Students will learn the new features of Hyper-V in Windows Server 2012.

WINDOWS SERVER 2016

WINDOWS SERVER 2016 BOOTCAMP – 5 DAYS

This course will provide experienced IT professionals who wish to either upgrade their skills for the purpose of certifying on Microsoft Windows Server 2016 or who wish to gain information on Windows Server 2016 in an accelerated fashion.

(20740) INSTALLATION, STORAGE, AND COMPUTE WITH WINDOWS SERVER 2016 – 5 DAYS

This course is for professionals who will be responsible for managing storage and compute by using Windows Server 2016, and who need to understand the scenarios, requirements, and storage and compute options that are available and applicable to Windows Server 2016.

(20741) NETWORKING WITH WINDOWS SERVER 2016 – 5 DAYS

This course provides the fundamental networking skills required to deploy and support Windows Server 2016 in most organizations. It covers IP fundamentals, remote access technologies, and more advanced content including Software Defined Networking.

(20742) IDENTITY WITH WINDOWS SERVER 2016 – 5 DAYS

This course teaches IT Pros how to deploy and configure Active Directory Domain Services (AD DS) in a distributed environment, how to implement Group Policy, how to perform backup and restore, and how to monitor and troubleshoot Active Directory-related issues with Windows Server 2016.

(20743) UPGRADING YOUR SKILLS TO MCSA: WINDOWS SERVER 2016 – 5 DAYS

This course is for information technology (IT) professionals who want to upgrade their technical skills from Windows Server 2008 or Windows Server 2012 to Windows Server 2016. This course presumes a high level of knowledge about previous Windows Server technologies and skills equivalent to the Microsoft Certified Solutions Associate (MCSA): Windows Server 2008 or Windows Server 2012 credential.

(20744) SECURING WINDOWS SERVER 2016 – 5 DAYS

This course begins by emphasizing the importance of assuming that network breaches have occurred already, and then teaches you how to protect administrative credentials and rights to ensure that administrators can perform only the tasks that they need to, when they need to.



TRANSFORM... EVERYTHING

Digital Transformation is happening every day, everywhere around the world

The mobile-first, cloud-first world is challenging the imaginations of business leaders and thought leaders across enterprises both big and small. They are exploring new ways to create and capture value, to expand to new customer segments in a globally connected landscape, and to leverage the digitization of processes, products, and services for the betterment of customers and employees alike.



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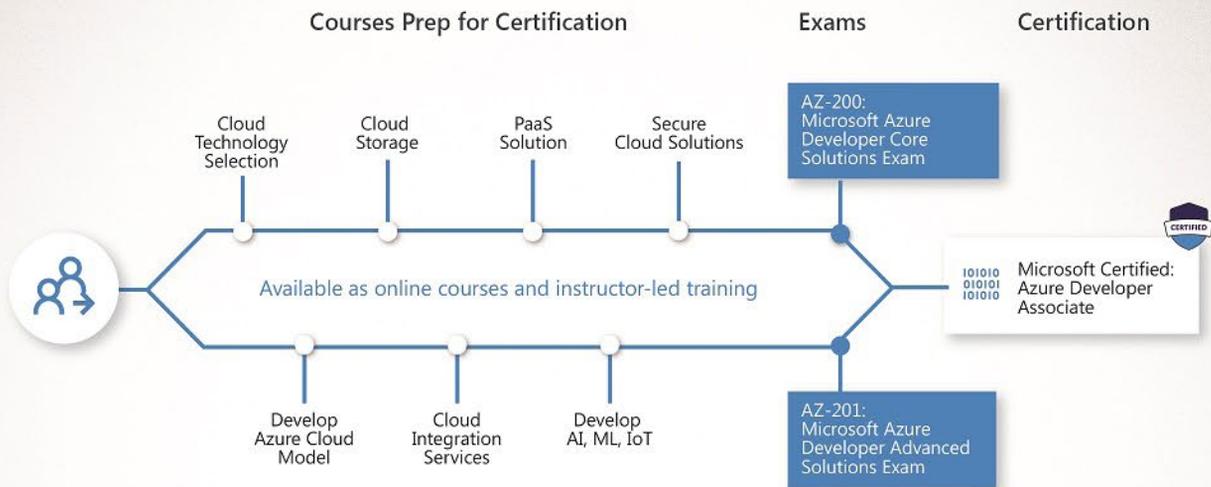
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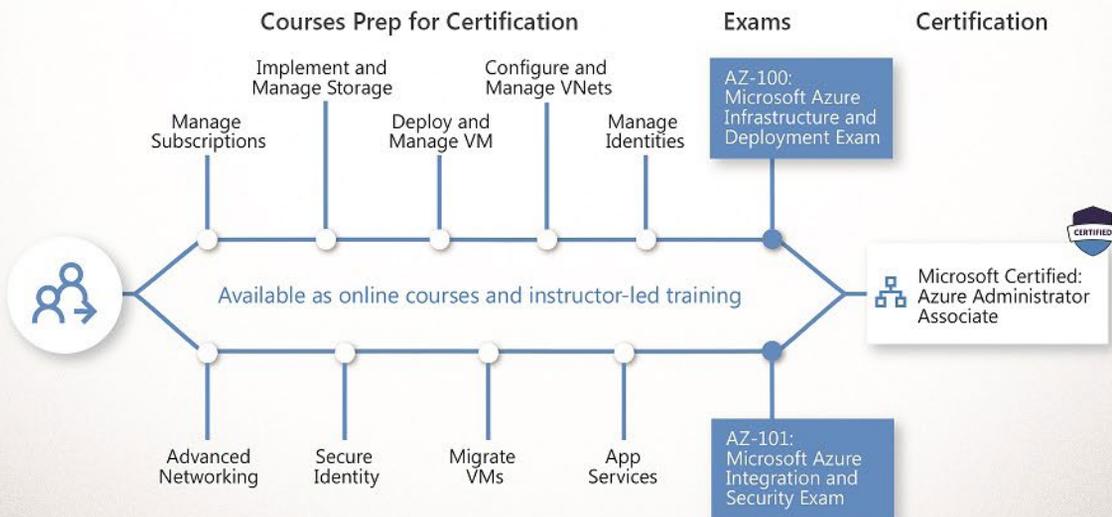
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Programming Language Training

At the heart of web design is the language used to program. New Horizons provides complete training across many of the top languages, including Red Hat Linux and Java. Beyond the courses listed below, additional training in C#, ASP.NET, and other critical languages can be found throughout this catalog.



JAVA

AJAX TRAINING USING JSP – 3 DAYS

Students learn to make calls to the server with JavaScript and to manipulate XML content returned from the server.

INTRODUCTION TO PROGRAMMING USING JAVA SE 7 – 1 DAY

Students will learn the basic concepts of programming using Java as the tool for learning.

JAVA FUNDAMENTALS (JAVA SE 7) – 5 DAYS

Students will create basic applications using the Java SE 7 programming language and describe object-oriented concepts, Unified Modeling Language (UML) representation of object-oriented programming (OOP) concepts, and Java platforms and technologies.

JAVA PROGRAMMING (JAVA SE 7) – 5 DAYS

Students will work with advanced features of Java.

PROGRAMMING FUNDAMENTALS

(10958) PROGRAMMING FUNDAMENTALS OF WEB APPLICATIONS – 5 DAYS

Students will learn basic web development, including CSS, plug-ins, scripting, basic data access, how to use Windows Azure for application hosting, and how to move beyond WebMatrix 2 into Visual Studio.

RED HAT

RED HAT RHCSA RAPID TRACK COURSE (RH199) – 4 DAYS

This course is designed for experienced Linux System Administrators who want to harden their technical skill sets and become accredited with the RHCSA certification.

RED HAT SYSTEM ADMINISTRATION I (RH124) – 5 DAYS

This course will actively engage students in task-focused activities, lab-based knowledge checks, and facilitative discussions to ensure maximum skill transfer and retention.

RED HAT SYSTEM ADMINISTRATION II (RH134) – 4 DAYS

This course is designed for IT professionals working to become full-time enterprise Linux system administrators. The course is a follow-up to System Administration I.

RED HAT SYSTEM ADMINISTRATION III (RH254) – 4 DAYS

This course is designed for experienced Linux administrators who require networking and security administration skills.

New Horizons
Developer Training

Whether you are a new developer or looking to expand your knowledge, New Horizons offers everything from basic programming to the latest developer courses from Microsoft, Red Hat, Packt, and more to enhance your skills.

Microsoft redhat Packt

The New World of Work

Collaboration and teamwork are at the very core of the modern workplace. Microsoft Teams, Planner, and SharePoint are the cornerstone applications that drive true collaboration.

New Horizons, the leader in technology and leadership training, has the courses you need to boost teamwork skills, increase collaboration and efficiency, and leverage the best of productivity for your organization.



Salesforce Online Training

Salesforce is the world's #1 Customer Relationship Management (CRM) platform. It is composed of Commerce Cloud, Sales Cloud, Service Cloud, Data Cloud (including Jigsaw), Marketing Cloud, Community Cloud (including Chatter), Analytics Cloud, App Cloud, and IoT. To maximize your Salesforce investment, there's no better way than giving your people the skills to use Salesforce to its fullest extent. New Horizons is an authorized Salesforce training provider, offering the full spectrum of official Salesforce courses and certifications.



ADMINISTRATORS

ADMINISTRATION ESSENTIALS FOR EXPERIENCED ADMINS (ADM211) – 4 DAYS

This course is for administrators who are ready to significantly ramp up their skills and knowledge about using Salesforce to solve their most pressing business needs.

ADMINISTRATION ESSENTIALS FOR NEW ADMINS (ADM201) – 5 DAYS

This course for new administrators is the core training that ensures success with Salesforce. It is recommended before starting a Salesforce deployment or when taking over an existing deployment.

PREPARING FOR YOUR SALESFORCE ADMINISTRATOR CERTIFICATION (CRT101) – 1 DAY

By covering the details around the exam objectives, this course will help hone problem-solving skills and reinforce knowledge of key topics in preparation for the certification exam.

SALESFORCE ADMINISTRATION ESSENTIALS FOR NEW ADMINS IN LIGHTNING EXPERIENCE (ADX201) – 5 DAYS

This course is the core training that ensures your success with Salesforce Lightning. It's a must for new administrators, and we recommend completing this course before starting a Salesforce deployment or when taking over an existing deployment.

SALES CLOUD ADMINISTRATION: PRODUCTS, QUOTES, ORDERS AND COLLABORATIVE FORECASTS (ADM251) – 1 DAY

This course will teach administrators how to set up products, price books, quotes, and orders to streamline their processes.

SALESFORCE CPQ ADMIN ESSENTIALS FOR EXPERIENCED ADMINISTRATORS (CPQ211) – 4 DAYS

This course is essential for CPQ administrators by providing a detailed and in-depth look at Salesforce CPQ and its applications. We recommend experienced administrators take this course before starting a Salesforce CPQ implementation.

SALESFORCE CPQ ADMIN ESSENTIALS FOR NEW ADMINISTRATORS (CPQ201) – 2 DAYS

This course provides hands-on foundational training to provide you with the basic knowledge needed to set up, configure, and maintain a Salesforce CPQ instance, enabling your success with Salesforce CPQ.

DEVELOPERS

DECLARATIVE DEVELOPMENT FOR PLATFORM APP BUILDERS (DEV402) – 5 DAYS

Master Salesforce's suite of click-not-code options for developing valuable apps and functionality over five days of guided scenarios, lectures, and discussion. Build your knowledge of app deployment, automation tools, security & more!

DEVELOPING FOR SALESFORCE B2C COMMERCE (CCD101) – 4 DAYS

The course teaches developers how to customize the SiteGenesis reference application and modify a Commerce Cloud storefront.

INTRODUCTION TO OBJECT-ORIENTED PROGRAMMING WITH APEX CODE (ADM231) – 5 DAYS

This course will teach learn the basics of implementing business logic using Apex, the primary programming language of the Salesforce platform.

SALESFORCE DECLARATIVE DEVELOPMENT FOR PLATFORM APP BUILDERS IN LIGHTNING EXPERIENCE (DEX402) – 5 DAYS

Master Salesforce's suite of click-not-code options for developing valuable apps and functionality over five days of guided scenarios, lectures, and discussion.

SALESFORCE INTEGRATING WITH THE SALESFORCE PLATFORM (DEX502) – 5 DAYS

Integrating with the Salesforce Platform covers the key elements of how to design and implement all types of integrations with the Salesforce platform.

SALESFORCE LIGHTNING COMPONENTS IMPLEMENTATION FOR PLATFORM DEVELOPERS (DEX460) – 1 DAY

This course gives students hands-on experience building a single-page application. Students will learn how to surface their components in mobile and desktop environments, as well as build a Lightning application that have a Salesforce look & feel.

SALESFORCE PROGRAMMING LIGHTNING COMPONENTS (DEX601) – 5 DAYS

In this five-day instructor-led course, students will learn how to program Lightning Components with markup, JavaScript, CSS, Apex, and the Salesforce Lightning Design System (SLDS), and make them available to Salesforce end users.

END USERS

JOURNEY BUILDER 101 (JB101) – 1 DAY

This course teaches the fundamentals of setting up a customer journey within the Marketing Cloud.

EMAIL ESSENTIALS (EEB101) – 3 DAYS

In this course, email marketers will gain hands-on experience on creating emails, sending and tracking results, managing subscriber data, segmenting data to deliver targeted, relevant messages and discover automation tools that allow them to automate campaigns and daily tasks.

MANAGING THE COMMERCE CLOUD STOREFRONT (CCM101) – 2 DAYS

This course teaches merchants and marketers how to manage catalogs, content, products, and promotions for a Commerce Cloud storefront using the Commerce Cloud Business Manager.

MOBILE AND DESKTOP EXPLORATION IN WAVE ANALYTICS (ANC101) – 1 DAY

This course teaches how to explore data through lenses and interactive dashboards from a desktop or mobile device, and how to share insights in Chatter or email.

SALES CLOUD TRAINING FOR SALES REPS USING LIGHTNING (SLX-101) – 1 DAY

Sales Reps will learn how to use the Sales Cloud to track prospective clients, manage accounts and opportunities, manage their workflow, communicate with clients, and run reports using the Lightning Experience.

SALESFORCE CONTENT BUILDER ESSENTIALS FOR THE DIGITAL MARKETER (EML101) – 1 DAY

In this interactive course, email marketers will gain hands-on experience creating relevant emails based on subscriber data and learn how to use enhanced functionality in Email Studio to test and send emails.

Salesforce Online Training

SALESFORCE ESSENTIALS OF PARDOT FOR DIGITAL MARKETERS (PDT101) – 5 DAYS

This course will show you how to effectively design, build, and implement marketing workflows, as well as use Pardot-generated reports to make data-driven decisions.

SALESFORCE FUNDAMENTALS FOR BUSINESS ADMINISTRATION SPECIALISTS (BSX101) – 3 DAYS

This course will provide students with an understanding of what's possible with the Salesforce platform, its specific applications, and their business values and benefits.

SALESFORCE REPORTING FUNDAMENTALS IN LIGHTNING EXPERIENCE (RPX101) – 1 DAY

This course will teach you how to customize existing reports as well as use the Salesforce reporting toolset to create your own reports.

SALESFORCE SALES CLOUD TRAINING FOR SALES MANAGERS IN LIGHTNING EXPERIENCE (SLX201) – 1 DAY

In this course, you will discuss best practices and gain hands-on experience running sales reports, forecasting with real-time data, tracking quota attainment, and using productivity tools to successfully manage sales teams.

SALESFORCE SOCIAL STUDIO 101 (SS101) – 1 DAY

With this course, students will explore one place to organize your social teams, plan and publish your content, engage with your customers, and analyze conversations occurring on social media.

WHAT'S POSSIBLE: SALESFORCE FUNDAMENTALS (STR101) – 3 DAYS

This course provides the information to enable students to effectively engage with business stakeholders. The course walks through a series of typical business challenges to provide the background to solve specific business needs.

IMPLEMENTATION EXPERTS

BUILDING LENSES, DASHBOARDS AND APPS IN EINSTEIN ANALYTICS (ANC201) – 1 DAY

In this course, support agents will gain hands-on experience using Service Cloud to share knowledge with each other and with customers.

GET STARTED WITH COMMUNITIES (ADM271) – HALF DAY

This course teaches how to enable communities in an organization, create communities for partner and customers, add members to these communities, and gauge participation.

GET STARTED WITH SALESFORCE AND THE NONPROFIT STARTER PACK (NPO101) – 2 DAYS

This course teaches how the Salesforce Foundation's Nonprofit Starter Pack (NPSP) can help keep better track of contacts, maximize donations, and even import existing donor data.

IMPLEMENTING A REPORTING STRATEGY FOR THE SALES CLOUD (STR301) – 3 DAYS

This course teaches the tools to analyze key sales metrics, including lead generation, pipeline and trends, closed business, and sales team performance.

PREPARING FOR YOUR SALESFORCE.COM SALES CLOUD CONSULTANT CERTIFICATION (CRT251) – 1 DAY

This course provides an overview of the exam objectives to help focus efforts to prepare for the Salesforce Sales Cloud Consultant Certification exam.

PREPARING FOR YOUR SALESFORCE SERVICE CLOUD CONSULTANT CERTIFICATION (CRT261) – 1 DAY

This course provides an overview of the exam objectives to help focus efforts to prepare for the Salesforce Service Cloud Consultant Certification exam.

SALESFORCE IMPLEMENTING FIELD SERVICE LIGHTNING (FSL201) – 3 DAYS

In this hands-on course, you will learn about Field Service Lightning components and even have the opportunity to implement Field Service Lightning for AW Computing, our fictitious company.

SALESFORCE MARKETING CLOUD CONNECT ESSENTIALS (MCC201) – 4 DAYS

This course is designed to give students in-depth knowledge of the functionality available when you connect your Salesforce org to your Marketing Cloud account.

SALESFORCE WORKING WITH DATA AND DASHBOARDS IN EINSTEIN ANALYTICS (ANC301) – 3 DAYS

Students will learn how to set up users in an Einstein Analytics, load and transform Salesforce and external data, and configure data security with apps and row-level security.

SERVICE CLOUD ADMINISTRATION (ADM261) – 2 DAYS

This course will teach how to configure Salesforce Knowledge, set up service contracts with milestones and entitlements, create the Console for Service application, configure the SoftPhone using Open CTI, and set up Live Agent.

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SAP Training

SAP training will give your workforce the knowledge and skills they need to maximize the power of your SAP solutions and ultimately boost software and technology proficiency across your organization. New Horizons offers the full portfolio of SAP Training through our strategic partnerships. Listed here are the most popular courses.



SAP BUSINESS OBJECTS

SAP ABAP OBJECTS (BC401) – 5 DAYS

Students will strengthen their ABAP skills by gaining a full understanding of the use of object-oriented programming techniques, and how to apply them practically in ABAP applications.

SAP BUSINESS PLANNING AND CONSOLIDATION (BPC420) – 5 DAYS

This course will prepare students to set up and manage an SAP Business Planning and Consolidation environment as application administrator.

SAP BUSINESSOBJECTS BUSINESS INTELLIGENCE PLATFORM: ADMINISTERING SERVERS (WINDOWS) (BOE320) – 3 DAYS

This course teaches students how to perform common server management and administrative tasks in SAP BusinessObjects Business Intelligence platform.

SAP BUSINESSOBJECTS BUSINESS INTELLIGENCE PLATFORM: ADMINISTRATION AND SECURITY (BOE310) – 2 DAYS

This course prepares students to perform key administrative tasks in SAP BusinessObjects Business Intelligence platform to manage users, groups, and objects, and to distribute contents to users.

SAP BUSINESSOBJECTS INFORMATION DESIGN TOOL (BOID10) – 5 DAYS

This course is designed to give the student the comprehensive skills and in-depth knowledge needed to create SAP BusinessObjects universes using the SAP BusinessObjects Information Design Tool.

SAP BUSINESSOBJECTS WEB INTELLIGENCE: ADVANCED REPORT DESIGN (BOW320) – 2 DAYS

Students will gain the comprehensive skills and in-depth knowledge needed to apply alternative query and reporting techniques when creating complex Web Intelligence documents.

SAP LUMIRA DESIGNER - BASIC TRAINING (BOD410) – 5 DAYS

Students will learn to create applications for desktop clients and mobile devices using SAP Lumira 2.0 Designer, previously known as SAP BusinessObjects Design Studio.

SAP WEB INTELLIGENCE: REPORT DESIGN I (BOW310) – 2 DAYS

This course teaches the comprehensive skills and in-depth knowledge needed to access, analyze and share data using SAP BusinessObjects BI launch pad and SAP BusinessObjects Web Intelligence.

SAP ERP

SAP BASIC CUSTOMIZING IN SAP EWM (EWM110) – 5 DAYS

This course provides students with the opportunity to define and set the mandatory configuration required to customize the implementation of SAP EWM.

SAP BUSINESS PROCESSES IN FINANCIAL ACCOUNTING (AC010) – 5 DAYS

This course gives participants an overview of the different processes in the financial accounting components of SAP ERP and shows the connections between the individual processes (new general ledger/new G/L).

SAP BUSINESS PROCESSES IN PLANT MAINTENANCE (PLM300) – 5 DAYS

Students will learn the maintenance and repair business processes within SAP ERP. This foundation knowledge is mandatory in order to have the confidence to complete the subsequent configuration courses.

SAP OVERVIEW (SAP01) – 3 DAYS

This course provides an overview on SAP applications and components.

SAP PROCESSES IN PROCUREMENT (SCM500) – 5 DAYS

This course will give the student the fundamental knowledge and a comprehensive overview of the processes in procurement in SAP.

SAP HANA & S/4HANA

SAP ABAP PROGRAMMING FOR SAP HANA (HA400) – 3 DAYS

This course will prepare the student to develop and optimize ABAP applications that access data stored in the SAP HANA Database.

SAP AUTHORIZATION, SECURITY AND SCENARIOS (HA240) – 2 DAYS

This training course is focusing on the authorization, security and integrated scenarios for SAP HANA, release HANA 1.0 SPS12 and also HANA 2.0 SPS00.

SAP BUSINESS PROCESSES IN FINANCIAL ACCOUNTING IN SAP S/4HANA (S4F10) – 5 DAYS

Students will learn how SAP S/4HANA covers the Financial Accounting related business requirements and how the fundamental business processes and tasks are executed in the system.

SAP BUSINESS PROCESSES IN SAP S/4HANA SALES (S4600) – 4 DAYS

Students will learn how to perform the most important functions in the sales process chain, from presales to customer payment, in the SAP S/4HANA system.

SAP BW/4HANA (BW462) – 5 DAYS

This course enables experienced SAP BW users, modelers as well as administrators to run and work with SAP BW/4HANA. The emphasis is on how to convert an existing SAP BW architecture and leverage new data models and functions provided by SAP BW/4HANA.

SAP FINANCIAL ACCOUNTING IN SAP S/4HANA (S4F01) – 2 DAYS

The course provides an overview of the Financial Accounting capabilities that are new or different in SAP S/4 HANA compared to SAP ERP.

SAP GATEWAY - BUILDING ODATA SERVICES (GW100) – 5 DAYS

Students will explore SAP Gateway architecture and deployment options.

SAP HANA - IMPLEMENTATION AND MODELING (HA300) – 3 DAYS

This course teaches how to optimize reporting performance using SAP HANA and builds on the introduction provided in the HA100 course, and deals with more advanced modeling and structuring techniques.

SAP HANA - INTRODUCTION (HA100) – 2 DAYS

The student will get an overview of SAP HANA SPS09 and in-memory computing.

SAP HANA - OPERATIONS & ADMINISTRATION (HA200) – 5 DAYS

The course covers the most important tasks for the daily work of an SAP HANA system administrator.

SAP Training

SAP INNOVATIVE LOGISTICS PROCESSES IN SAP S/4HANA ENTERPRISE MANAGEMENT (S4LG1) – 3 DAYS

Students will learn to execute innovative logistics processes in the areas of logistics planning and execution in S/4HANA, especially in manufacturing, procurement, and sales.

SAP INTEGRATED BUSINESS PROCESSES IN SAP S/4HANA (TS410) – 10 DAYS

This course explains the fundamental integrated business processes of SAP S/4HANA: Order to Cash, Procure to Pay, Plan to Produce, Core Finance. This course can also be scheduled in 4 separate modules.

SAP S/4HANA OVERVIEW (S4H00) – 3 DAYS

This course provides an overview of SAP S/4HANA for learners who do not yet have specific SAP background knowledge and want to build SAP S/4HANA skills.

SAP OTHER COURSES

SAP AS ABAP - ADMINISTRATION (ADM100) – 5 DAYS

This course teaches the many different tasks encountered by those technically responsible for SAP systems based on SAP NetWeaver Application Server ABAP ("AS ABAP").

SAP ABAP WORKBENCH FOUNDATIONS (BC400) – 5 DAYS

Students will gain a detailed knowledge of the fundamental concepts of ABAP, and learn how to comfortably and efficiently work with the ABAP Workbench tools, in order to undertake custom developments with confidence.

SAP BUSINESS PROCESS IN SALES AND DISTRIBUTION (SCM600) – 5 DAYS

In this course, participants learn about the fundamental business processes in sales and distribution.

SAP BW - ENTERPRISE DATA WAREHOUSING (BW310) – 5 DAYS

Students will gain SAP NetWeaver Business Warehouse knowledge necessary for successful implementation and administration within a heterogeneous SAP NetWeaver BW system landscape. The knowledge the student will acquire will form the basis for more advanced courses in the BW curriculum.

SAP BW POWERED BY SAP HANA (BW362) – 5 DAYS

This course enables experienced SAP BW users, modelers as well as administrators to run and work with SAP BW on SAP HANA.

SAP CLOUD PLATFORM (CP100) – 5 DAYS

This course will introduce students to the vast potential of SAP Cloud Platform. Through exceptional hands-on labs, students will perform deep-dives into this open platform.

SAP FIORI – FOUNDATION (UX100) – 3 DAYS

This course provides participants with an overview of Fiori Design Principles, usage, Fiori LPD to cover personalization and end user feedback, and other topics such as application, application categories, and intent based navigation, and semantic objects.

SAP HYBRIS COMMERCE DEVELOPER PART 1 (HY400) – 4 DAYS

This course illustrates some of the basic functionalities and main concepts of SAP Hybris Commerce and helps participants understand what is available out of the box and what has to be implemented.

SAP IBP – PLATFORM FEATURES & CONFIGURATION (IBP200) – 5 DAYS

In this course you will model an S&OP business process using SAP Integrated Business Planning. You will also acquire a sound understanding of the setup process, troubleshooting information, data management and reporting, analytics, and social collaboration.

SAP LUMIRA 1.0 (BOL201) – 1 DAY

In this course, students will learn how to create stunning and interactive visualizations by choosing a rich library of visualization types, ranging from scatter plots, heat and geo maps to tag clouds, box plots and network charts.

SAP MASTER DATA GOVERNANCE 9.0 (MDG100) – 5 DAYS

This course gives students the understanding and skills to use master data governance to ensure ongoing master data quality.

SAP SUCCESSFACTORS EMPLOYEE CENTRAL ACADEMY (THR81) – 10 DAYS

This course teaches the basic configurations necessary in SuccessFactors Employee Central.

SAP TECHNOLOGY FUNDAMENTALS FOR SAP S/4HANA AND SAP BUSINESS SUITE (SAPTEC) – 4 DAYS

ILT/OLL Students will learn the technology fundamentals of most SAP applications (incl. SAP Business Suite and SAP S/4HANA) and how SAP systems function with different user interfaces such as SAP Fiori or SAP GUI.

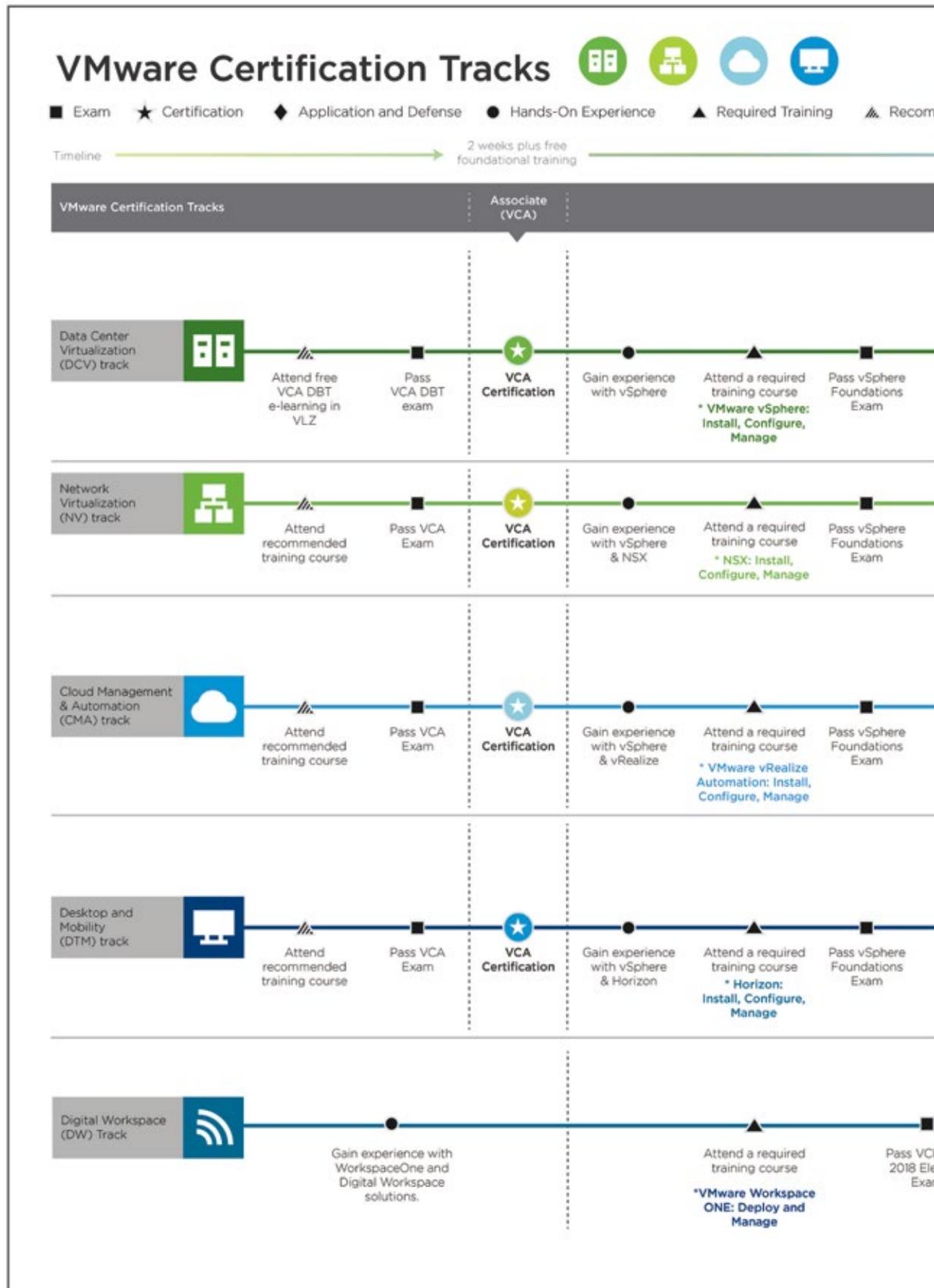
CENTER FOR **LEADERSHIP AND DEVELOPMENT**

Lead Better. Be Better.



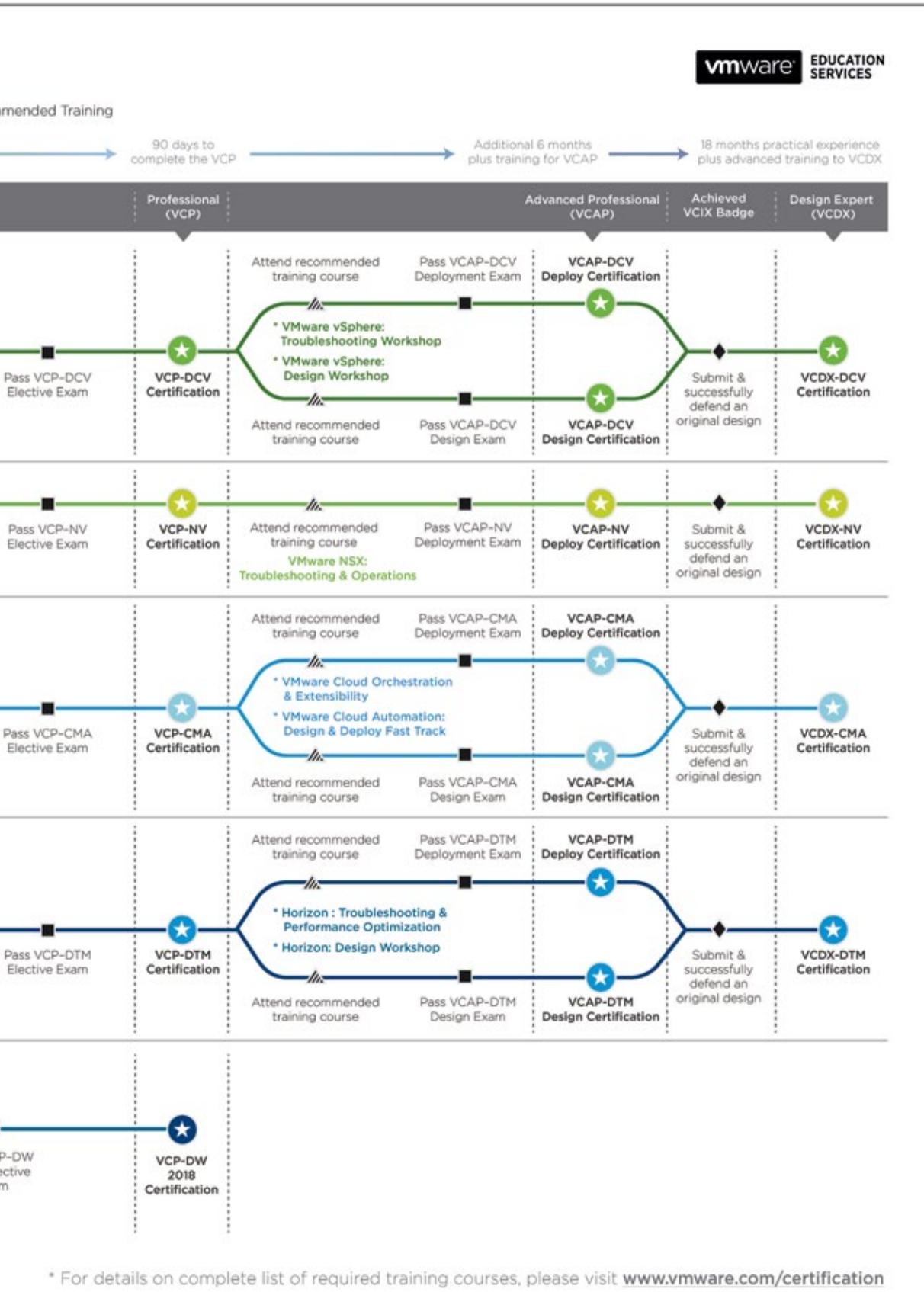
For more advanced personal and professional growth, see our Leadership and Professional Development courses starting on page 59

VMware Training



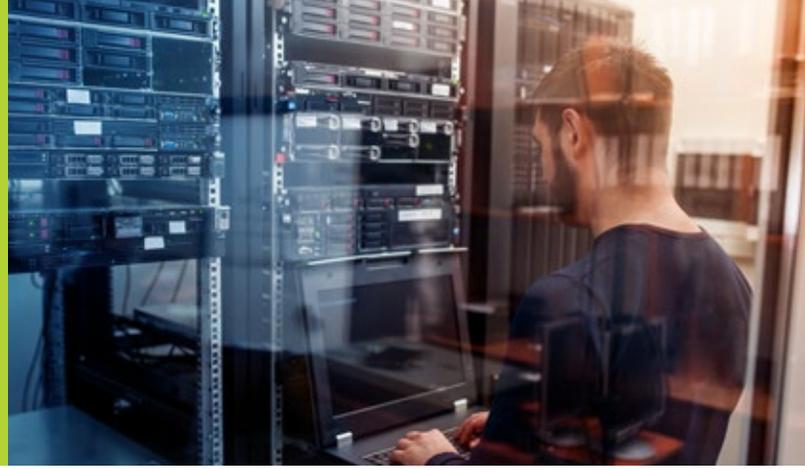
VMware Certification Training Path

VMware Certification sets the standard for IT professionals and validates the critical skills organizations need to adopt and manage technology that drives desired business outcomes.



VMware Training

In today's competitive IT marketplace being average isn't enough. Demand for outstanding VMware practitioners is growing at all levels, and evolving as the industry requires continuous professional development. New Horizons is a proud award-winning VMware Partner offering the full portfolio of Authorized VMware Training.



CLLOUD MANAGEMENT

VMWARE CLOUD AUTOMATION: DESIGN AND DEPLOY (V7.1) – 5 DAYS

This course focuses on designing and deploying an enterprise cloud by using a distributed architecture deployment of VMware vRealize Automation.

VMWARE® CLOUD™ ON AWS: DEPLOY AND MANAGE – 3 DAYS

This course teaches you skills for deploying and managing a VMware Cloud™ on AWS infrastructure. Anyone planning to migrate, build, or hybridize with VMware Cloud on AWS can benefit from this course.

VMWARE CLOUD ORCHESTRATION AND EXTENSIBILITY (V7.1) – 5 DAYS

This course focuses on extensibility and advanced administration through the use of vRealize Orchestrator workflows in vRealize Automation.

VMWARE CLOUD: DEPLOY AND MANAGE A VSPHERE CLOUD – 5 DAYS

In this course, students will explore the VMware technologies that allow you to deploy and manage your private on-premise cloud and securely connect to other clouds.

VMWARE DATA CENTER AUTOMATION WITH VREALIZE ORCHESTRATOR AND VSPHERE POWERCLI – 5 DAYS

This course teaches experienced VMware vSphere administrators how to use the powerful automation tools that all vSphere customers have access to. Using real-world use cases and examples, students will learn how to automate day-to-day administration tasks with VMware vSphere PowerCLI and VMware vRealize Orchestrator.

VMWARE® HORIZON® CLOUD SERVICE ON MICROSOFT AZURE: DEPLOY AND MANAGE – 3 DAYS

This course provides you with the knowledge, skills, and abilities to achieve competence in deploying and managing VMware Horizon® Cloud Service on Microsoft Azure.

VMWARE® INTEGRATED OPENSTACK: INSTALL, CONFIGURE, MANAGE [V5] – 5 DAYS

This course gives you the skills to build private cloud using VMware® Integrated OpenStack on VMware proven SDDC.

VMWARE VCLOUD DIRECTOR: DESIGN WORKSHOP (V9.X) – 4 DAYS

This course equips students with the knowledge, skills, and abilities to design a VMware vCloud Director® 9.x infrastructure.

CONFIGURE, MANAGE (V9.X) (V8.2) – 5 DAYS

This course focuses on designing, installing, configuring, and managing VMware vCloud Director for service providers. This course also covers interfacing vCloud Director with other systems through the use of various APIs.

VMWARE VCLOUD NFV WITH VCLOUD DIRECTOR (V8.X) – 5 DAYS

In this course, students will focus on configuring, managing, and operating VMware vCloud Director® 8.20 for a VMware vCloud® NFV™ environment.

VMWARE VREALIZE AUTOMATION: INSTALL, CONFIGURE, MANAGE (V7.3) – 5 DAYS

This training course focuses on installing, configuring, and managing VMware vRealize Automation. This course covers the configuration and use of the vRealize Automation platform, including self-service provisioning and the creation of multivendor cloud services.

VMWARE VREALIZE AUTOMATION: ORCHESTRATION AND EXTENSIBILITY (V7.X) – 5 DAYS

This course focuses on extensibility and advanced administration through the use of vRealize Orchestrator workflows in vRealize Automation.

VMWARE VREALIZE LOG INSIGHT: DEPLOY AND MANAGE (V4.7) – 3 DAYS

In this course, students will focus on deploying and managing VMware vRealize® Log Insight™.

VMWARE VREALIZE NETWORK INSIGHT: INSTALL, CONFIGURE, MANAGE (V3.X) – 2 DAYS

Students will learn the features, components, architecture, and benefits of vRealize Network Insight and how to use it to simplify daily operation and troubleshooting tasks.

VMWARE VREALIZE OPERATIONS: INSTALL, CONFIGURE, MANAGE (V7.0) (V6.6) – 5 DAYS

This course is designed for experienced VMware vSphere users and teaches you how to use VMware vRealize Operations as a forensic and predictive tool.

VMWARE® VREALIZE® OPERATIONS: TROUBLESHOOTING™ V6.X – 30 DAYS

This course, designed for experienced VMware vRealize® Operations™ users, gives you the skills to monitor and troubleshoot various VMware vSphere® and datacenter related issues using VMware vRealize® Operations Manager™.

VMWARE SAN: DEPLOY AND MANAGE (V6.7) (V6.6) (V6.2) – 3 DAYS

This training course focuses on deploying and managing a software-defined storage solution with VMware Virtual SAN. This course looks at how Virtual SAN is used as an important component in the VMware software-defined data center (SDDC).

VMWARE SECURITY OPERATIONS FOR THE SOFTWARE-DEFINED DATA CENTER – 5 DAYS

Students will learn how to use the VMware Software-Defined Data Center (SDDC) product portfolio and tools to better manage administrator access, harden the VMware vSphere environment, and secure data at rest and in motion.

VMWARE VCENTER SITE RECOVERY MANAGER: INSTALL, CONFIGURE, MANAGE (V.6.1) – 2 DAYS

This hands-on training course equips experienced VMware vSphere administrators with the knowledge to install, configure, and manage VMware vCenter Site Recovery Manager and equips administrators with the knowledge to assist in writing and testing disaster recovery plans.

VMWARE® VSAN PLUS VMWARE VREALIZE OPERATIONS: DEPLOY AND MANAGE V6.6 – 5 DAYS

In this five-day course, you will focus on deploying and managing a software-defined storage solution with VMware vSAN™ 6.6.

VMWARE VSAN: DEPLOY AND MANAGE PLUS VMWARE VSAN: TROUBLESHOOTING WORKSHOP (V6.6) – 5 DAYS

Students will learn how vSAN functions as an important component in the VMware software-defined data center.

VMWARE VSAN: PRODUCTION OPERATIONS (V6.7) – 3 DAYS

In this course, students will focus on building skills in configuring and performing common administrator and end-user tasks with VMware vSAN™ 6.7.

VMWARE VSAN: TROUBLESHOOTING WORKSHOP (V6.X) – 2 DAYS

In this course, students will focus on learning the tools and skills necessary to troubleshoot VMware vSAN™ 6.6 implementations.

VMWARE VSPHERE DESIGN WORKSHOP (V6.5) – 3 DAYS

The goal of this course is to equip consulting professionals with the knowledge, skills, and abilities to achieve competence in designing a VMware vSphere virtual infrastructure.

VMWARE VSPHERE: FAST TRACK (V6.7) (V6.5) – 5 DAYS

This intensive, extended-hours course combines

DATA CENTER VIRTUALIZATION

VMWARE VCLOUD DIRECTOR: INSTALL,

VMware Training

instructor training with hands-on labs to focus on how to install, configure, manage, and troubleshoot VMware vSphere, including VMware ESXi and VMware vCenter Server.

VMWARE VSPHERE: INSTALL, CONFIGURE, MANAGE (V6.7) (V6.5) – 5 DAYS

This course focuses on installing, configuring, and managing vSphere, which includes ESXi and vCenter Server. This course prepares the student to administer a vSphere infrastructure for an organization of any size. It is the foundation for most other VMware technologies in the software-defined data center.

VMWARE VSPHERE: INSTALL, CONFIGURE AND MANAGE PLUS OPTIMIZE AND SCALE FAST TRACK (V6.5) – 5 DAYS

This intensive, extended-hours and hands-on lab training course focuses on installing, configuring, managing and mastering VMware vSphere®, including VMware ESXi™ and VMware vCenter™.

VMWARE VSPHERE: INSTALL, CONFIGURE, MANAGE PLUS VIRTUAL SAN FAST TRACK (V6.5) – 5 DAYS

This extended-hours course combines the content of our best-selling VMware vSphere: Install, Configure, Manage course with deploying and managing a software-defined storage solution with VMware Virtual SAN 6.2.

VMWARE VSPHERE: OPTIMIZE AND SCALE (V6.7) (V6.5) (V6.0) – 5 DAYS

This course teaches experienced VMware vSphere users advanced skills for configuring and optimizing the vSphere features that build a foundation for a truly scalable infrastructure and discusses when and where these features have the greatest effect.

VMWARE VSPHERE: OPTIMIZE AND SCALE PLUS TROUBLESHOOTING FAST TRACK (V6.7) (V6.5) – 5 DAYS

This extended hours course is a blend of the vSphere: Optimize & Scale and vSphere Troubleshooting classes. It brings the best of each of these courses into a single unique offering that equips experienced VMware administrators with advanced VMware knowledge.

VMWARE VSPHERE: SKILLS FOR OPERATORS (V6.7) – 2 DAYS

This course is designed to help operators and administrators who create and manage virtual machines. By combining lecture and hands-on labs the course will help students gain the skills required to work effectively with VMware virtual machines.

VMWARE VSPHERE: SKILLS FOR PUBLIC SECTOR ADMINISTRATORS (V6.7) – 5 DAYS

In this course, students develop the advanced skills needed to manage and maintain a highly available and scalable virtual infrastructure.

VMWARE VSPHERE: TROUBLESHOOTING WORKSHOP (V6.7) (V6.5) (V6.0) – 5 DAYS

This hands-on training workshop provides students with the advanced knowledge, skills, and abilities to achieve competence in troubleshooting the VMware vSphere environment.

VMWARE VSPHERE: WHAT'S NEW (V5.5 TO V6.5) OR (V5.5 TO V6.7) – 3 DAYS

Students will explore the new features and

enhancements in VMware vCenter Server and VMware ESXi. Real-world use case deployment scenarios, hands-on lab exercises, and lectures will teach the skills needed to effectively implement and configure VMware vSphere.

DESKTOP & MOBILITY

VMWARE AIRWATCH: BOOTCAMP – 4 DAYS

This extended hours course is a combination of the VMware AirWatch: Configure and Manage course and the VMware AirWatch: Configure and Deploy Integrated Solutions course. Students will learn foundational skills needed as well as advanced operations, how to enable containerized applications, deploy and manage corporate email, and integrate VMware AirWatch with your enterprise resources.

VMWARE AIRWATCH: CONFIGURE AND DEPLOY INTEGRATED SOLUTIONS – 2 DAYS

This course will provide students with the skills required to configure and provision VMware AirWatch cloud deployments. It will cover the enablement of containerized applications, deployment and management of corporate email, and integration with enterprise resources. You will access hands-on labs and learn best practices for mobile deployment, with a focus on how to deploy and manage VMware AirWatch applications.

VMWARE AIRWATCH: CONFIGURE AND MANAGE – 2 DAYS

Students will gain a comprehensive view of all AirWatch Enterprise Mobility Management solutions and key device platforms, as well as an overview of VMware AirWatch architecture. This course provides the foundational skills necessary to manage the VMware AirWatch platform.

VMWARE AIRWATCH: INSTALL AND DEPLOY ON PREMISES SOLUTIONS – 1 DAY

This one-day course is designed to equip you with the skills to install, configure, and upgrade an on-premise VMware AirWatch® server.

VMWARE APP VOLUMES AND USER ENVIRONMENT MANAGER ON HORIZON – 3 DAYS

This course builds your skills in application management using VMware App Volumes™ and VMware User Environment Manager™. You learn how to use App Volumes to deliver applications and data at scale to desktops and users in seconds.

VMWARE APPLICATION VIRTUALIZATION WITH VMWARE THINAPP (V5.0) – 1 DAY

This course will provide applications-oriented administrators with the knowledge and skills to virtualize Windows applications with VMware ThinApp, modify the Package.ini parameters to handle special circumstances, and choose the best deployment and updating processes for their environment.

VMWARE HORIZON (WITH VIEW): INSTALL, CONFIGURE, MANAGE (V6.2) – 4 DAYS

This hands-on training course builds students skills in installing, configuring, and managing the Horizon View component of VMware Horizon.

VMWARE HORIZON: DESIGN AND DEPLOY (V6.0) – 5 DAYS

This course presents a methodology for designing and

deploying a VMware Horizon solution. During this class, students apply new knowledge by working with other students to design and deploy a Horizon solution for a real-world project.

VMWARE HORIZON 7: DESIGN WORKSHOP (V7) – 3 DAYS

This course presents a methodology for designing a VMware Horizon solution. The design methodology includes recommendations for the type of information and data that must be gathered and analyzed to make sound design decisions for client systems, desktop options, VMware vSphere infrastructure, and VMware Horizon components.

VMWARE HORIZON 7: INSTALL, CONFIGURE, MANAGE (V7.3) – 5 DAYS

This course gives students the skills to deliver virtual desktops and applications through a single virtual desktop infrastructure (VDI) platform. This course teaches you how to configure and deploy pools of virtual machines, how to manage access and security of the machines, and how to provide a customized desktop environment to end users.

VMWARE HORIZON 7: INSTALL, CONFIGURE, MANAGE PLUS APP VOLUMES FAST TRACK (V7.3) – 5 DAYS

This intensive extended-hours course gives you the skills to deliver virtual desktops and applications through a single virtual desktop infrastructure platform. You will learn how to configure and deploy pools of virtual machines and how to manage access and security of the machines. You will also gain skills in application management using VMware App Volumes and VMware User Environment Manager.

VMWARE HORIZON 7: SKILLS FOR PUBLIC SECTOR ADMINISTRATORS (V7) – 5 DAYS

You will learn how to use App Volumes to deliver applications and data to desktops and users in seconds and how to manage application lifecycles from installation to update and replacement. You will also learn how to use User Environment Manager to provide personalization and dynamic policy configuration across virtual, physical, and cloud-based environments to simplify end-user profile management.

VMWARE HORIZON 7: TROUBLESHOOTING AND PERFORMANCE OPTIMIZATION (V7.0) – 5 DAYS

During this course, students will gain the advanced knowledge, skills, methodology, and abilities to achieve competence in troubleshooting the View component of VMware Horizon 7.

VMWARE HORIZON 7: WHAT'S NEW (V6.X TO V7.X) – 3 DAYS

This course gives students the skills to upgrade from VMware Horizon® 6 to VMware Horizon® 7.

VMWARE WORKSPACE ONE: DEPLOY AND MANAGE (V9.X) – 4 DAYS

Students will gain the necessary skills to effectively implement Workspace ONE to manage digital workspaces across all devices and empower employees with conditional access to the applications and content that they need.

VMWARE® WORKSPACE ONE: EXTENDING YOUR AIRWATCH DEPLOYMENT TO THE DIGITAL WORKSPACE – 2 DAYS

VMware Training

In this course, you will focus on the basic skills they need to effectively incorporate Workspace ONE Identity Manager with their existing software-as-a-service implementation of Workspace ONE UEM (VMware AirWatch).

VMWARE WORKSPACE ONE: SKILLS FOR UNIFIED ENDPOINT MANAGEMENT ADMINISTRATORS – 2 DAYS

This course provides insight into the challenges of enterprise mobility management, while you gain a comprehensive view of the Workspace ONE UEM solution and key device platforms, as well as an overview of the architecture of the platform.

VMWARE® WORKSPACE ONE: UNIFIED ENDPOINT MANAGEMENT FOR WINDOWS 10 – 2 DAYS

This workshop teaches the required skill and competence in onboarding Windows 10 endpoints and managing Windows 10 applications and policies as well as related Workspace ONE functionality such as Production Provisioning and Peer-to-peer Distribution.

NETWORK VIRTUALIZATION

VMWARE NSX SD-WAN BY VELOCLOUD:

DEPLOY AND MANAGE – 1 DAY

In this course you will gain an understanding of the architecture and features of VMware NSX® SD-WAN by VeloCloud™.

VMWARE NSX: DESIGN AND DEPLOY (V6.2) – 5 DAYS

This course prepares students to lead VMware NSX design and deployment projects by providing an understanding of general design processes and frameworks. Students look at the design and deployment considerations for network virtualization as part of an overall software-defined data center design.

VMWARE NSX: INSTALL, CONFIGURE, MANAGE (V6.4) (V6.2) – 5 DAYS

This comprehensive, fast-paced training course focuses on installing, configuring, and managing VMware NSX.

VMWARE NSX: INSTALL, CONFIGURE, MANAGE PLUS TROUBLESHOOTING & OPERATIONS FAST TRACK (V6.4) – 5 DAYS

This intensive five-day, extended-hours course focuses on installing, configuring, and managing VMware NSX, details logical routing to enable you to dynamically route between different virtual environments, logical switching to virtualize your switching environment, and how to use gateway services, firewall configurations, and security services to help secure and optimize your VMware NSX environment.

VMWARE NSX: MICRO-SEGMENTATION (V6.3) – 3 DAYS

In this intensive course, students will explore the security-focused features of VMware NSX® 6.3, including the distributed firewall and the Service Composer.

VMWARE NSX: TROUBLESHOOTING AND OPERATIONS (V6.4) – 4 DAYS

This course prepares attendees to troubleshoot and operate a VMware NSX deployment. Students learn how to isolate problems and identify resolutions through a systematic process.

VMWARE NSX-T: INSTALL, CONFIGURE, MANAGE (V2.2) – 5 DAYS

This course covers key VMware NSX® features and functionality offered in the NSX-T 2.2 release operating across layer 2 through layer 7 of the OSI model.



vmware®

On Demand Courses
Compelling. Comprehensive. Convenient.

- 30 days of unlimited access to self-paced modular training
- No travel required – access anytime, anywhere
- Practice labs identical to those used in classroom training
- Content meets certification requirements
- Free certification exam voucher upon completion of most courses

New Horizons is ready to help you with your VMware training path, through whichever learning modality best fits your needs.



BUSINESS PROFESSIONALS RELY ON NEW HORIZONS

ITSM training to meet all your service management needs, Project Management courses to ensure your projects meet global demands, and Business Analysis offerings to greatly improve project efficiency



THE BUSINESS ANALYSIS TRAINING YOU DEMAND!

The New Horizons Business Analysis suite of courses not only meets the stringent standards of the International Institute of Business Analysis (IIBA), but offers a wide array of courses that encompass those starting in the field to those whose extensive experience has them poised to become a Certified Professional.

Data Science and Artificial Intelligence

Data Analytics, Machine Learning, Big Data and AI are the rising prerequisite knowledge for all institutions desiring to abuse and extract most of the information from their own data and the ones around them. It is no longer valid to make decisions or take actions based on shallow reading of the increasing amount of data pouring from everywhere. A complete and exhaustive scientific approach is becoming a must for successful institutions.



New Horizons offers a complete flexible and complementary program that encompasses exhaustive Data Science and AI topics that:

- Covers most needed expertise in the emerging strategic numerical digitized economy
- Translates smartly all the data analysis methods into efficient decisions
- Puts all Machine Learning algorithms and Big Data components into practical applications
- Helps companies implement efficient AI projects
- Stresses the proper implementation of successful analytic applications
- Supports participants with latest open source and proprietary analytical technologies
- Brings highest ROI with participants applying internal data analysis and AI projects from within their businesses.

Workplace Fundamentals Training

To succeed in today's business environment, you need more than just technical skills; you need the skills to interact with co-workers and to perform essential tasks that help drive teams and organizations forward. Workplace Fundamentals training is the perfect first step for those new to the business world who are looking to gain the baseline knowledge to begin a rewarding career path.



WORKPLACE FUNDAMENTALS

BUSINESS ETIQUETTE

This course examines the basics, most importantly to be considerate of others, dress/appearance, the workplace versus social situations, business meetings, proper introductions and 'the handshake', conversation skills/small talk, & much more.

EMAIL ETIQUETTE

In this course, students will learn about e-mail policies and learn how to write professional e-mail memos that convey appropriate messages.

EMPLOYEE MOTIVATION

This course will assist students in understanding and implementing strategies that will help to motivate their work force and is intended for new managers, especially those with direct reports, who are responsible for increasing employee motivation and job performance.

FUNDAMENTALS OF FINANCE FOR IT MANAGERS – 1 DAY

Students will identify the fundamental concepts of finance, the budgeting process, and how a budget is prepared. Students will also identify project costs and how to monitor and control them. Students will then review some financial statements.

GOOGLE ADWORDS: PART 1 – 1 DAY

Students will create a Google AdWords account, an AdWords campaign and text ads, research and optimize keywords, refine text ad copy, manage a campaign through analysis, analyze and optimize bidding and budget, and generate reports.

GOOGLE ADWORDS: PART 2 – 1 DAY

In this course, students will create a Display Network Campaign, define location and language targeting, and schedule when ads will run. They will optimize their Display Network targeting and create a YouTube campaign.

GOOGLE ADWORDS: PART 3 – 1 DAY

Students will use advanced AdWords features to dynamically generate ads, insert keywords into ads, and experiment with changes to your campaign before making them permanent.

GOOGLE ADWORDS FOR BUSINESSES – 1 DAY

In this course, students will create an AdWords account, run an ad campaign, and track the performance of ads.

GOOGLE ANALYTICS – 1 DAY

In this course, students will implement Google Analytics and perform analysis by using standard reports.

GOOGLE APPS FOR BUSINESS – 2 DAYS

In this course, students will communicate and collaborate with others using the various applications in Google Apps.

GRAMMAR ESSENTIALS – 1 DAY

In this course, students will review the rules of grammar, identify common grammar errors, and refine their business writing style.



CLASSROOM RENTALS

Wondering where to hold your employee training?

Reserve our classrooms for the day, week or year.

For more information about dates, times and locations contact your Account Executive today!



CENTER FOR LEADERSHIP AND DEVELOPMENT

Lead Better. Be Better.

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Success begins with your professional enhancement and the New Horizons Center for Leadership and Development is here to help you reach your objectives... and beyond. Our wide range of courses are designed to empower you to exceed beyond your specific business goals, build on your personal strengths and solidify your knowledge in ways that will drive your success.

Discover how our multi-dimensional programs keep you connected from the classroom to the meeting room so you can accomplish more.

- 
LEADERSHIP & PROFESSIONAL DEVELOPMENT: Unique post-course assets continue your development long after you have returned to your organization.
- 
HUMAN RESOURCE MANAGEMENT: Whether you are just getting started or a seasoned HR practitioner, these courses will empower you to help your organization excel.
- 
BUSINESS ANALYSIS: Our all-inclusive business analysis courses are designed to take a BA at any experience level and provide him with the knowledge and skills needed to succeed at this all-important task.
- 
PROJECT MANAGEMENT: The Center for Leadership and Development offers training for all levels of experience, from foundational courses to methodology courses covering PMI, PRINCE2, Agile, Scrum, and more.
- 
IT SERVICE MANAGEMENT: Our complete course offerings cover related topics such as ITIL, COBIT, DevOps, and more.



As a motivated professional, you recognize the importance of mastering relevant competencies. Managing your time, perfecting your communication, honing your emotional intelligence and mitigating conflict are just a sample of the crucial abilities that will propel you to becoming a transformational leader.

Our Leadership and Professional Development courses focus on the practical expertise that you need to further develop yourself and your organization, enhancing your proficiency in key areas.

To help guide you, our Leadership & Professional Development courses have been organized into distinct Career Paths and Job Roles to help you chart a development path that fits your distinct needs.

**Everyone's journey is unique.
Each person's journey is unique to them whether designated by
management or a personal desire to grow. There is no one size
fits all path to success.**





Leadership and Professional Development Paths

Navigate the unique leadership and development path that is right for you.

Whether designated by management or a personal desire to grow, your continuous career-long path to success begins here. Take your first step, or the next step in your individual journey with any of the highly immersive courses below.

	PERSONAL DEVELOPMENT	LEADERSHIP OF TEAMS/PROJECTS	LEADERSHIP OF MANAGERS/DEPARTMENTS	ORGANIZATIONAL/ STRATEGIC LEADERSHIP
PROFESSIONAL DEVELOPMENT PATH	Accomplishing the Results You Want – 3 days			
	Building Successful Work Relationships – 3 days Making the Right Decisions Under Pressure – 2 days Thinking with Critical Insight – 2 days			
	Expanding Your Emotional Intelligence – 3 days Extending Your Sphere of Influence – 2 days Prioritizing Your Time Effectively – 2 days			
COMMUNICATION & INTERPERSONAL PATH	Developing Successful Interpersonal Skills – 3 days Mastering Positive Assertiveness – 2 days Providing Outstanding Customer Service – 2 days Strategic Negotiation Skills – 2 days The Art of Effective Presentations – 3 days Writing for the Business Professional – 2 days			
	Communicating Across Your Organization – 3 days Constructive Conflict Management – 2 days Navigating the Modern Workforce: Diversity, Culture, Generations – 2 days			
LEADERSHIP & MANAGEMENT PATH	Discovering Your Leadership Voice – 2 days Evolving into the Manager Role – 3 days			
	Effective Leadership through Coaching – 3 days Managing Remote and Virtual Teams – 2 days Transitioning into Leadership for an IT Manager – 3 days			
	Becoming a Transformational Leader – 2 days Business Acumen for Leaders – 2 days Contemporary Leadership in a Complex World – 2 days Critical Facilitation Skills for Leaders – 2 days Leadership Excellence for Senior Management – 3 days			



PROFESSIONAL DEVELOPMENT PATH

This path focuses training on the honing of foundational skills for business professionals to enhance their current position and to lay the groundwork for future professional growth.

Each of the courses in this path supports your personal growth through:



AN EXCEPTIONAL LEARNING EXPERIENCE

Our classes were built from the ground up to encourage collaboration and group activity. Online or in-person, our Leadership and Development courses will keep you engaged throughout.



EXPERT FACILITATORS

A leader in the classroom is as important as a leader in the boardroom. Our subject matter experts offer keen insight while facilitating group activities and discussions.



TOPIC-SPECIFIC, REINFORCEMENT MATERIALS TO ENRICH YOUR JOURNEY

eBooks, On-Demand Courses, Quick Videos, Personal & Team Assessments, Tools & Templates.



Accomplishing the Results You Want - 3 Days

Success is measured by results. Detailed plans and a captivating vision are important, but true accomplishment is in carrying your goals through to a winning outcome. In this course, you will learn how to strengthen your leadership voice and foster employee buy-in to exceed expectations and achieve the most positive outcome.

WHO SHOULD ATTEND: Executives, managers, and other professionals responsible for teams with results-driven goals.

OBJECTIVES

- Develop a leadership style that gets results
- Employ suitable motivation techniques for your team
- Adapt your communication style and use influence skills to drive direction
- Empower your team to get the results you want

COURSE OUTLINE

- Leadership Style Guide
 - Exploring the 6 Leadership Styles
- Motivation
 - Understanding Varying Needs
 - Framing Motivators and Dissatisfiers
- Communication
 - Applying Various Communication Styles
 - Comparing the 4 Style Traits
 - Adapting to Differing Communication
- Strategy and Results
 - Using Strategic Drivers
 - Linking Strategy to Operations
 - Relating Strategy to Results
- Building a Better Team
 - Driving Team Performance
 - Developing Trust and Respect
- Influence Skills
 - Differentiating between Ethical and Unethical Influence
 - Developing Your Communication and reasoning Skills
- Negotiation – Getting to Yes
 - Understanding the Phases of Negotiation
 - Developing Principal Negotiation Skills
 - Planning Negotiation
 - Dealing with Tough Questions
 - Getting to a Mutually Beneficial Solution
- Enabling Others to Act
 - Empowering Others
 - Managing the Workload
 - Delegating to Workgroups and Teams
 - Avoiding Wasted Time and Energy
 - Following-Up to Ensure Success
- Putting it All Together
 - Assembling the Pieces to Achieve the Whole
 - Applying Skills to get Results



Building Successful Work Relationships - 3 Days

Individuals bring their unique talents, strengths, experiences, and outlooks to the workplace.

Operating collaboratively, these diverse perspectives and styles deliver highly successful outcomes and create high-performing teams. In this course, you will learn how to build co-operative trust-based relationships that enable you to work productively with other professionals, clearly communicating and respectfully harnessing your distinctive contributions.

WHO SHOULD ATTEND: Professionals desiring to improve working relationships and maximize cooperation and productivity.

OBJECTIVES

- Describe the importance of effective work relationships
- Demonstrate professionalism through your behavior
- Identify the interdependencies between you and your colleagues
- Communicate effectively to create rapport and connect with others
- Build and maintain your network of professional relationships
- Use quality dialogue to focus discussion toward mutual outcomes
- Develop collaborative working relationships that achieve results

COURSE OUTLINE

- The Importance of Work Relationships
 - Supporting Effective Teamwork
 - Understanding the Value of Relationships
- Interpersonal Dynamics
 - Working with Ego States
 - Being Effectively Assertive
- Demonstrating Professional Behavior
 - Developing Professionalism
 - Valuing Respect, Reliability, and Results
 - Comparing Attitude, Action, and Effect
- Mapping Your Work Network
 - Identifying Interdependencies
 - Focusing on Purpose
- Bridging Work Styles
 - Identifying and Accepting Differences
 - Adapting to Different Work Styles
- Building Your Network
 - Appreciating Needs and Values
 - Managing Your Network and Your Reputation
- Collaborating for Success
 - Fostering Collaboration
 - Creating a Working Agreement
 - Contributing to a Collaborative Culture



Making the Right Decisions Under Pressure - 2 Days

As a leader, others look to you for direction and guidance. The confident decisions you make are imperative to drive productivity, resolve conflicts, and guide your team's focus and efforts. In this course, you will learn to evaluate options, generate possible solutions, and decide on logical strategies.

WHO SHOULD ATTEND: Executives, directors, managers, and others tasked with making important decisions for their organizations.

OBJECTIVES

- Make intelligent decisions with limited time and information
- Reframe issues to ensure greater problem solving accuracy
- Convert conflicting opinions into useful insights

COURSE OUTLINE

- The Complexity of Decision Making
 - Establishing the Needs of the Organization
 - Defining Organizational Objectives and Goals
 - Measuring Your Goals
 - Calculating Probabilities of Success
- Dealing with Opinion in the Face of Uncertainty
 - Understanding Theories of Decision-Making
 - Avoiding Irrationality
 - Being Aware of Risks
 - Reframing the Options
 - Asking the Right Questions
 - Knowing What You Want
 - Making Proper Comparisons
 - Working with Stereotypes and Expectations
- Adapting Decision Strategies for a Complex World
 - Reviewing Your Plans
 - Engaging Stakeholders
 - Enlisting Your Network
 - Managing Risks
 - Planning for Risks – Avoidance, Mitigation, Transference, and Acceptance
 - Applying Complexity Theory and the Butterfly Effect
 - Adjusting Decisions
 - Building in Metrics & Measurements
 - Monitoring Progress and Managing Risks
 - Looking for Emerging Trends

“The facilitator was always energetic which kept the class upbeat and she was able to help the students relate the material to real life scenarios. I found the class extremely helpful and would definitely recommend it to others.”



Thinking with Critical Insight - 2 Days

To make the best decision and determine the most efficient and effective course of action, an understanding of the current situation and innovative outlook are important. In this course, you will learn to inquisitively explore challenges, defy incorrect assumptions, and look at things with new and differing perspectives, incorporating these insights into your thought processes, and enabling you to find creative solutions to even the most difficult tasks and issues.

WHO SHOULD ATTEND: Professionals who want to make the best decisions and develop creative and elegant solutions to challenging problems.

OBJECTIVES

- Enable you to evaluate, identify, and distinguish between relevant and irrelevant information
- Engage critical thinking through curiosity and your ability to ask good questions
- Apply the eight best practices of critical thinking in practice
- Leverage open mindedness to become more receptive and highly tuned for new ideas

COURSE OUTLINE

- The Challenges of Modern Thinking
 - Becoming a Rational Thinker
 - Critical Thinking in Application
 - Applying Reason
 - Developing Open-Mindedness
 - Stepping Out of Your Comfort Zone
 - Avoiding Jumping to Conclusions
 - Expecting and Initiating Change
 - Being Ready to Adapt
 - Thinking Logically
- Critical Thinking Best Practices
 - Listening Actively
 - Evaluating Information
 - Making Assumptions
 - Watching Out for Bias
 - Asking Clarifying Questions
 - Performing SWOT Analysis
 - Benefitting from Critical Thinking
- Putting It All Together
 - Changing Your Perspective
 - Considering Other Viewpoints
 - Dealing with New Information
 - Solving Problems
 - Identifying Inconsistencies
 - Asking Why
 - Evaluating the Solution
 - Retaining Your New Skills
 - Reflecting and Learning from Mistakes
 - Asking Questions on an Ongoing Basis



Expanding Your Emotional Intelligence - 3 Days

As the core of the success of every organization, Emotional Intelligence (EI) is central to a well-functioning team. This course incorporates powerful tools and classroom activities to master the strategies to effectively communicate, connect with, and support others through healthy and productive interactions.

WHO SHOULD ATTEND: Those desiring to achieve and apply emotional self-awareness and management to enhance their professional careers as well as realize their personal goals.

OBJECTIVES

- Identify the key competencies of emotional intelligence
- Develop a learning path to enrich your EI
- Gain better control over your behavior under duress
- Enhance your communication skills and competencies
- Learn to thrive under stress
- Develop gratitude and strength of character
- Build a meaningful life balance and your authentic self

COURSE OUTLINE

- The History of EI
 - Defining Emotional Intelligence
 - Understanding the 5 Components of Emotional Competence
 - Using an Emotional Vocabulary
- Can You Learn EI?
 - Learning to Be Emotionally Competent
 - Developing Self-Awareness
 - Building Trusting Relationships
- Enhancing Your Communication with EI
 - Creating a Powerful First Impression
 - Using Body Language
 - Communicating with Flexibility and Authenticity
- Emotions & Behavior
 - Expanding Your Emotional Toolbox
 - Applying Mindfulness
 - Offering Your Attention and Acceptance
- Emotions Under Stress
 - Knowing Yourself
 - Applying the Right Emotions at the Best Time
 - Managing the Modes of Cognition
- Gratitude & Strength of Character
 - Cultivating Enthusiasm, Confidence, Trust, Tenacity, and Character
 - Understanding the Role of EI at Work
 - Disagreeing Constructively, Applying Passion and Fostering Optimism
- Meaningful Life Balance & Authenticity
 - Leading by Example
 - Giving In Without Giving Up
 - Making Authenticity a Part of You DNA

“The Breakout Activities helped the discussion material come full circle.”



Extending Your Sphere of Influence - 2 Days

The art of persuasion is a powerful tool. It empowers you to collaborate with others to achieve mutual outcomes and build consensus. In this course, you will learn to select and utilize appropriate styles and strategies to have the most influential effect, as well as how to protect yourself from being manipulated by others.

WHO SHOULD ATTEND: Any professionals who need to work effectively with others without direct authority, as well as mid- and upper-level executives and managers who would benefit from understanding the motivations of others to achieve successful results for the business.

OBJECTIVES

- Build workplace relationships based on mutual trust and respect
- Collaborate effectively through influence and persuasion
- Recognize and enhance your sources of personal power
- Choose and apply appropriate influence strategies
- Work with resistance to gain commitment and buy-in

COURSE OUTLINE

- An Influence Baseline
 - Enabling Collaboration
 - Facilitating Constructive Dialogue
- Elements of Influence
 - Focusing on the Outcome
 - Seeing Influence as a Mental Equation
 - Differentiating Influence from Manipulation
- Power and Persuasion
 - Appealing to Integrity, Emotions, and Intellect
 - Building Five Types of Trust
 - Applying Five Principles of Influence
- A Network of Influence
 - Building a Purposeful Network
 - Strategic Reputation Management
 - Protecting Your Credibility
- Applying Influence Strategies
 - Adapting the Approach
 - Identifying Thinking Differences
 - Applying Strategies to Styles
- Working With Resistance
 - Encountering and Addressing Resistance
 - Building Collaboration through Quality Dialogue
 - Getting Results through Persistence and Persuasion



Prioritizing Your Time Effectively - 2 Days

Time is limited, so getting the most out of every minute is critical. In this course, you will learn to improve your focus, prioritize tasks, identify and avoid obstacles to staying on track, and develop strategies to get the most out of your time. You will acquire time management tools and decision-making techniques to help you focus on purpose and achieve your goals, balancing the needs of both your business and personal life.

WHO SHOULD ATTEND: Professionals wishing to maximize their productivity and efficiency by investing their time more effectively.

OBJECTIVES

At the completion of this workshop, you should have a plan to improve your:

- Time Management
- Prioritization
- Organization
- Workflow
- Productivity

COURSE OUTLINE

- Wise Time Management
 - Identifying Time Wasters
 - Applying the 80/20 Rule
 - Utilizing Calendars
 - Creating Rituals
- Prioritizing Your Time
 - Taking Charge of Your Time
 - Protecting Your Time through Assertiveness
- Planning Wisely
 - Managing the Power of Your Productivity Journal
 - Finding Hidden Time
 - Chunking, Blocking, and Tackling
- Organizing Your Workspace
 - Decluttering
 - Managing Workflow
 - Taking Control over Email
- Tackling Procrastination
 - Knowing Why You Procrastinate
 - Nine Ways to Avoid Procrastination
- Crisis Management
 - Weathering the Storm
 - Creating and Executing a Plan
 - Applying Lessons Learned
- Increase Your Productivity
 - Applying Productivity Tools
 - Finding What Works
 - Eliminating the Word "Should"
 - Building on Success



COMMUNICATION AND INTERPERSONAL PATH

This path stresses the essential qualities required to effectively communicate with peers and superiors. The knowledge and skills acquired in this path should allow you to build the self-confidence required to move further down the leadership road.

Each of the courses in this path supports your personal growth through:



AN EXCEPTIONAL LEARNING EXPERIENCE
Our classes were built from the ground up to encourage collaboration and group activity. Online or in-person, our Leadership and Development courses will keep you engaged throughout.



EXPERT FACILITATORS
A leader in the classroom is as important as a leader in the boardroom. Our subject matter experts offer keen insight while facilitating group activities and discussions.



TOPIC-SPECIFIC, REINFORCEMENT MATERIALS TO ENRICH YOUR JOURNEY
eBooks, On-Demand Courses, Quick Videos, Personal & Team Assessments, Tools & Templates.



The Art of Effective Presentations - 3 Days

Whether speaking publicly or to a private group, the ability to deliver a great presentation means efficiently and effectively convey your message. In this course, you will learn strategies to master your speaking skills, confidently standing before a group and delivering your message. Expert instructors will provide constructive feedback, identifying the areas in which you are most polished, as well as offering tips to master the rest.

WHO SHOULD ATTEND: Anyone desiring to improve their ability to speak self-assuredly, in front of both internal and external groups.

OBJECTIVES

- Explore what makes a successful presentation
- Recognize the factors that go into building and delivery of presentations
- Outline, develop and build a high quality presentation
- Successfully deliver and close an effective presentation

COURSE OUTLINE

- What is a Successful Presentation?
 - Generating Passion and Enthusiasm
 - Techniques for Delivering Value
- Creating the Basic Structure
 - Building the Outline and Backbone
 - Tailoring the Presentation to Your Audience
- Organizing Your Program
 - Choosing the Presentation Length
 - Creating the Topic Outline
 - Categorizing and Breaking Down Information
- Fact-Finding
 - Identifying sources of Information
 - Using the Internet as a Resource
 - Citing Key Points with Citations
- Building Your Presentation
 - Writing Your Presentation
 - Structuring to Keep Attention
 - Observing Visual Guidelines
- Delivering Your Presentation
 - Making the Audience Your Focus
 - Building In Breaks
 - Winding Down the Presentation
- Interacting with Your Audience
 - Opening and Capturing Attention
 - Encouraging Questions and Discussion
 - Reading the Audience and Keeping Their Engagement High
- Improve Your Nonverbal Communication
 - Understanding Body Language
 - Creating Consistency – Practice, Practice, Practice
- Matching Your Words to Your Movement
 - Reinforcing Your Words - Saying What You Mean
 - Controlling Involuntary Movements
- Closing Your Presentation
 - Conducting a Closing Q&A Session
 - Post-event Involvement: Sending Emails and Sharing Your Presentation



Writing for the Business Professional - 2 Days

From informal memos to detailed reports, writing skills are essential for effectively communicating with colleagues and those outside of your organization. Subtle elements, such as the tone that you use, can have a significant impact on the way that your ideas are received and the persuasiveness of your arguments. In this course, you will learn the essential skills needed to organize your thoughts and select the best words and phrases to clearly convey them in writing.

WHO SHOULD ATTEND: Professionals desiring to be able to communicate clearly and concisely in their writing.

OBJECTIVES

- Awareness of common spelling and grammar issues in business writing.
- Basic concepts in sentence and paragraph construction.
- Basic structure of agendas, email messages, business letters, business proposals, and business reports.
- Collaborative writing techniques, tools and best practices
- Tips and techniques to use when deciding the most appropriate format to use for agendas, email messages, business letters, business proposals, and business reports

COURSE OUTLINE

- Working With Words
 - Monitoring Spelling, Grammar, and Verb Tense
 - Creating a Reference Sheet
- Constructing Sentences
 - Recognizing Sentence Parts
 - Classifying Sentence Type
 - Increasing Readability with Punctuation
- Creating Paragraphs
 - The Three Basic Components
 - Organization Methods
- Finding Facts
 - Identifying and Using Key Resources
 - Fact-Finding and Information Gathering
- Collaborative Writing
 - Clarifying the Objective
 - Collaborative Writing Strategies and Patterns
- Types of Collaborative Business Writing
 - Applying Different Construction Techniques
 - Cut & Paste, Puzzle, Sequential Summative
 - Integrating Construction
- Collaborative Tools and Processes
 - Planning and Revision
 - Creating Outlines and Storyboards
 - Building Team Cohesion
- Writing Meeting Agendas
 - Choosing an Agenda Format
 - Structuring and Writing the Agenda
- Writing E-Mails, Reports and Proposals
 - Addressing Your Message
 - Writing Persuasively
 - Proofreading and Editing Your Documents
 - Taking Advantage of Peer Reviews



Communicating Across Your Organization - 3 Days

The success of leaders is rooted in the effectiveness of their teams, as well as savvy communication with colleagues. Guiding and empowering others and creating collaboration is essential. In this course, you will learn to build trust and commitment, motivating others through respectful and authentic interactions.

WHO SHOULD ATTEND: Managers, directors, and other professionals responsible for planning and leading projects and programs.

OBJECTIVES

- Identify the essential elements of effective communications within an organization
- Use knowledge of your self to build effective communication strategies
- Build communication strategies that leverages interpersonal and organizational awareness
- Apply effective facilitation skills

COURSE OUTLINE

- Elements of Communication
 - Moving from Classical to Human Relations Communication
 - Applying Communication Skills Across Mediums
- Self-Awareness
 - Weaving Together the 4 Elements of Self
 - Managing the Physical Self
 - Practicing Emotional Intelligence
 - Understanding Those Who Think Differently
 - Adapting to the 3 Learning Styles
 - Cultivating Positivity
- Interpersonal Skills
 - Improving Listening with 7 Basic Skills
 - Applying Verbal and Nonverbal Communication Skills
 - Communicating Through Body Language
- Organizational Awareness
 - Enhancing Organizational Culture
 - Leveraging a Good Culture for Effective Communication
- Facilitation
 - Understanding the Role of a Good Facilitator
 - Becoming a Process Expert
 - Focusing Your Facilitation Efforts
- Communication Strategies
 - Choosing a Communication Method
 - Reducing the Impact of Language Barriers
 - Approaching Cultural, Regional, and Time Zone Differences
 - Communicating Across Your Entire Organization

I appreciated the practicality that the facilitator presented through this. Almost every section I ended up with an actionable item that I can take to the “real world”. The “group” setting allowed by the online program was great!



Developing Successful Interpersonal Skills - 3 Days

In our inter-connected world, good communication and cooperation is key to working efficiently.

Respectfully engaging with others can enhance or inhibit workflow and be the difference between the success or failure of a project or an entire organization. This course will prepare you for the collaborative situations inherent in every facet of business, whether working with colleagues, partners, vendors, or clients.

WHO SHOULD ATTEND: Managers and other professionals who want to gain the critical skills to successfully interact with or lead others through cooperative teamwork, as well as those desiring to improve their overall communication skills.

OBJECTIVES

- Recognize the difference between hearing and listening
- Enhance interpersonal relationships through the use of verbal and non-verbal communication
- Apply techniques to move towards high quality conversation
- Create a positive impression through a powerful introduction
- Influence others through sharing perspectives and opinions constructively
- Use logic and emotion to persuade and collaborate
- Identify ways of sharing thoughts and opinions constructively
- Prepare for and conduct simple negotiations

COURSE OUTLINE

- The Importance of Interpersonal Skills
- Verbal Communication Techniques
 - Hearing versus Actively Listening
 - Connecting with Powerful Communication
- Non-Verbal Communication
 - Understanding the Elements of Vocal Delivery
 - Interpreting and Applying Body Language
 - Building Self-Awareness
- Creating a Powerful First Impression
 - Creating a Powerful Introduction
 - Cultivating Your Impact
- The Art of Conversation
 - Mastering the 4 Levels of a Conversation
 - Moving a Conversation Along
 - Applying Tools for Deepening Conversation
- Influence and Persuasion
 - Influencing Others
 - Seeing the Other Side
 - Building Bridges
 - Extending Your Influence
- Interacting Positively
 - Applying Logic and Owning Emotions
 - Disagreeing Constructively
 - Bringing People to Your Side
 - Building Consensus
- Negotiation Basics
 - Planning for Negotiation
 - Managing the 4 Stages of Negotiation
 - Arriving at an Agreement



Mastering Positive Assertiveness - 2 Days

Ensuring that you are heard and understood is an essential skill, but it can easily come across as antagonistic and confrontational. Whether addressing behavioral issues or directing a meeting, it is important that you be properly self-confident and emphatic, while maintaining positive work relationships. In this course, you will discover the best techniques to be properly assertive, and what are the ideal approaches in differing situations.

WHO SHOULD ATTEND: Team leaders, managers, executives and other business professionals, as well as those who would benefit by being able to assert themselves more effectively in a professional environment.

OBJECTIVES

- Develop the necessary skills to communicate with confidence
- Apply communication styles that maximize benefits
- Augment your listening and hearing skills to increase engagement
- Utilize that art of asking questions to elicit more from others
- Leverage your body language for full communication
- Make the best first impressions by looking, sounding and being confident

COURSE OUTLINE

- What is Assertiveness?
 - Differentiating Self-confidence from Assertiveness
 - Understanding the Four Styles of Communication
 - What Separates Assertiveness from Passiveness, Aggressiveness, and Passive-Aggressiveness
- Dimensions of Communication
 - Differentiating Listening from Hearing
 - Developing Emphatic Listening Skills
 - Utilizing Question Types – Open, Clarifying, and Closed
 - Converting Negative Thinking into Positive Thinking
- Body Language Says It All
 - Managing Your Appearance
 - Understanding Non-verbal Communication
 - Making the Right First Impression
 - Speaking with Confidence
 - Relaxing and Reducing Anxiety
- Dealing with Difficult Situations
 - Dealing with Difficult People
 - Building Rapport and Trust
 - Appreciating the Different Ways that People Send and Receive Information
 - Breaking Down Barriers and Building Consensus
 - Applying PEGASUS
 - Utilizing a Tactical Approach
 - Choosing the Proper Form of Communication

“ It was truly a class for self-discovery and gaining confidence. At first, I thought it was going to be 2 days of lecture of which I am not a fan but, much to my surprise, it was an amazing experience! ”



Providing Outstanding Customer Service - 2 Days

In today's competitive marketplace, outstanding customer service is what sets you and your organization apart. It is what brings customers to you, persuades them to select your offering over others, and keeps them coming back. But how do you provide excellent customer service and stand out from the crowd? This course offers practical tools and techniques to win clients, create loyal advocates for your business, and deliver excellent customer service.

WHO SHOULD ATTEND: Operations managers, account representatives, customer service staff, help desk and technical support, and anyone working directly with customers.

OBJECTIVES

- Define customer service in relation to both internal and external customers
- Recognize how your attitude affects customer service
- Identify your customers' needs
- Generate repeat business with outstanding customer service
- Build goodwill through in-person customer service
- Provide outstanding customer service over the phone
- Connect with customers through online tools
- Deal effectively with difficult situations

COURSE OUTLINE

- Customer Service – A Baseline
 - Recognizing Your Customers
 - Understanding Your Role in Customer Service
- Developing A Customer Service Mind-Set
 - Leveraging Your First Impression
 - Feeling Positively About Customers
 - Mastering Moods and Emotions
- Identifying Customer Needs
 - Understanding the Customer's Situation
 - Avoiding Assumption and Prejudgment
 - Meeting Basic Needs
 - Seeking to Exceeding Expectations
 - Building Repeat Relationships
- Connecting with the Customer
 - Achieving Authenticity through Body Language
 - Responding Effectively to Problems
 - Mastering Online Etiquette
 - Seeking Customer Feedback
- Dealing with Difficult Situations
 - Effectively Addressing Complaints
 - De-escalating Anger
 - Establishing Common Ground
 - Remaining Calm, Respectful and Objective
- Delivering Outstanding Service
 - Creating a Memorable Customer Experience



Strategic Negotiation Skills - 2 Days

Negotiating is an art form. To get what you want, you need to be aware of the other side's objectives, seeking a mutually beneficial result. You must be able to decide on a goal, plan carefully, and apply key skills and tools to reach a successful outcome.

In this course, you will learn the essential strategies and techniques needed to guide negotiations from opening discussions through to a positive result. With discussion and hands-on training, you will leave with practical solutions to negotiating effectively.

WHO SHOULD ATTEND: Professionals involved in internal and/or external negotiations.

OBJECTIVES

- Develop the necessary skills to negotiate like a pro
- Prepare for a negotiation applying best practices
- Utilize industry standard tools and techniques
- Create your Best Alternative to a Negotiated Agreement (BATNA)
- Build common ground and consensus in your negotiation strategies
- Negotiate with experts to develop your skills for success

COURSE OUTLINE

- Negotiation Introduced
 - Identifying Integrative and Distributive Negotiation Types
 - Understanding the Three Phases of Negotiation
 - Strengthening Negotiation Skills
- Preparing for Your Negotiation
 - Establishing Personal Boundaries
 - Deciding on Your WATNA and BATNA and Negotiating Based on Them
 - Preparing and Sticking to Your Plan
 - Negotiation Strategies
- Negotiation Process for Success
 - Setting the Time and Place
 - Avoiding Negative Environments
 - Establishing Common Ground and Building Momentum
 - Creating a Negotiation Framework, Agreeing on Issues, and Maintaining a Positive Framework
 - Working through the Five Steps of Negotiation
- Best Practices
 - Starting Off on the Right Foot
 - What to Share and What to Keep to Yourself
 - Knowing What to Expect
 - Utilizing the Top Ten Negotiation Techniques
 - Managing an Impasse
- Negotiation Tools & Techniques
 - Reviewing the Three Ways to See Your Options
 - Creating a Mutual Gain Solution
 - Agreeing on Wants – Working with What You Want and What They Want
- Consensus & Agreement
 - Building Consensus
 - Consolidating and Finalizing an Agreement
 - Controlling Your Emotions and Dealing with Personal Attacks
 - Walking Away When Necessary



Constructive Conflict Management - 2 Days

People approach situations with their own set of experiences, priorities, and viewpoints. Conflict is inevitable. The ability to govern disputes and even avoid them altogether is vital. In this course, you will learn to recognize the warning signs that precede quarrels and how to mitigate their impact, as well as constructive ways to harness the differences between team members and shift them toward productive, positive outcomes.

WHO SHOULD ATTEND: Professionals who manage teams and desire to understand what leads to conflict, help peacefully navigate team members through potentially antagonistic situations, encourage and empower others to disagree respectfully and productively, and effectively manage disputes between team members.

OBJECTIVES

- Identify and manage sources of conflict
- Define an effective strategy to deal with conflict
- Implement a process to manage conflict situations
- Build civility in the workplace

COURSE OUTLINE

- Understanding conflict
 - Identifying the Causes of Conflict
 - Harnessing the Benefits of Conflict
 - Resolving Conflict
 - Understanding the Key People in Conflict Resolution
- Civility in the Workplace
 - Recognizing Uncivil Behavior
 - Reaping the Benefits of Civil Behavior
 - Working with Difficult People
 - Identifying and Avoiding Incivility
 - Creating, Implementing, and Enforcing a Civility Policy
- Conflict Resolution Process
 - Making an Effective Atmosphere
 - Developing Mutual Understanding
 - Focusing on individual and Shared Needs
 - Getting to the Root Cause
 - Generating Options
 - Building a Solution
- Conflict Resolution Strategies
 - Differentiating Resolution Strategy Versus Process
 - Recognizing the Advantages and Disadvantages to Collaborating, Competing, Compromising, and Avoiding



Navigating the Modern Workforce: Diversity, Culture, Generations - 2 Days

The modern business climate is more diverse than ever. Team members are bringing new experiences, expertise, and viewpoints to the workforce; and constant change is the new normal. In this course, you will learn how to capitalize on the strengths of your diverse team while directing and guiding them to even greater achievements.

WHO SHOULD ATTEND: Team leaders, managers, executives and other business professionals who lead others.

OBJECTIVES

- Learn to lead in a world of diversity
- Engage and empower our multi-generational workforce
- Leverage culture as the new strategic differentiator
- Develop your path to leadership success

COURSE OUTLINE

- A Complex World of Diversity
 - Working in Fluid Dynamic Environments
 - Understanding the New Transient Workforce
 - Addressing the Need for a New Type of Leadership
 - Leading with Authenticity
 - Developing Required Skills and Competencies
 - Decentralizing Power
- Making Difference Your Strategic Advantage
 - Measuring Engagement
 - Overcoming Challenges to Employee Engagement
 - Embracing Difference and Bridging Boundaries
 - Developing Cultural Intelligence
 - Applying SCARF to Direct Behavior
- Leveraging Change as the New Normal
 - Understanding and Applying Emotional Intelligence
 - Motivating Others
 - Developing Your Leadership Psychological Toolkit
 - Identifying Drivers – Desires and Expectations
 - The Impact of an Environment of Trust
 - Meeting the Needs of the Social Brain
 - Promoting Involvement
- Creating Leaders for the Future
 - Avoiding Cultural Pitfalls
 - Creating a Common Culture for All
 - Seeking Diverse Perspectives
 - Utilizing Various Leadership Styles – Storytelling, Adaptive, and Connective
 - Building a Sustainable Vision, Developing a Path, and Creating a Passion for Excellence



LEADERSHIP & MANAGEMENT PATH

The courses in this path emphasize the rich professional and leadership competencies needed to pave the way into Executive Leadership that can drive significant growth for teams, departments, and organizations.

Each of the courses in this path supports your personal growth through:



AN EXCEPTIONAL LEARNING EXPERIENCE

Our classes were built from the ground up to encourage collaboration and group activity. Online or in-person, our Leadership and Development courses will keep you engaged throughout.



EXPERT FACILITATORS

A leader in the classroom is as important as a leader in the boardroom. Our subject matter experts offer keen insight while facilitating group activities and discussions.



TOPIC-SPECIFIC, REINFORCEMENT MATERIALS TO ENRICH YOUR JOURNEY

eBooks, On-Demand Courses, Quick Videos, Personal & Team Assessments, Tools & Templates.



Discovering Your Leadership Voice - 2 Days

By their very definition, leaders inspire followership in others. In this course, you will learn proven techniques to find and develop your own voice as a leader – one that builds trusts, fosters enthusiasm for change, engages colleagues, strengthens relationships, and achieves results.

WHO SHOULD ATTEND: Professionals who want to develop or strengthen their leadership position.

OBJECTIVES

- Enhance your leadership effectiveness through your message
- Communicate with greater openness and authenticity
- Craft compelling messages that connect people to purpose
- Engage, motivate, and inspire others to embrace change
- Apply your leadership voice to increase your impact and influence

COURSE OUTLINE

- Leading with Authenticity
 - Adopting a Structured Approach
 - Linking Authenticity and Awareness
 - Enhancing Self-Awareness
 - Applying the Johari Window
- Your Leadership Voice
 - Becoming an Authentic Leader
 - Assessing Key Competencies
 - Defining Your Leadership Purpose
- A Compelling Vision
 - Crafting Your Vision for Change
 - Clarifying Goals and Outcomes
- Crafting Your Message
 - Speaking with Credibility, Emotion, and Logic
 - Leading from Anywhere
 - Applying Techniques for Engaging Others
 - Engaging Through Storytelling
- Delivering Your Message
 - Bridging Different Thinking
 - Flexing Communication Styles
 - Adjusting for Style and Impact
- Reviewing Your Results
 - Reviewing and Adjusting
 - Taking an Iterative Approach
 - Repeating, Reiterating, and Building Support

“ I am bit more advanced in my management career, however there are plenty of take-away items from the training! ”



Evolving into the Manager Role - 3 Days

The manager's role is very different from the non-manager's. Managers must be able to develop and unify team members, plan strategically, set goals, delegate responsibilities, provide meaningful feedback, and effectively communicate. In this course, you will learn how to confidently acquire and build these skills through relevant discussions, team and individual activities.

WHO SHOULD ATTEND: New managers wanting to become skilled in their management roles.

OBJECTIVES

- Describe the roles that a manager has in an organization
- Identify and nurture talent in your team
- Build a management vision for success
- Create strategies to motivate and empower your team
- Combine leadership qualities and influence skills to motivate your team
- Plan and manage effective meetings

COURSE OUTLINE

- The Manager's Role
 - Distinguishing a Manager's Role from Function
 - Understanding Interpersonal, Informational, and Decision Roles
- Building a Shared Vision
 - Building a Strong Vision
 - Creating and Communicating a Vision Statement
 - Identifying Benefits of Your Vision
- Leadership and Influence
 - Identifying the Characteristics and Qualities of a Leader
 - Modeling the Way and Enabling Others to Act
 - Encouraging Your Inner Innovator
 - Creating Mutual Respect
 - Effectively Communicating and Reasoning with Others
- Nurturing Talent
 - Calibrating Talent
 - Finding the Attributes that Meet Your Requirements
 - Articulating Culture and Hiring for a Cultural Fit
 - Looking to the Future – Developing and Executing a Plan
 - Succession Planning
 - Creating and Fostering Employee Engagement
 - Coaching, Training, and Development
- Delegation and Empowerment
 - Working with Workgroups and Teams
 - Delegating
 - Progress Tracking and Reviewing Results
- Building a Better Meeting
 - Identifying Proper Participants
 - Creating an Agenda
 - Evaluating the Use of Technology



Effective Leadership Through Coaching - 3 Days

The most successful leaders recognize that their success depends upon the success of those they lead. Enabling others to grow and fulfil their potential by coaching them to discover and apply their talents and strengths is a core competency of effective leadership. Whether supporting employees to optimize their contribution, or enabling them to further their career aspirations, your coaching will have a positive impact and will foster an environment of growth and success.

WHO SHOULD ATTEND: Anyone managing the performance of others, including executives, managers, supervisors and team leaders.

OBJECTIVES

- Develop a positive partnership that supports employee growth
- Provide effective coaching and feedback within a relationship of mutual trust
- Agree appropriate performance goals using the SMART technique
- Clarify the current state or reality of your employees' situation
- Create options for your employee and develop them into a plan
- Motivate and support your employee to achieve their goals
- Recognize and remove any obstacles to employee success

COURSE OUTLINE

- The Leader as Coach
 - Harnessing the Power of Coaching
 - Recognizing Talent and Potential
 - Identifying Values and Beliefs
- The GROW Model
 - Structuring the Coaching Process
 - Applying GROW
- Agreeing on the Development Goals
 - Providing Direction and Purpose
 - Identifying Appropriate Goals
- Clarifying the Current Reality
 - Framing the Reality
 - Generating Self-Awareness
 - Overcoming Obstacles and Resistance
 - Exploring the Past
- Discussing Options
 - Generating Options
 - Choosing an Approach
 - Structuring a Plan
- Finalizing the Plan
 - Confirming the Will
 - Selecting the First Step
- Motivating the Employee
- The Importance of Trust
 - Avoiding Negatives in Coaching
 - Enhancing Trust Relationships
- Giving Constructive Feedback
 - Structuring Feedback
 - Encouraging Growth and Development
- Overcoming Roadblocks
 - Uncovering Common Roadblocks
 - Realigning or Re-evaluating Goals
 - Focusing on Progress
- Transitioning to the Next Stage
 - Taking an Inventory
 - Testing Readiness to Transition
 - Wrapping it all Up



Managing Remote and Virtual Teams - 2 Days

The business model is constantly evolving. Managing remote teams – a rarity just a few years ago – is now a common occurrence. This course will teach you to adjust your management style to successfully improve communication, foster connections, increase productivity, and develop remote and virtual teams.

WHO SHOULD ATTEND: Professionals managing remote teams or existing traditional teams that are evolving into more virtual roles.

OBJECTIVES

- Effectively manage team dynamics in remote and virtual teams
- Leverage communications technologies to the benefit of your remote and virtual teams
- Identify the specific skills required for managing remote and virtual teams
- Evaluate the impact of culture and language on your team's performance

COURSE OUTLINE

- Defining Remote and Virtual Teams
 - Managing Relationships, Communication, and Tasks
 - Meeting Your and Your Team's Needs
- Management Requirements for Remote and Virtual Teams
 - Moving from Reactive to Proactive
 - Understanding Team Member's Unique Situations
 - Keeping Everyone Informed
 - Innovating with Virtual Teams
 - Managing Work Outputs
 - Overseeing Separated Team Members
 - Defining and Building Relationships with Stakeholders
 - Team Dynamics
 - Creating Team Identity
 - Forming Remote and Virtual Teams
 - Managing the Storming Process
 - Getting to Norming and Storming
 - Creating and Governing with Ground Rules
 - Tracking Team Performance
 - Setting Expectations and Providing Feedback
- Making Technology Work for You
 - Communicating with and Coordinating Your Team
 - Avoiding the Technology Trap
 - Developing Effective Communication Across Various Mediums
 - Choosing the Right Technology Platform
- The Impact of Culture and Language
 - Recognizing Cultural Characteristics and Differences
 - Building Cultural Knowledge
 - Managing Across Time Zones
 - Respecting Non-Working Time



Transitioning into Leadership for an IT Manager - 3 Days

IT managers require a specific skillset to properly create, oversee, enable, and motivate their teams. From developing an inspiring vision and empowering members to reach it to meeting deadlines and evaluating results, in this course you will learn the skills needed to successfully transition into an IT manager role.

WHO SHOULD ATTEND: IT Professionals who expect to or who have recently transitioned into a management role.

OBJECTIVES

- Make a smooth transition into management
- Develop your authentic leadership style
- Engage and empower staff to achieve excellence
- Build high performing, collaborative teams
- Apply delegation best practices
- Attract and retain great staff

COURSE OUTLINE

- Making the Transition into Leadership
 - Defining Success
 - Developing Leadership Competencies
 - Acting as Leader, Liaison, Figurehead. Monitor, Disseminator, and Spokesperson
 - Allocating Resources
 - Acting Entrepreneurially
 - Negotiating and Handling Disturbances
- Building Trust, Engagement and Involvement
 - Applying SCARF
 - Leading by Example with the 5 Components of Emotional Intelligence
 - Engaging, Involving, and Motivating Others
 - The 4 Disciplines of Motivation
 - Working with Differing Personality Styles
 - Developing Your Leadership Psychological Toolkit
 - Discovering and Meeting Stakeholder Expectations
- Collaboration & Teams
 - Creating, Facilitating, and Maintaining Teams
 - Building a Team through Culture
 - Modern, Autonomous, Self-Organizing, and Cross-Functional Teams
- Building People with Challenging Work
 - Delegating Successfully - Preparing and Researching, Clarifying the Intent of the Task, Planning Your Delegation, Delegating Responsibility and Empowering Your Staff to Take Action, and Providing Ongoing Support and Oversight
- Attracting and Keeping Great People
 - Managing Performance
 - Knowing Your Staff
 - Checking Assumptions
 - Engaging Your Team
 - Leading and Coaching for Success
 - Managing Disruption

“There are several aspects of the class that will be put to use and definitely useful, but the major items include visiting my team more, working with them to create a team identity, and also working with them to set milestones.”



Becoming a Transformational Leader - 2 Days

Transformational Leaders have a tremendous impact. They can empower teams to grow and work together, envision the future, embrace change, and maximize performance. This course will help you develop authentic leadership qualities that motivate and drive others to reach their full potential, and become the transformational leaders of the future.

WHO SHOULD ATTEND: Managers, directors, executives, and others responsible for leading teams, overseeing projects, and developing new leaders.

OBJECTIVES

- Bring about valuable and positive change in those you lead
- Increase engagement, motivation and morale in your team
- Enhance performance of individuals and the team
- Provide an authentic role model that inspires followership
- Develop others into leaders

COURSE OUTLINE

- Defining Transformational Leadership
 - Comparing Leadership Styles
 - Developing the Attitudes and Beliefs of a Transformational Leader
- Being an Authentic Leader
 - Knowing Who You Are
 - Fostering Authenticity and Credibility
- Demonstrating Leadership Practice
 - Following the Five Practices of Exemplary Leadership
 - Modeling the Way
 - Inspiring a Shared Vision
 - Challenging the Process
 - Enabling Others to Act
 - Encouraging the Heart
- Building Engagement and Motivation
 - Understanding the Drivers of Employee Engagement
 - Motivating Like a Transformational Leader
- Optimizing Performance
 - Coaching for Performance
 - Supporting Performance through Partnership
 - Unlocking Potential
 - Developing and Transforming Careers
- Mentoring Leaders
 - Growing Leaders
 - Putting Relationships First
 - Focusing on Character
 - Capitalizing on Strengths
 - Showing Optimism and Not Skepticism
 - Seeking Passion and Success
- Committing to Transformational Leadership



Business Acumen for Leaders - 2 Days

A business is more than a building and assets, and business leaders must be masters of many skills. In this course, you will learn to understand the mechanics of the organization – reading and interpreting financials, making sound business decisions, and setting a course – while also developing the skills to guide and direct your workforce in an ethical and professional manner.

WHO SHOULD ATTEND: Professionals desiring to improve their business planning, financial management, and decision-making skills and practice them in an ethical and professional manner.

OBJECTIVES

- Recognize the importance of the big picture in business planning
- Leverage financial information to make sound business decisions
- Identify the importance of other financial levers to your business
- Understand the importance of ethics on long term business success
- Appreciate how business etiquette affects your organizational success

COURSE OUTLINE

- Gaining a Wider Perspective
 - Understanding Business Acumen
 - Improving Long and Short Term Interactions
 - Finding and Recognizing Growth Opportunities
 - Making Mindful Decisions
 - How to Relate to Others
- Understanding the Numbers
 - Developing, Defining, and Reporting Key Performance Indicators (KPIs)
 - Keeping Up with the Business
 - Understanding Sales, Costs, and Profit Margin
 - Monitoring Assets, Liabilities, Equity, and Financial Ratios
 - Reviewing Income Statements, Balance Sheets, and Cash Flow Statements
- Management Considerations
 - Recognizing Talent and Organizational Management
 - Thinking Critically – Asking the Right Questions, Evaluating the Situation, and Making the Decision
 - Leveraging the Organization – Investing in Employees and Customers, Process Improvement, and Goal Alignment
- Business Ethics
 - Ensuring Ethical Obligations are Met
 - Understanding Roles and Responsibilities
 - Balancing Personal and Organizational Ethics
 - Managing Ethically – Maintaining the 4 P's
- Business Etiquette
 - Maintaining Etiquette across Communication Platforms – Email, IMs, and Telephone
 - Following Etiquette in Meetings
 - Delivering Etiquette in Customer Interactions

The Facilitator was wonderful. She is relatable, personable, engaging and certainly knows her stuff. I have sent team members to these classes. Now having taking a class myself I can say that I will support this further and communicate to Management and Executives the value!



Contemporary Leadership in a Complex World- 2 Days

Leading others requires building credibility, communicating effectively, developing trust, making decisions, and demonstrating confidence. This course will help you to cultivate the leadership skills that you need to influence others and guide them.

WHO SHOULD ATTEND: Anyone working within leadership, or aspiring to transition into leadership, who would like to professionalize their skills and competencies.

OBJECTIVES

- Learn to thrive in a volatile world
- Build employee engagement in a precarious work environment
- Leverage fundamental values to build a better workplace
- Develop a culture of change
- Plan a path to the future

COURSE OUTLINE

- Building a Sustainable Organization
 - Seeing the Need for a New Type of Leadership
 - Choosing to Be an Authentic Leader
 - Rebuilding Confidence
 - Decentralizing Power
- Values and Engagement in a New Reality
 - Engaging in the 21st Century
 - Measuring Employee Engagement
 - Developing Highly Engaged Employees
 - Tapping into Discretionary Energy
 - Embracing Differences
 - Building a Sustainable Organization
 - Integrating Engagement into Your Culture
 - Building a Passion for Excellence
 - Inspiring Trust
 - Reaping the Benefits of Trust
- Making Change the New Normal
 - Facing Complexities
 - Navigating Fluid Environments
 - Harnessing the Power of Change
 - Applying Intuition
 - Creating Profound Change
 - Understanding the Phases of Change
 - Engaging Stakeholders
 - Leading Through the Transition
- Planning for the Road Ahead
 - Managing Issues of the 21st Century
 - Working Within the New Cultural Reality
 - Avoiding Traps and Pitfalls
 - Challenging How Teams Are Managed
 - Building a Vision
 - Managing with Purpose



Critical Facilitation Skills for Leaders - 2 Days

An effective leader harnesses the diverse strengths of the team to maximize performance. Successfully mastering critical facilitation skills and applying them deftly can help drive these results. In this course, you will learn how to develop and apply facilitation techniques to support your team at every stage of the team life cycle. You will enhance your interpersonal competencies and observational abilities to deal effectively with disruptions and dysfunctions, and guide groups to reach consensus and achieve results.

WHO SHOULD ATTEND: Leaders and professionals who manage teams or groups and are responsible for their outcomes.

OBJECTIVES

- Apply techniques to encourage participation and reach consensus
- Utilize facilitative questioning techniques
- Recognize indicators to facilitate each stage of the team process
- Deal constructively with disruptions and typical problem behavior
- Implement interventions appropriately
- Plan and run a focused discussion, meeting or event

COURSE OUTLINE

- The Importance of Facilitation
 - Being an Effective Facilitator
 - Harnessing Knowledge, Experience, and Diversity
 - Encouraging Group Motivation and Commitment
 - Observing the Team Process
- Facilitating Process and Content
 - Identifying Process and Content Elements
 - Managing the Flow
 - Resolving Tensions and Disagreement
- Setting the Stage for Facilitation
 - Laying the Groundwork,
 - Educating Participants, and Securing Support
 - Selecting the Right Facilitator
 - Planning for a Facilitated Meeting
- Facilitating Team Development
 - Encouraging Participation
 - Recognizing Stages in the Team Life Cycle
 - Supporting the Team through the Stages
- Building Consensus and Reaching Decisions
 - Gathering and Presenting Data
 - Synthesizing and Summarizing
 - Identifying Options and Brainstorming
 - Facilitating SWOT Analysis
 - Creating a Short List
 - Using the Multi-Option technique
- Disruptions, Dysfunctions and Interventions
 - Handling Disruptions and Difficult Behavior
 - Addressing Dysfunction
 - Agreeing on Ground Rules
 - Restating and Reframing
 - Selecting a Method of Intervention
 - Getting Back on Track



Renewed my focus to be a true leader. It's easy to let competing demands for my time overshadow what I need to be doing as a leader.





Leadership Excellence for Senior Managers - 3 Days

Senior managers have unique demands placed upon them. They need to be able to lead the leaders – offering guidance, critiquing performance, and mentoring their team – while also identifying and developing new managers. To maximize performance and foster a healthy environment, senior managers must also motivate others, nurturing and utilizing the distinctive skills of each team member.

WHO SHOULD ATTEND: Mid- and upper-level managers looking to hone their senior management skills.

OBJECTIVES

- Use wisdom and understanding to lead others
- Deliver constructive critiques to your staff
- More effectively coach and mentor your staff
- Develop new managers
- Better motivate your staff
- Navigate organizational politics

COURSE OUTLINE

- Leading Others
 - Comparing Vertical and Lateral Hierarchies
 - Leveraging Your Organization's Structure
 - Knowing Your Employees – Developing Empathy
 - Back-Casting to the Desired Future State
 - Setting S.M.A.R.T. Goals
 - Earning Your Team's Trust with Honesty, Reliability, Availability, and Openness
- Strategies for Course Correction
 - Lighting a Fire: Motivating, Guiding, and Inspiring
 - Resolving Conflict
 - Trusting Your Team and Empowering Delegation
 - Defining Team Roles and Creating a Balanced Team
- Effective Coaching and Mentoring
 - Providing Clear and Timely Feedback
 - Creating a Supportive Environment
 - Building a Mentorship Plan - Mentoring for Success
- Training New Managers
 - Preparing, Developing, and Supporting New Managers
 - Defining and Building Competencies
 - Documenting Best Practices
 - Encouraging a Peer Network
- Motivation
 - Understanding the 8 Level Hierarchy of Needs
 - Managing Across Generations
 - Applying the CARE Model
- Organizational Politics
 - Being Politically Savvy, Ethical, and Effective
 - Building Political Intelligence
 - Understanding the Landscape
- The Big Picture
 - Thinking Through the Elements of Management



Each Leadership & Professional Development course comes with a unique set of materials to reinforce and promote your ongoing development journey, including:

- Topic-specific Videos/Courses
- Tools & Self Assessments
- Business Challenge Activities & Guides
- Key Concept Reinforcement Documents
- Case Studies
- Leader and Team Guides e-Books

Our dedication to your growth goes well beyond the classroom. No other training provider includes this breadth and depth of commitment with every course you take. See for yourself the true difference the New Horizons Center for Leadership and Development can make.

I found all of the information useful and plan to implement much of what I learned.



The role of the Business Analyst is becoming more vital to the success of IT and non-IT projects. Whether you are new to Business Analysis or interested in earning your Certified Business Analysis Professionals (CBAP) certification from the International Institute of Business Analysis (IIBA), the Center for Leadership and Development can help you acquire the skills you need.

(BA01) BUSINESS ANALYSIS ESSENTIALS – 2 DAYS

This introductory course is designed to provide participants with a basic understanding of the benefits, functions and impact a Business Analyst has within an organization.

(BA02) STRATEGIC BUSINESS ANALYSIS – 2 DAYS

This course provides the knowledge and skills to gain a clear understanding and systematic approach to Strategic Enterprise Business Analysis.

(BA03) WRITING EFFECTIVE BUSINESS CASES – 2 DAYS

Acquire the practical skills and techniques needed to make high-impact recommendations and receive full management support for your ideas.

(BA04) ELICITING AND WRITING EFFECTIVE REQUIREMENTS – 3 DAYS

This course provides the skills to write well-formed, testable, verifiable user requirements that can translate client needs into clear and measurable metrics.

(BA05) PROCESS MODELING USING BPMN – 2 DAYS

Gain the hands-on skills required to map business processes easily and efficiently using the industry standard Business Process Modeling Notation (BPMN) format.

(BA06) MANAGING AND COMMUNICATING REQUIREMENTS FOR PROJECTS – 2 DAYS

Learn to develop a plan that includes determining the requirements activities a Business Analyst will perform on a particular project and how to control and manage changes to the deliverables.

(BA07) IMPLEMENTING AN AGILE PROJECT – 2 DAYS

Learn to plan, manage and close requirements for software development projects in reduced time using Agile practices. Learn the agile methodology in this hands-on, skills-building course.

(BA08) AGILE FOR BUSINESS ANALYSIS – 2 DAYS

In this advanced business analysis course you will explore and apply proven techniques to help you to understand and apply business analysis techniques within the context of an Agile software development project.

(BA09) MANAGING REQUIREMENTS FOR SHAREPOINT PROJECTS – 2 DAYS

For those leading, managing and analyzing SharePoint initiatives, this course provides the knowledge and skills required to successfully manage requirements in an effective SharePoint environment.

(BA10) UNDERSTANDING ROOT CAUSE ANALYSIS – 2 DAYS

In this course, students will learn to apply several practical, systematic methods for analyzing incidents and problems to uncover root causes.

(BA15) PLANNING AND MANAGING AGILE PROJECTS – 3 DAYS

This course is a more elaborate version of the Certified Scrum Master training as it discusses how to plan and manage Agile practices, not only those in Scrum. The course also goes into greater depth about all the roles and responsibilities on the team and not just the Scrum Master and Product Owner roles.

(BA16) MANAGING SW PROJECTS USING SCRUM – 2 DAYS

This 2-day course will prepare you to manage, lead, or participate on Scrum projects. You will learn how to apply the practices of Scrum to achieve software success.

(BA17) PROBLEM DETERMINATION ROOT CAUSE ANALYSIS – 2 DAYS

Experienced professionals will learn to find and fix root causes and develop corrective actions that will effectively eliminate or control costly problems.

(BA19) USER ACCEPTANCE TESTING (UAT) FOR BUSINESS ANALYSTS (BAs) – 2 DAYS

This course is designed to help the Business Analyst (BA) to develop an understanding of his role, the process, and the deliverables associated with UAT.

(BA20) BUSINESS PROCESS IMPROVEMENT – 2 DAYS

Students will gain a strong understanding of how to manage and implement BPI to effectively lead teams to deliver on initiatives.

(BA25) MANAGING THE AGILE PRODUCT DEVELOPMENT LIFE CYCLE – 4 DAYS

This 4-day course explores how adapting Agile values and principles will improve product development within an enterprise. It contrasts traditional SDLC methods with the most popular Agile methods to set the stage for benchmarking performance.

(BA26) REQUIREMENTS ELICITING – 2 DAYS

In this highly interactive course, students will learn how to enhance and refine their elicitation skills using proven industry best practices augmented with professional tips and methods.

(BA27) WRITING AND MANAGING EFFECTIVE REQUIREMENTS – 3 DAYS

This course provides the techniques to help Business Analysts write well-formed, verifiable requirements that translate stakeholder needs into clear and testable solutions.

(BA28) REQUIREMENTS ANALYSIS AND USE CASES WORKSHOP – 2 DAYS

This course provides a strong hands-on foundation in the mechanics of use case diagramming and writing textual descriptions of use cases.

(BA29) USER ACCEPTANCE TESTING FOR BUSINESS ANALYSTS – 2 DAYS

Students discover the business issues which drive the need for a fully functional UAT process and gain the practical knowledge of the components of such a process.

(BA30) FOUNDATIONS OF BUSINESS ANALYSIS – 4 DAYS

In this course, students will learn how to perform stakeholder analysis, utilize techniques to elicit the needs of these stakeholders, translate their needs into solution requirements, and confirm these requirements are well-written, correct, and precise.

(BACP02) CBAP AND CCBA EXAM PREPARATION – 4 DAYS

This intensive exam preparation course is designed for experienced Business Analysts who are preparing to sit either the CCBA or CBAP certification exam.

(BAPB04) PMI PROFESSIONAL IN BUSINESS ANALYSIS (PMI-PBA) EXAM PREPARATION – 4 DAYS

This course is an in-depth review of the PMI business analysis standard Business Analysis for Practitioners: A Practice Guide, to prepare students to sit the PMI-PBA exam.



As a trusted Society for Human Resource Management (SHRM) Education Partner, the Center for Leadership and Development offers the best of Official SHRM Curriculum for the Human Resource professional, taught by certified expert instructors. Courses are available for both the new HR specialist and the experienced professional. New Horizons is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CPSM or SHRM-SCPSM.



SHRM ESSENTIALS OF HR MANAGEMENT – 2 DAYS

This course addresses the complex, real-world, and legal issues you face and is a must for anyone in the business of managing people. Knowing the basics of HR can make you a better manager, improve workplace morale and employee performance, and protect your organization from needless litigation.

SHRM-CP/SHRM-SCP CERTIFICATION PREPARATION – 5 DAYS

Students will be able to identify areas of strength and build on them. They will also see where they will need further concentrated study in preparation for their exam.



"This suite of courses from New Horizons has undergone an exhaustive quality assurance check, reinforced by our professional code of practice. Not only have we proved the real-world effectiveness of the learning materials and the expertise of those delivering it, but we have also seen first-hand how this training could have a positive impact on performance outcomes." - LPI consulting partner, Ettie McCormack

"New Horizons has demonstrated, beyond all doubt, that its Leadership and Professional Development suite of courses ticks every box and delivers a commercially relevant and superb learner experience on all levels." - LPI CEO, Edmund Monk



The Center for Leadership and Development program is endorsed by the Learning and Performance Institute (LPI) - a completely independent, globally recognized leader in Learning and Development - receiving a rating of "Excellent", the highest rating ever given to a Leadership program.



ITIL 4

ITIL FOUNDATION 4 – 3 DAYS

The new ITIL Foundation certification training program introduces the student to the fundamentals of IT Service Management (ITSM) based on ITIL 4. This course covers the latest version of core ITIL best practices presented from a service value chain perspective.

ITIL

ITIL FOUNDATION – 3 DAYS

ITIL Foundation certification training program introduces the student to the fundamentals of IT Service Management (ITSM) based on ITIL 2011 Edition. This course covers the latest version of core ITIL best practices presented from a lifecycle perspective.

ITIL PRACTITIONER – 2 DAYS

Following ITIL Foundation, this course provides essential ITSM best practice skills you can apply in the real world.

ITIL 2011 INTERMEDIATE: SERVICE TRANSITION 2011 EDITION – 4 DAYS

The ITIL v3 (version 3) ST (Service Transition) course is part of the ITIL v3 Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL v3 Service Transition Intermediate exam.

ITIL INTERMEDIATE SERVICE STRATEGY – 4 DAYS

Students will learn the SS (Service Strategy) part of the ITIL v3 Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL v3 Service Strategy Intermediate exam.

ITIL INTERMEDIATE CONTINUAL SERVICE IMPROVEMENT 2011 EDITION – 4 DAYS

The ITIL CSI (Continual Service Improvement) course is part of the ITIL Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL Continual Service Improvement intermediate exam.

ITIL INTERMEDIATE SERVICE DESIGN 2011 EDITION – 4 DAYS

The student will learn the SD (Service Design) part of the ITIL v3 Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL v3 Service Design Intermediate exam as well as proving valuable workplace knowledge.

ITIL INTERMEDIATE SERVICE OPERATION – 4 DAYS

This course is part of the ITIL Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL Service Operation intermediate exam as well as providing valuable knowledge that can be implemented in the workplace.

ITIL INTERMEDIATE RELEASE CONTROL & VALIDATION 2011 EDITION – 5 DAYS

Students will learn the principles and core elements of the Service Capability approach to IT Service Management as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle.

ITIL INTERMEDIATE SERVICE OFFERINGS AND AGREEMENTS 2011 EDITION – 5 DAYS

The Service Offerings & Agreements course is part of the ITIL v3 Intermediate Capability certification stream. The course prepares candidates to take the ITIL v3 Service Offerings & Agreements Intermediate exam.

ITIL INTERMEDIATE OPERATIONAL SUPPORT & ANALYSIS 2011 EDITION – 5 DAYS

Students will learn the OSA (Operational Support & Analysis) part of the ITIL v3 Intermediate Capability certification stream. The course prepares candidates to take the ITIL v3 Operational Support & Analysis Intermediate exam.

ITIL INTERMEDIATE PLANNING, PROTECTION & OPTIMIZATION 2011 EDITION – 5 DAYS

The ITIL PPO (Planning, Protection & Optimization) course covers the principles and core elements of the Service Capability approach to ITSM as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle.

ITIL EXPERT MANAGING ACROSS THE LIFECYCLE (2011 EDITION) – 4 DAYS

This course offers candidates the ability to achieve the ITIL Expert certification upon passing the ITIL Managing Across the Lifecycle exam as well as providing valuable knowledge that can be implemented in the workplace.

IAITAM

IAITAM ITAM FOUNDATIONS – 2 DAYS

This course is designed to impart an extensive overview of IT Asset Management (ITAM) best practices and processes as well as ways to embrace multiple organizational frameworks such as ITAM & IT Service Management (ITSM).

CERTIFIED HARDWARE ASSET MANAGEMENT PROFESSIONAL - (CHAMP) – 2 DAYS

Designed to address the numerous issues plaguing professionals in managing hardware assets, the IAITAM Certified Hardware Asset Management Professional ("CHAMP") Course follows the lifecycle of IT hardware assets beyond the scope of the cradle to grave analogy and discusses the business practices that can best be used to manage those assets efficiently and cost-effectively. Emphasis is placed on identifying the policies that enhance lifecycle management.

CERTIFIED MOBILE ASSET MANAGEMENT (CMAM) – 2 DAYS

This course is aligned with the IAITAM Best Practices Library ("IBPL"). The IAITAM Certified Mobile Asset Management ("CMAM") course prepares the individual and organizations responsible for the complex task of managing mobile devices.

CERTIFIED IT ASSET DISPOSAL – (CITAD) – 2 DAYS

The IAITAM Certified IT Asset Disposal ("CITAD") course prepares individuals to manage the IT asset disposal process within an organization. Best practices in IT Asset Disposition ("ITAD") are broken down from policy management, data security to chain of custody transitioning. Attendees will take away the knowledge of how to avoid risk of data loss and public exposure that surround a breakdown in ITAD process management. ITAD processes can be a profit center and area of risk mitigation for those organizations that embrace the CITAD.

SIX SIGMA

SIX SIGMA GREEN BELT – 1 DAY

Students will implement Six Sigma as a Green Belt.

SIX SIGMA LEAN - INTRODUCTION – 1 DAY

In this course, students will identify the fundamental concepts of Lean Six Sigma.

LEAN SIX SIGMA MASTER BLACK BELT – 5 DAYS

The Lean Six Sigma Master Black Belt program allows students to complete certification requirements faster than traditional Lean Six Sigma training programs. This course combines Six Sigma Methodology and Lean Thinking.

COBIT 5

INTRODUCTION TO COBIT 5 – 1 DAY

This course will provide existing practitioners and potential new COBIT users' excellent insight into the new framework and explain the differences between COBIT4.1 and COBIT5.

COBIT 5 FOUNDATION – 3 DAYS

This course provides an overview the main concepts of IT Governance according to COBIT 5, ISACA's latest governance framework, and how they can be applied.

LEAN IT

LEAN IT FOUNDATION – 2 DAYS

Lean IT is applied to transform your IT organization to a customer-focused, efficient and transparent IT organization that can deliver sustainable results to the business. The Lean IT Foundation training covers all elements to introduce you to Lean IT.

DEV OPS

DEVOPS FOUNDATION® – 2 DAYS

This course provides an introduction to DevOps - the cultural and professional movement that stresses communication, collaboration, integration and automation in order to improve the flow of work between software developers and IT operations professionals. Improved workflows will result in an improved ability to design, develop, deploy and operate software and services faster.

CERTIFIED AGILE SERVICE MANAGER – 2 DAYS

This course provides an introduction to Agile Service Management - the application and integration of agile thinking into service management processes and process design projects. Agile thinking improves IT's effectiveness and efficiency, and enables IT to continue to deliver value in the face of changing requirements.

CERTIFIED AGILE PROCESS OWNER – 2 DAYS

This course describes process owner responsibilities and provides the education needed to oversee the design, reengineering and improvement of IT Service Management (ITSM) processes; particularly in the context of Agile Service Management. Participants learn how to use Agile and Lean principles and practices to put in place 'just enough' process and how to continually align process performance with overall business goals.

DEVOPS TEST ENGINEERING – 2 DAYS

This course describes culture and team aspects for test engineering, test strategies, test infrastructures, test tools, test automation, best practices, test management and analysis.

DEVOPS LEADER – 2 DAYS

This course is addressed to DevOps Leaders, who are the tactical or strategic individuals who help design, influence, implement or motivate the cultural transformation proven to be a critical success factor in DevOps adoption.

CONTINUOUS DELIVERY ARCHITECTURE – 2 DAYS

This course equips IT professionals with the broadbased competencies necessary to architect and orchestrate effective and efficient automated deployment pipelines.

DEVSECOPS ENGINEERING – 2 DAYS

This course explains how DevOps security practices differ from other security approaches, and provides the education needed to understand and apply data and security sciences. Participants learn the purpose, benefits, concepts and vocabulary of DevSecOps; particularly in how DevSecOps roles fit with a DevOps culture and organization.



As a Project Manager, you are called upon to lead your team in achieving specific organizational and project goals within identifiable parameters. The Center for Leadership and Development offers courses appropriate for anyone from new project managers and those taking on the role within other departments, to more experienced professionals interested in certification, PMI®, PRINCE2®, Agile, Scrum, and other key project management topics.

PROJECT MANAGEMENT ESSENTIALS – 3 DAYS

In this course, students will identify and apply generally recognized practices in project management.

PROJECT MANAGEMENT FUNDAMENTALS – 1 DAY

In this course, students will identify effective project management practices and their related processes. They will examine the elements of sound project management and apply the generally recognized practices to successfully manage projects.

PROJECT MANAGEMENT SKILLS FOR NON-PROJECT MANAGERS – 0.5 DAY

In this course, students will identify methods of effectively managing small- to medium-sized projects and achieving their stated objectives.

PRINCE2® AGILE – 3 DAYS

PRINCE2® Agile enables students to apply the project management principles of PRINCE2® whilst combining the flexibility and responsiveness of agile concepts such as Scrum and Kanban.

PRINCE2® FOUNDATION – 3 DAYS

PRINCE2® is a process-based approach for project management providing an easily tailored and scalable method for all types of projects. Foundation is suitable for people requiring a solid grounding in the PRINCE2® project management methodology.

PRINCE2® PRACTITIONER – 2 DAYS

PRINCE2 Practitioner course covers best practice guidance on project management. Practitioner is suitable for people requiring a solid grounding on PRINCE2® project management methodology and those requiring the depth of the Practitioner program.

PRINCE2® BOOTCAMP – 5 DAYS

This combination bootcamp course covers both PRINCE2® Foundation and Practitioner and prepares students to pass both PRINCE2® exams.

PROJECT MANAGEMENT SKILLS FOR NON-PROJECT MANAGERS – 1 DAY

Learn how to strategically plan a project so you can achieve the desired results on time and on budget. Identify project requirements and resources, monitor the project's progress, and mitigate related obstacles so you can lead a team in bringing the project to a successful completion.

CERTIFIED ASSOCIATE IN PROJECT MANAGEMENT (CAPM)® - FOURTH EDITION – 3 DAYS

In this course students will apply the generally recognized practices of project management acknowledged by the Project Management Institute (PMI)® to manage projects successfully.

INTRODUCTION TO AGILE PROJECT MANAGEMENT – 1 DAY

In this course, students become familiar with the concepts of traditional project management and may have used the concepts to manage multiple projects. Students will use Agile project management.

INTRODUCTION TO PROJECT PORTFOLIO MANAGEMENT – 1 DAY

In this course, students become familiar with the basic concepts of Project Portfolio Management (PPM)®.

RISK MANAGEMENT PROFESSIONAL (PMI-RMP)® CERTIFICATION – 4 DAYS

In this course, students will apply the generally recognized practices of project risk management acknowledged by the Project Management Institute (PMI)® to manage project risks successfully.

PROJECT MANAGEMENT PROFESSIONAL (PMP)® CERTIFICATION PREPARATION – 5 DAYS

In this course, students will apply the generally recognized practices of project management acknowledged by the Project Management Institute (PMI)® to successfully manage projects.

PMI AGILE CERTIFIED PROFESSIONAL (PMI-ACP)® EXAM PREPARATION – 3 DAYS

This three-day course provides participants with a solid foundation of the PMI-ACP® exam. During class, participants will be introduced to PMI® Agile concepts and practices with banks of sample questions.

INTRODUCTION TO AGILE PROJECT MANAGEMENT – 1 DAY

This course is designed for Project Managers, Program Managers, or anyone who wants to efficiently manage projects that experience frequent changes in user requirements.

IT PROJECTS - INFLUENCING WITHOUT AUTHORITY – 1 DAY

In this course, students will influence others to get results in their IT projects without any formal authority.

MANAGING OUTSOURCED PROJECTS AS AN IT VENDOR – 1 DAY

In this course, students will examine the management of outsourced projects as an IT vendor.

MANAGING PROJECT TEAMS – 1 DAY

In this course, students will determine how to manage the team so that it remains effective. They will identify ways of building a team, apply strategies for managing a working team, and identify ways of effectively decommissioning a team.

COMPTIA PROJECT+

In this course, students will apply recognized practices of project management and understand a project's life cycle and roles and skills necessary to effectively initiate, plan, execute, monitor and control, and close a project. This course prepares students for the CompTIA Project+ exam (PKO-004).

CHANGE MANAGEMENT FOUNDATION

The purpose of the Foundation certification is to confirm that a candidate has sufficient knowledge and understanding of Change Management to work as an informal member of a team working on an organizational change initiative.

CHANGE MANAGEMENT FOUNDATION & PRACTITIONER

This 5 day course combines the elements from the Foundation and Practitioner courses into a single experience. The purpose of the Foundation certification is to confirm that a candidate has sufficient knowledge and understanding of Change Management to work as an informal member of a team working on an organizational change initiative. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working a process environment.

CHANGE MANAGEMENT PRACTITIONER

The purpose of the Practitioner certification is to confirm whether the candidate has achieved sufficient know-how to apply and tailor Change Management guidance in a given organizational change situation. A successful Practitioner candidate should, with suitable direction, be able to start applying the Change Management approaches and techniques to a real change initiative - but may not be sufficiently skilled to do this appropriately for all situations. Their individual Change Management expertise, complexity of the change initiative and the support provided for the use of Change Management approaches in their work environment will all be factors that impact what the Practitioner can achieve. Successful candidates will have fulfilled the knowledge requirements for Change Management Institute accreditation.

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