dynamic worldwide
TRAINING CONSULTANTS

Programs and Certifications for
Career and Professional Development

Career Training Solutions

2017/2018 Course Catalog

July 01, 2017 through June 30, 2018

Technology-enabled Training Services for:

Arizona@Work Arizona Individuals Employer Reimbursed Training

Vocational Rehabilitation Approved for all GI Bill Education Benefits

Publication Date: June 30, 2017 Volume 8

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MISSION STATEMENT

Dynamic Worldwide Training Consultants (*DWWTC*)

Provides comprehensive and cost-effective training for individuals looking to expand their professional IT skills in their current professions or looking to take the first step toward new careers. With courses available in traditional classroom settings, online, and delivered via remote distance learning, DWWTC has a flexible educational solution that fits your learning style, your budget and your schedule.

If you have a strong desire to make a career change or if you are interested in upgrading your career prospects in IT or office applications, DWWTC can help.

Why Dynamic Worldwide Training Consultants?

DWWTC occupies the sixth floor of the Southwest Business Center located at 4500 South Lakeshore Drive in Tempe, AZ. The school's training facility is comprised of approximately 18,000 sq. ft. of usable space of which approximately 9000 sq. ft. is devoted to classroom training with an equal amount of space committed to program administration. The school has a total of 12 classrooms ranging in student capacity from 30 to 4 students. All classrooms are outfitted with comfortable seating; state-the art-PC's all with dual monitors; Laptop PC's can also be provided when needed. All classrooms are outfitted with interactive SMART boards and traditional white boards for optimum instructional capability.

If you are seeking to upgrade your skills or begin a new career in IT, DWWTC can give you the training that businesses are looking for. Training with DWWTC, a premier training provider for IT professionals, just makes sense. DWWTC offers complete, simplified learning solutions that focus on knowledge transfer, retention, and skills development.

DWWTC training programs are developed to meet our corporate client's hiring needs. With our clients' input, we tailor our training programs to the needs of the industry, giving our students a distinct advantage.

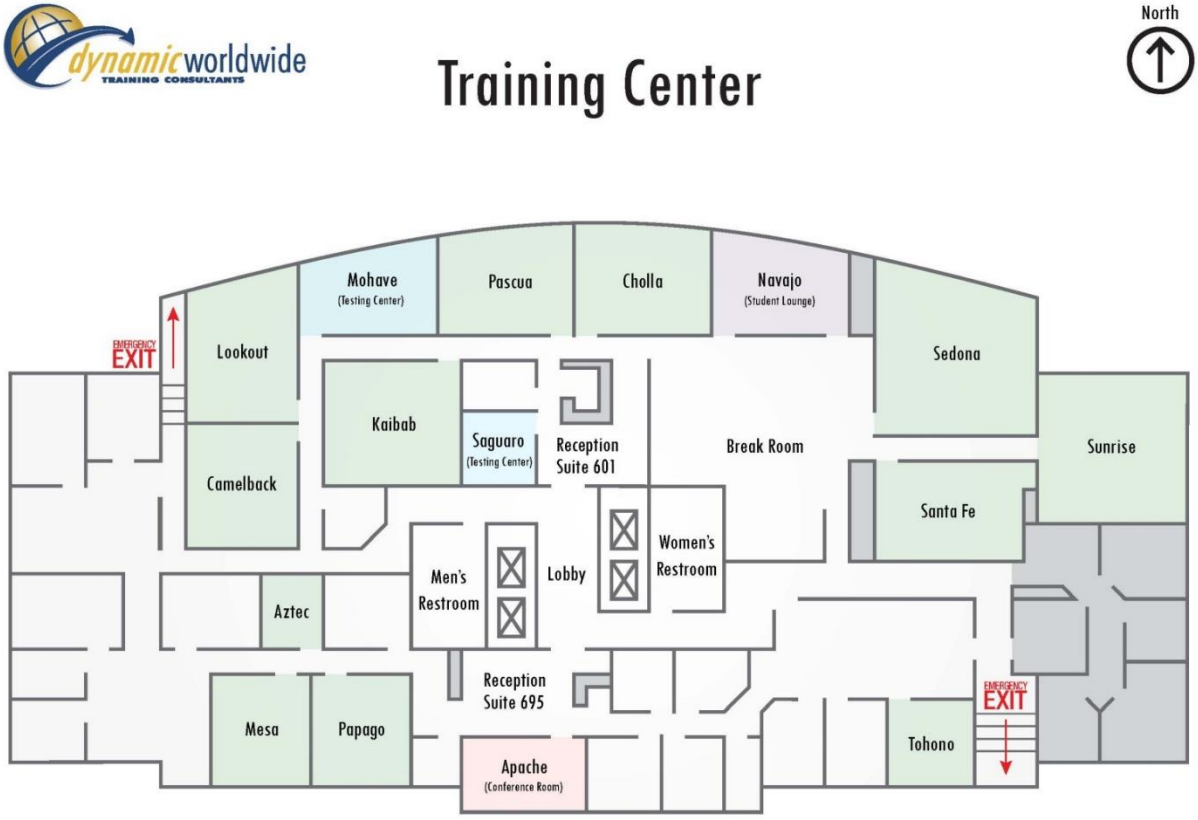
You will be trained and prepared to pass the industry certifications required by many employers, setting you apart from the competition.

Our programs are short and comprehensive so you can learn the critical skills that prepare for the certifications you need to enter the job market.

We are the complete solution

- We start with the instructor-led training delivered by vendor-approved instructors.
- We follow-up instructor-led training with online learning to reinforce the learning in class.
- We provide Virtual Labs to practice what's been learned.
- We provide test preparation tools to prepare for the exams.
- Our extensive corporate relationships allow us to design our programs around industry demand.

Training Center



DWWTC is a highly successful, quality-oriented Training Solutions provider. Our philosophy has always been to "add value" to our students training requests with the broad collective experience base of our technical experts and instructors, allowing us to offer a wide range of services that provide excellent training programs to our students. Our consistent and steady business growth serves as evidence that our solutions-based approach leads to student's success and satisfaction.

We are committed to superior quality in development and delivery of training materials, adding value to meet the learner's specific requirements regarding content, focus and impact. We have assembled a special group of motivated instructors and courseware developers on our team. Our staff is among the finest available, each member having been selected for both their field and real-life experience and for demonstrated classroom capability and success.

Our extensive service as a consultant and as a Training Partner to many companies gives us a unique understanding of the challenges ahead in developing and delivering a constantly changing technical curriculum. DWWTC draws upon its combined years of extensive training, development, sales and project management experience to provide a full-service offering.

DWWTC is a professional training organization, offering learning solutions to students and companies with growing technical or project related needs.

Our services include courseware development and delivery, lab hosting, remote-distance and E-learning solutions. By running web-based learning events combined with remote labs, we can provide training around the world without the cost of travel or shipping equipment.

Due to the ever-increasing need for well-trained and skilled professionals, DWWTC maintains a comprehensive and up to date curriculum for the business professional. DWWTC is aware of the Information Technology (IT) market demands, through our partnership with the corporate employers we serve. Students are equipped with cutting-edge, specialized and marketable computer skills to meet industry demands for career advancement or employment. Our IT Training Programs are approved by the Bureau for Private Post-Secondary and Vocational Education (BPPVE), and DWWTC remains a worldwide industry leader in providing quality, cost-effective training.

SCHOOL GOVERNING BODY

Executive Board Members

David L. Warren, Chief Executive Officer/President
Lorraine Warren, Owner/Vice-President
Mary Happ/Treasurer
Mary K. Pendleton/Secretary/Director

INSTITUTIONAL PAYMENT PLANS

Partial Payment is required prior to the scheduled Program Date. Exceptions to Partial Payment will be granted upon an individual basis and authorized by the site Consumer Manager.

Financial Aid Funds provided by a private entity including but not limited to a bank, financing company, credit card company or other lending source shall ensure that the monies are collected and disbursed in accordance with Arizona State regulations as follows: DWWTC understands that private funding disbursement will be as follows:

- Amounts equal to or less than $5000 may be disbursed as a single disbursement regardless of program length.
- Amounts greater than $5000 shall be disbursed in two or more equal disbursements after the midpoint of the student program completion.

NOTE: Students are required to satisfy all financial obligations to the institutions. Course completion certificates and exam vouchers will not be provided until financial obligations are satisfied.

OFFICIAL COURSE HOURS

At DWWTC most classes are offered during weekdays, and some evenings and are scheduled monthly to allow students the flexibility to arrange classes around their work schedule (based on location). DWWTC distributes class schedules via a trimester schedule. Scheduled class times and frequency are based on consumer demand and DWWTC reserves the right to add or cancel a scheduled class based on enrollment and demand.

Standard Class Hours

Technical Courses (Microsoft, EC-Council, CompTIA, VMware)	*8:00 AM - 4:00 PM
Applications & Business Courses	*8:00 AM - 4:00 PM
Evening Classes	*5:00 PM – 9:00 PM

**Start and end times listed are for our Phoenix location; other start and end times may vary by location and time of year.*

Breaks

First 15-minute break - Starts 2 hours from class start time, Lunch Period – Starts 2 hours from first break, second 15-minute break – Starts at 2 hours from the lunch period.

Holidays Observed

DWWTC will not hold classes on the following holidays (including "observed" days under the federal Monday Holiday Law). Additional holidays may be declared at the discretion of the Director. Students will be notified of any changes.

New Year's Day, Memorial Day, Independence Day, Thanksgiving Day, Labor Day, Christmas Day

Academic Calendar by Term

Winter Term: January through March
Spring Term: April through June
Summer Term: July through September
Autumn Term: October through December

GENERAL RULES AND POLICIES

Non-Discrimination Policy

DWWTC is committed to providing a learning environment that is free of discrimination. Equal opportunity will be extended to all persons in all aspects of our Program. DWWTC will not discriminate against a student because of race, color, religion, sex, sexual orientation, pregnancy, national origin, ancestry, age, marital status, physical or mental disability, or medical condition. If a student believes they are being discriminated against, they should report the facts of the incident to the Instructor, the Education Consultant, or the Site Manager in writing (see Grievance Procedures page 10)

Drug Free Campus

DWWTC is a drug and alcohol free school. Student use of alcohol or the manufacture, distribution, dispensing, or use of a controlled substance on school property, or while participating in school related activities, is prohibited. Students who violate this policy are subject to disciplinary action, which could include termination from the program. A detailed copy of this policy is provided to all current students.

Transferability of Units and Degrees at our School

DWWTC is a nationally recognized certification preparation training facility with courses designed to prepare students for industry recognized IT and Professional certification examinations. DWWTC does not issue degrees and is not accredited by a nationally recognized accrediting association. Units you earn in our programs in most cases will not be transferable to any other post-secondary educational institute.

Prior Credit Evaluation

The institution will inquire about each veteran or veteran benefit eligible person's previous education and training and review transcripts from all prior institutions including military training, traditional college coursework and vocational training. Previous transcripts will be evaluated and credit will be granted for previously awarded certifications, as appropriate. The veteran or eligible person and the VA will be notified of the evaluation results. The institution will evaluate all previous education and certification training of any student receiving veteran's educational benefits. Per the code of federal regulations, this institution will maintain a record that clearly indicates that appropriate credit for certifications have been given for previous applicable education and training, with the training period shortened proportionately.

Student Records Reporting and Confidentiality

Students have the right to access their personal records that our school maintains for the sole purpose of monitoring progress during their enrollment at DWWTC. This includes attendance, personal information, and contact information. DWWTC is obligated by various government regulatory entities to use the student records to report performance statistics related to enrollments. Because of the confidentiality of student records, DWWTC does not give out student information without proper authorization. The only individuals who have proper authorization without written permission from the student are as follows:

- Dynamic Worldwide Training Consultants Staff
- Authorized BPPVE representatives
- The student*

**All Certificates of Completion are presented or mailed directly to students upon course completion.*

Transcripts

A student may request and obtain a copy of their educational records/transcripts by submitting a Transcript Request with complete student name, address, phone number and handwritten signature. The written request should reference the student's Social Security number along with dates of attendance and program taken. Mail or fax your request to: Transcript Request, Continuing Education Dept. Dynamic Worldwide Training 4500 S. Lakeshore Dr. Suite 695 Tempe, AZ 85282 Fax #480-907-3071. Standard processing for transcripts takes two business days and is free of charge.

School Locations

Southwest Business Center: 4500 South Lakeshore Drive Suite 695 Tempe, AZ 85282 Phone: (480) 820-4101
Fax: (480) 907-3071

English as a Second Language (*ESL*)

DWWTC does not provide English-as-a-Second Language Instruction.

Notice of Student Rights and Cancellation

1. Three-Day Cancellation: An applicant who provides written notice of cancellation within three days excluding Saturday, Sunday and federal and state holiday (s) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund.

   You may cancel this contract for training without any penalty or obligation by the fifth day following the beginning of your first class as described in the Notice of Cancellation form that will be given to you at the first class you attend.

   Read the Notice of Cancellation form for an explanation of your cancellation rights and responsibilities. If you have lost your Notice of Cancellation form, ask your DWWTC Education Consultant for a sample copy.

2. After the end of the cancellation period, you also have the right to stop your training at any time; and you have the right to receive a refund for the portion of the course you have not yet taken. Your refund rights are described in your contract and dependent upon your funding terms. If you have lost your contract, ask your DWWTC Education Consultant for a description of the refund policy.

3. If DWWTC closes before you complete your training, you may be entitled to a refund. Contact the Arizona State Board for Private Postsecondary Education at the address and telephone number printed below for information.

4. If you have any complaints, questions, or problems, which you cannot work out with DWWTC, call or write to:

Arizona State Board for Private Postsecondary Education
1400 West Washington Room 260
Phoenix, Arizona 85007
www.azppse.gov
602.542.5709

REFUND POLICY

You may withdraw from a course after instruction has started and receive a pro-rata refund for the unused portion of the tuition and other refundable charges. To determine your refund, you would deduct a registration fee of one hundred and fifty dollars (**$150.00**) from the tuition charge and deduct the itemized fee for any/all materials received. You would then divide this figure by the number of hours in the program. The rate is the hourly charge for the program. The amount owed by the student, when calculating a refund, is derived by multiplying the total hours attended by the hourly charge for instruction.

DWWTC is required to refund any amount remaining as provided in the Refund Agreement.

If you have any questions or need further clarification, please contact your Education Consultant at DWWTC.

Program Refund Policy as it appears on the Enrollment Agreement

Rejection:
An applicant rejected by the school is entitled to a refund of all monies paid.

Three-Day Cancellation
An applicant who provides written notice of cancellation within three days excluding Saturday, Sunday and federal and state holiday (s) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund.

Other Cancellations:
An applicant requesting cancellation more than three days after signing an enrollment agreement and making an initial payment, but prior to entering the school is entitled to a refund of all monies paid, less the registration fee of $150.00.

Refund after the commencement of classes

Procedure for withdrawal/withdrawal date
A student choosing to withdraw from the school after the commencement of classes is to provide written notice to the Director of the school. The notice is to indicate the expected last date of attendance and be signed and dated by the student. For a student who is on authorized Leave of Absence, the withdraw date is the date the student was scheduled to return from the Leave of Absence and failed to do so.

A student will be determined to be withdrawn from the institution if the student has not attended any class for 30 consecutive class days.

All refunds will be issued within 30 days of the determination of the withdrawal date.

Tuition Charges/Refunds

Before the beginning of classes

The student is entitled to a refund of 100% of the tuition less the registration fee of $150.00

After the commencement of classes

The tuition refund less the materials allocated and less the registration fee of $150.00 shall be determined as follows (refer to refund tables):

- If 10% or less of the program has been completed a refund of 90% of the tuition is refunded.
- If more than 10 % and less than or equal to 20% of the program has been completed a refund of 80% of the tuition is refunded.
- If more than 20% and less than or equal to 30% of the program has been completed a refund of 70% of the tuition is refunded.
- If more than 30% and less than or equal to 40% of the program has been completed a refund of 60% of the tuition is refunded.
- If more than 40% and less than or equal to 50% of the program has been completed a refund of 50% of the tuition is refunded.
- If more than 50% of the program has been completed a refund will not be processed.

The percentage of the clock hours attempted is determined by dividing the total number of clock hours elapsed from the student start date to the students' last day of attendance, by the total number of clock hours in the program.

Books, supplies and fees

These items are non-refundable upon resource allocation to the student, with exception to the unused certification examination testing fees which will be refunded at 100% of cost.

Refunds will be issued within 30 days of the date of student notification, or date of school determination withdrawn due to absences or other criteria as specified in the school catalog, or of the date the student was scheduled to return from the Leave of Absence and did not return.

Student Tuition Recovery Act

The Arizona State Student Tuition Recovery Fund provides a pool of money from which persons injured by the closure of an Arizona private postsecondary institution may recover damages. The Fund is made up of fees collected from private postsecondary colleges and schools licensed in the State of Arizona. The Fund is administered by the Arizona State Board for Private Postsecondary Education.

Only students who attended a private postsecondary college or school, required to participate in the Fund, may file a claim against the Fund. All claims must be filed within one year of the college or school closure date. To file a claim, you must complete this form and submit it to the Arizona State Board for Private Postsecondary Education at the above address. Fund claims are investigated in two steps; first, claims are reviewed to ensure that a person is eligible to file a claim. Second, claims are investigated to determine if the claimant will receive any monetary restitution. Refunds will not be made on federal student loans eligible for cancellation through the United States Department of Educations' Loan Forgiveness Program Federal Assistance.

If your tuition at the closed school was funded through federal student financial aid loan programs, you may also be eligible for assistance through the Student Loan Forgiveness Program of the United States Department of Education. This Program assists students injured by a closed school by forgiving (canceling) student loans. The procedures governing the United States Department of Educations' Loan Forgiveness Program require that the student or parent complete an application form entitled "REQUEST FOR LOAN FORGIVENESS DUE TO SCHOOL CLOSING FORM" to have the loan(s) cancelled. Upon request, this Application Form will be mailed to you by the lender/bank, which issued the loan(s). YOU MUST COMPLETE THIS APPLICATION FORM TO BE ELIGIBLE TO HAVE YOUR LOAN(S) CANCELLED. Therefore, we suggest that you:

Call your lender/bank and request the form. Be sure that they have your correct current address. When you receive the Application Form, complete it and return it immediately to the lender/bank. Note: Be sure to make a copy for yourself.

Please be assured that the State Board will be available to assist you if you require additional information or documentation to substantiate your eligibility for loan cancellation. In addition, be advised that if your loan(s) are determined to be ineligible for cancellation through the United States Department of Educations' Student Loan Forgiveness Program, you may still be eligible to receive a refund through the Arizona State Student Tuition Recovery Fund. In such case, the refund would be equal to the amount of the loan(s) the closed school received and would be paid directly to the lender or loan holder.

Arizona State Board for Private Postsecondary Education
1400 W. Washington, Room 260
Phoenix, Arizona 85007
www.azppse.gov
(602) 542-5709

STUDENT TUITION RECOVERY FUND CLAIM FORM

Grievance Procedures

If you encounter any problems concerning the education or administration of this program, please contact your Instructor Immediately and state your grievance in writing to allow us to help you. The issue will not be addressed until a written grievance has been submitted to the following DWWTC staff:

1st Level - Your Instructor
2nd Level - Your Campus Education Consultant
3rd Level - The Continuing Education Director
4th Level - The Arizona State Board of Private Post-Secondary Education

If the 1st level staff (Instructor) has not responded to your grievance issue in a satisfactory manner, please proceed to the next level of authority. A grievance complaint can be submitted in any form of writing, letter or attached form. The Campus Education Consultant will address any/all written complaints within 3 business days. The 3rd level Continuing Education Director will address your grievance issue within 5 business days, dependent upon the nature of the grievance and contingent upon further details needed an additional 10 business days may be needed and proposed resolution or corrective action will be taken and the student to be made aware of such. If the complaint cannot be resolved after exhausting the institutions' grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education.

Complaint Form (Sample)

Complaint Information:

Name:	_____	Home Phone:	_____
Address:	_____	Bus. Phone:	_____
City, State, and Zip:	_____		

Explain your complaint and provide evidence of your complaint (as an attachment): Be sure to date all materials.

If the complaint cannot be resolved after exhausting the institutions' grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details. The State Board address is:

Arizona State Board for Private Postsecondary Education
1400 West Washington Room 260
Phoenix, Arizona 85007
602.542.5709
Website address: www.azppse.gov

STUDENT POLICIES

Attendance

Attendance & Tardiness

We require students to arrive to class on time. If a student arrives more than 15 minutes late, we may allow another student to take their place in class. If students arrive more than 30 minutes late, they will not be admitted to class. If the class is a multiple day class (2-5 days long) and the student is more than 30 minutes late or the seat is relinquished due to tardiness, the seat is relinquished for the entire length of the class (2-5 days long). The student will need to reschedule the class. If a student misses more than 20% of a certified program, a certificate of completion will not be awarded. If an absence or tardy is necessary, we require that you notify us by calling The Customer Service desk at your local campus on or before the date(s) in question.

Accumulation of tardiness, absences and/or unsatisfactory attendance during a reporting period *(as outlined below)* may result in a Recovery Schedule Evaluation Period or Dismissal from the program.

A Reporting Period

1 Month

Absence

2 or more hours of unattended class time per day. This is a 7-hour deduction from attendance per day.

Recovery Schedule Evaluation Period (RSEP)

1 Month. The performance during this period will be reviewed. If attendance does not improve, a student may be dismissed from the program. RSEP is initiated when a student has more than 3 late arrivals *(Tardy)* or more than 2 absences. Successful completion of courses requires a 100% attendance rate.

Program Interrupt-Extension Policy / Leave of Absence / Withdrawal

All written requests for a Leave of Absence, Training Extension, or Reinstatement will be considered. These are granted to students at the discretion of the School. These interruptions or reinstatements into a program are subject to space availability. Students who interrupt from one class and transfer to the next available class will be responsible for any cost incurred due to any change or upgrade made in course kits or books. If an upgrade occurs, the added cost will be the sole responsibility of the student. DWWTC will not incur any of the additional costs.

Suspension or Dismissal

It is the intention of DWWTC to provide the most effective learning and training environment for our students. Therefore, it is imperative that our staff maintains and enforces guidelines that will ensure the best possible educational atmosphere for the students. The following are general examples of behaviors and actions that may lead to a student suspension and/or dismissal:

- Inappropriate and/or violent conduct displayed by the student.
- Inappropriate clothing, or improper clothing attire, and/or indecent exposure.
- Disrespect for DWWTC property and equipment.
- Software piracy or violating copyright rules and regulations.
- Recurring attendance problems despite continuous meetings with the Education Consultant and/or Site Manager to rectify the issues.

The general levels of reprimand are as follows:

- Primary level, the student will meet with the Education Consultant or Consumer Manager to discuss the inappropriate conduct and the respective consequences.
- The second level, if the problem(s) persists after the primary level of reprimand has been exhausted is to suspend the student [no longer than thirty (30) days] from the training facility. A mutual plan will be discussed and agreed

upon by the Education Consultant, Site Manager and the student. Once all parties agree upon this mutual plan, then the student will be reinstated.

If the primary and secondary Levels do not resolve the inappropriate behavior, then the student will be terminated from the training program. However, if the inappropriate behavior displayed violated any section of the federal, state, and local penal codes, then it is under the discretion of DWWTC to terminate the student from the training program and facility.

Grading Standards

N/A – DWWTC does not issue letter grades. A Certificate of Completion is granted when a student completes 100% attendance. A Certificate of Completion is not issued when a student is absent more than 20% of the course. DWWTC requires students to have a high school diploma or GED.

Remedial Courses

DWWTC doesn't provide remedial courses for any of the programs offered on our schedule.

Certification Testing

Certification examinations are an integral part of many DWWTC training programs and where stated payment for these certification exams is included in the overall program cost. However, to insure test success and to provide students with the best exam preparation tools available many of our certification programs also include online test preparation study programs that must be completed prior to the student taking his/her certification exam(s). In all cases where online certification testing materials are provided students it is strongly recommended that students achieve a score of 80 percent or better on any pre-certification test exam to be eligible to take the certification exam itself.

If a program does include a certification examination(s) each individual student is financially responsible for all testing costs related to that certification. Please Note: certification exam registration and proctoring fees vary and are established by each individual certifying authority, i.e. (Microsoft, Novell, CIW, CompTIA, PMI, NHA etc.). Appointments for exams are registered and purchased from Pearson VUE and/or CertiPort. Exam appointments may be made and paid for when necessary directly through your Education Counselor.

Requirements for Completion

Course completion requirements vary by course, but a minimum of 100% course attendance applies all DWWTC courses. DWWTC issues the student a Certificate of Completion. A certification is obtained when a student passes an Industry recognized certification examination. The passing criteria for these exams vary by vendor i.e.: CompTIA, Microsoft, Juniper Networks.

Equipment

Manuals and equipment for application classes will be distributed at the beginning of each individual course. Replacement cost of the application and/or professional development manuals is $20.00. Training materials (Student Kits) are given to each student at the beginning of each course. These kits become the property and responsibility of the student; by no means should any student material or property be left in a classroom unattended. As a note, replacement costs for some of these kits are as much as $350.00 plus tax. For security reasons, the classrooms will be locked at the noon break and students will not be allowed to stay and study. Be advised: The photocopying or reproduction of any copyrighted material (books, computer data, files, etc.) may be a violation of governing laws and will not be allowed. This, along with any theft of Dynamic Worldwide Training Consultant's or other students' hardware, software, books or personal belongings may lead to immediate dismissal from the program.

Standards of Student Conduct

Students must abide by all school policies and regulations. This includes the proper use of software, hardware, classroom behavior, dress code, respect for the instructors' authority, completion of courses in the designated time frame, and adherence to attendance policies.

DWWTC believes that no student has the right to interfere with another students' ability to learn. If any student exhibits behavior that hinders that right, they will be asked to leave the classroom. Children are not allowed to accompany parents into any class or to labs. Students are prohibited from unlawful possession, use, or distribution of illicit drugs, alcohol, or weapons of any kind. No student will be allowed to use any verbal, physical, or discriminatory threats or abusive language towards another student, or member of the staff. The use of profanity is strictly prohibited. Discriminatory remarks of any kind will not be tolerated and may result in termination from the program. Any violation of this conduct policy should be brought to the attention of the Instructor immediately. These concerns can be made verbally, or in writing as stated in the grievance procedures described in this catalog. (See page 10)

Dismissal Policy

Any student who violates this student conduct policy may be placed on advisement, suspension, or dismissed from the program. Any courses that are missed due to violations of the conduct policy must be made up, and are the students' responsibility.

Student Dress Code at DWWTC is business casual. DWWTC is a corporate client-based atmosphere. You may encounter a future employer in the hallway or break-room. Therefore, students are requested to wear clothing that is clean, and appropriate. It is further requested that students refrain from wearing the following articles of clothing: sandals, shorts, sweats or any shirt that may expose your midriff. Please use your best judgment in this matter. If you are observed in inappropriate attire, you may be asked to go home and change.

Software Piracy and Personal Items

In accordance with copyright laws, all DWWTC students are prohibited from copying any of the software loaded on the schools' machines. Please understand that any student found doing so may be terminated from the program.

Students are not allowed to bring any of their personal computers or related software and hardware items on any DWWTC campuses to be connected or used with the schools' equipment. DWWTC shall not be held responsible for any lost or stolen items belonging to any student while on any DWWTC campus.

Student Loans

DWWTC is not a Federal Department of Education school. Therefore, students cannot use attendance during this program to defer a student loan. Private and/or self-funding will be available to qualified candidates and will be discussed in the Admissions Process.

DWWTC INSTRUCTORS

Devin Adams - Technical Trainer

Experience: 22+ years in the technology field with 10 years of it in computer hardware and software design and development. Developed applications based on Microsoft products. Taught several classes over the years.
Certifications: CompTIA A+/Network+/Security+, Microsoft Office Specialist Master, Microsoft Certified Professional, Microsoft Certified Solutions Expert (MSCE), Microsoft Certified Trainer (MCT), Fortinet Certified Trainer (FCT) NSE 4/5/7.
Education: B.S. in Applied Psychology.

Allen J. Geiser - Technical Trainer

Experience: 17+ years' experience delivering high quality technical training to IT beginners and professionals.
Certifications: MCSA Windows Server; MCSE—Windows 2008; MCSE with Security and Messaging Specializations; MCITP-Enterprise Administrator on Windows Server; Enterprise Messaging Administrator Exchange; Cisco Certified Network Administrator (CCNA); Juniper Networks Certified Instructor; CompTIA Security+; IT Project; Linux+; Network+ INet+ and A+.
Education: B.B.A. in Computer Information Systems.

Al Southwell - Technical Trainer

Experience: 20+ years focusing on network administration and security. Worked on DoD service provider installations. Expertise in deploying network security solutions.
Certifications: Several Juniper, Microsoft, CompTIA, and other instructional certifications.
Education: M.A. in Organizational Management; B.S. in Information Systems.

David Warren - Technical Trainer

Experience: 35+ years of business management and development. Dave has had an instructional background for 20 years and is one of the nation's foremost Juniper Networks instructors and analysts. Before starting DWWTC, he worked for Cisco (for which he wrote articles, manuals, and books) and NetScreen (Juniper's predecessor).
Certifications: Juniper Networks (JNCIE-SP, JNCIE-ENT, JNCIE-SEC), EC-Council (C|EH, C|DFI), Fortinet (NSE 4/5/7), CISSP.

Dr. Carl Forkner - Technical Trainer

Experience: 35+ years in education (K-12, undergrad, graduate) and education & training administration.
Certifications: Microsoft Office Specialist; Digital Marketing; Advanced Digital Marketing; Scrum; ITIL; Fortinet (NSE 1/2/3); CITI certification (Human subjects research); Master Training Specialist; CompTIA A+ & Security+; Negotiations; Business Skills; K-12 teaching (multiple disciplines).
Education: Ph.D. in Higher Education Administration; M.S.S. in Int'l Security Studies, M.S.Ed. in Special Education/Education Administration, B.A. in History/Secondary Education.

Dan Novak - Technical Trainer

Experience: 12+ years as a technical trainer from a wide range of experience. Dan is also assigned as Instructor Coordinator.
Certifications: Web Developer, Microsoft.net, MCITP Server/Database/SharePoint, Windows Server, SQL Server, and CompTIA, Juniper (JNCIS-SEC, JNCIS-ENT).
Education: College work in Communications Management.

Dan Steele - Technical Trainer

Experience: 16+ years as a trainer and a consultant in the information technology arena.
Certifications: Microsoft products (SQL Server, Exchange Server, Windows Server, Windows networking, and SharePoint), Citrix Certified Administrator (CCA), Juniper (JNCIA).
Education: B.A. in English.

DWWTC INSTRUCTORS

David Guggisberg – Adjunct Instructor

Experience: 22+ years in the technology field with 10 years of it in computer hardware and software design and development. Developed applications based on Microsoft products. Taught several classes over the years.
Certifications: Microsoft Office Specialist, Six Sigma Black Belt, PMP, ITIL Foundation
Education: M.B.A. (emphasis in Econometric Modeling and Financial Risk Analysis); B.S. in Physics.

Bhavna Gupta-Adjunct Instructor

Experience: Experience in teaching for 10 years in secondary education.
Certifications: Certificated Teacher (Arizona); Microsoft Office Specialist.
Education: Bachelor of Applied Science.

Rebecca Knight – Adjunct Instructor

Experience: 10+ years of management and education experience, including IT and major international companies.
Certifications: Project Management Professional (PMP), Agile, CSM.
Education: B.S. in Management Communications, M.M. in Management.

John Robinett – Adjunct Instructor

Experience: 25+ years' experience working on computers at all Parts, including mainframe, Novell Network Admin, Microsoft Servers/Mail Servers/Exchange Servers, UNIX, Sun MicroSystems, Cisco Enterprise Networking, EC-Council (C|EH).
Certifications: CompTIA A+/Network+/Security+/Cloud Essentials/Cloud+/Linux+; Cisco CCNA.
Education: M.A. Biblical Studies; B.S. Secondary Education/Speech Communications.

STAFF MEMBER EXPERIENCE & QUALIFICATIONS

David L. Warren
Chief Executive Officer (President & CEO)
35+ years of business management and development. Dave has had an instructional background for 20 years and is still currently involved in the day to day decisions for growth and innovation. He leads the DWWTC team of managers through all aspects of quality training, curriculum, student satisfaction, and scheduling. Army Veteran.

Carl Forkner, Ph.D.
Chief Operating Officer (COO)
Veterans Advisor
35+ years in education (K-12, undergraduate, graduate) and education & training administration. Dr. Forkner is responsible for the day-to-day operations of DWWTC and management of our instructors and curricula. He teaches Digital Marketing, Project Management; Scrum; ITIL; Leadership; Negotiations; CompTIA A+ / Sec+; and Business Skills (incl. Microsoft Office). Retired Navy Commander.

Patrick Schelble
Chief Financial Officer (CFO), DWWTC
Patrick has a Bachelor's Degree-Business Administration/Accounting and manages daily financial functions of the business such as budgets, labor allocations created forecasts, and operating budgets.

Tracy DeMar
VP for Operations
20+ years' experience working with the public in increasingly responsible positions within the hospitality and education industries. Tracy coordinates and manages the day to day operations of all things involved in successful delivery of classroom training. Plans, schedules, supervises and trains other staff members.

Mary Pendleton
VP for Continuing Education
Human Resources Director
Mary has Executive experience that spans to accounting, operations, sales, marketing, event planning and 25 years in management, 10 years in HR. Prior, Mary developed a Career Center at a high school to help students down a career path. Attended University of Hawaii-Manoa Campus, Honolulu, HI.

BOARD MEMBER EXPERIENCE & QUALIFICATIONS

David L. Warren
Chief Executive Officer (President & CEO)
35+ years of business management and development. Dave has had an instructional background for 20 years and is still currently involved in the day to day decisions for growth and innovation. He leads the DWWTC team of managers through all aspects of quality training, curriculum, student satisfaction, and scheduling. Army Veteran.

Lorraine Warren
Owner
8+ years of business management. Lorraine handled staffing, coordination of scheduling, purchasing, and quality control. She is currently active in the daily administration of DWWTC and handles financial duties as part of the Accounts Receivable team as well as assists the Purchasing Department.
Attended Southern Illinois University.

Mary Happ
Chief Financial Officer (CFO), D.L. Warren Enterprises
8+ years of administrative and operational experience. Mary transitioned into management obtaining a corporate VP title while holding the position of head of her office. She came to DWWTC with 35+ years of managerial and financial experience from the banking and mortgage industries.
Attended Business School in Honolulu, Hawaii as well as attended classes at Cochise College in Arizona.

Mary Pendleton
VP for Continuing Education
Human Resources Director
Mary has Executive experience that spans to accounting, operations, sales, marketing, event planning and 25 years in management, 10 years in HR. Prior, Mary developed a Career Center at a high school to help students down a career path. Attended University of Hawaii-Manoa Campus, Honolulu, HI.

STUDENT SERVICES

Authorized Pearson VUE Testing Center

The Authorized Pearson VUE Testing Center, available for our student's convenience, is located at our facility. Additionally, Pearson VUE tests may be taken at hundreds of other locations locally. DWWTC is a Pearson VUE Authorized Testing Center, which enables students to take Certification tests for Microsoft Tech, Novell, CISCO, CIW, and CompTIA. Registration for exams can be made through the Pearson VUE website or via telephone at 877-551-7587 or directly with the Education Counselor.

Authorized CertiPort Testing Center

The Authorized CertiPort Testing Center, available for our students' convenience, is located at our facility. With this capability, students certifying in Microsoft Applications, including Microsoft Office Specialist exams, may come to a familiar location to successfully accomplish their certifications!

Training Guarantee

Students may retake courses free of charge, within six months of their start date on a space-available basis provided the class has at least two revenue producing students attending the class. Students who are retaking classes may purchase new courseware if they desire.

Hands-On Instructor-Led Training

Our classroom training gives you hands-on training from professional, certified Instructors, who are constantly re-tested by various certifying authorities and evaluated by every student to keep the quality of instruction at the highest level. Our student to computer ratio is one-to-one. For Remote students DWWTC offers Real-ILT "Real Instructor Lead Training". Real-ILT allows remote students to actively participate and attend courses in a live classroom setting using Two-Way video interaction from anywhere with an internet connection. Students attend scheduled classes at the same time as other students, attendance is recorded and students can ask questions of their instructors in real time.

ADMISSIONS PROCESS

When a prospective student contacts DWWTC to inquire about our training, an Education Consultant will discuss our offerings with the client. A one-day evaluation class is available to students. This evaluation class is generally a 1 day, 7-hour Software Applications class. The evaluation class allows the student to sample a full day of our training without any further obligation, should the student decide they do not wish to pursue training at DWWTC. To enroll in any DWWTC certification preparation courses students must have a High School diploma or GED.

The Education Consultant will make an appointment during the day to meet with the student to host a tour of our center and discuss their individual training interests.

It will be determined whether a student has the required prerequisite knowledge, and ability to be successful in the chosen program. Student interviews consist of assessing employment history, educational background, and relevant skills. All candidates who decide to enroll are required to read and sign the following documents. A Diploma or GED is required for admission into the school, except for specific programs offered to high school students, such as *The Great Discovery,* Microsoft applications, or CompTIA.

Contractual Enrollment Agreement

This agreement outlines the program, cost, cancellation, withdrawal from the course, and refund policies.

Welcome

On behalf of DWWTC, welcome aboard!

The primary focus of our academy is to train our students to become highly skilled in the information technology. Among our staff are experienced educators and counselors in these fields who listen to, align, and direct each student so that he or she earns certification towards a chosen career.

Upon successful completion of your course you will become one of the talented, highly motivated elite poised to join other industry leaders in the Valley.

The following is covered in this student enrollment agreement:

- Student information
- Payment information
- Cancellation and Refund Policy
- Acknowledgement
- Contractual/Acceptance
- Grievance Procedures
- Training Proposal
- Program summary
- Course summary
- Tuition information

Name:	_____		
Address:	_____		
City:	_____		
State:	_____	E-mail:	_____
Phone (home):	_____	Date of Birth:	_____
Phone (cell)	_____	Student ID:	_____
		Voucher #	_____

Training Proposal Agreement

Agency: Dynamic Worldwide Training Consultants

Address: 4500 South Lakeshore Drive, Suite 695, Tempe, AZ 85282

For Service to: _____ _____

Participant's last name, first name *Last 4 digits of SSN*

Name of Training Program: _____

Occupational code: _____

Class Start Date: _____ Class End Date: _____

Vendor Code: _____ Program Code: _____

Tuition: _____

Registration: _____

Books: _____

Supplies/Exams _____

Total gross costs: _____

Total Clock Hours: _____

Note: No other ancillary costs to list.

_____ _____

(Signature and Date) (Participant Signature and Date)

Training Vendor Representative
Rodger Brubacher
(602) 386-2054

Payment Information

Financial Aid Funds provided by a private entity including but not limited to a bank, financing company, credit card company, or other lending source shall ensure that the monies are collected and disbursed in accordance with Arizona State regulations as follows:

- Amounts equal to or less than $5000 may be disbursed as a single disbursement regardless of program length.
- Amounts greater than $5000 shall be disbursed in two or more equal disbursements after the midpoint of the student program completion.

Occupational training assistance offered by entities such as the government will be processed and collected as per the terms of the specific program.

Cancellation & Refund Policy

Sample refund schedule:

Hours completed	Percent completed (less than or equal to)	Delivered Materials	Delivered Training	Registration Fee	Total Fees	Refund Amount
7	10%	$887.50	$319.50	$150.00	$1357.00	$3213.00
14	20%	$887.50	$639.00	$150.00	$1676.50	$2893.50
21	30%	$1225.00	$958.50	$150.00	$2333.50	$2236.50
28	40%	$1225.00	$1278.00	$150.00	$2653.50	$1917.00
35	**50%**	**$1225.00**	**$1597.00**	**$150.00**	**$2972.50**	**$1597.50**

Rejection:
An applicant rejected by the school is entitled to a refund of all monies paid.

Three-Day Cancellation:
An applicant who provides written notice of cancellation within three days excluding Saturday, Sunday and federal and state holiday (s) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund.

Other Cancellations:
An applicant requesting cancellation more than three days after signing an enrollment agreement and making an initial payment, but prior to entering the school is entitled to a refund of all monies paid, less the registration fee of $150.00

Refund after the commencement of classes:
Procedure for withdrawal date:

- A student choosing to withdraw from the school after the commencement of classes is to provide written notice to the Director of the school. The notice is to indicate the expected last date of attendance and be signed and dated by the student.
- For a student who is on authorized Leave of Absence, the withdraw date is the date the student was scheduled to return from the Leave of Absence and failed to do so. See page 22
- A student will be determined to be withdrawn from the institution if the student has not attended any class for 30 consecutive class days.

Tuition Charges/Refunds:

- Before the beginning of classes, the student is entitled to a refund of 100% of the tuition less the registration fee of $150.00.
- All refunds will be issued within 30 days of the determination of the withdrawal date.
    - After the commencement of classes, the tuition refund less the materials allocated and less the registration fee of $150.00 shall be determined as follows (refer to refund table sample) page 18
    - If 10% or less of the program has been completed a refund of 90% of the tuition is refunded.
    - If more than 10% and less than or equal to 20% of the program has been completed a refund of 80% of the tuition is refunded.
    - If more that 20% and less than or equal to 30% of the program has been completed a refund of 70% of the tuition is refunded.
    - If more than 30% and less than or equal to 40% of the program has been completed a refund of 60% of the tuition is refunded.
    - If more than 40% and less than or equal to 50% of the program has been completed a refund of 50% of the tuition is refunded.
    - If more than 50% of the program has been completed a refund will not be processed.
- The percentage of the clock hours attempted is determined by dividing the total number of clock hours elapsed from the student's start date to the student's last day of attendance by the total number of clock hours in the program.

Book, supplies and fees:
These items are non-refundable upon resources allocation to the student.

Refunds will be issued within 30 days of the date the student notification or date of school determination withdrawn due to absences or other criteria as specified in the school catalog, or of the date the student was scheduled to return from their Leave of Absence and did not return.

Holder in Due Course Statement:
Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds, hereof Recovery thereunder by the debtor shall not excel amounts paid by the debtor (FTC Rule effective 5-14-76)

The Student Understands:

- The School does not accept credit for previous education, training, work experience (experimental learning) or CLEP.
- The School does not guarantee job placement to graduates upon program completion or upon graduation.
- The School reserves the right to reschedule the program start date when current enrollments are too small.
- The School will not be responsible for any policy or procedure that does not appear in the school catalog.
- The School reserves the right to discontinue the student's training for unsatisfactory progress, nonpayment of tuition or failure to abide by School rules.
- Information concerning other Schools that may accept the School's credits towards their programs can be obtained by contacting the office of the President. It should not be assumed that any programs described in the School catalog could be transferred to another institution. The School does not guarantee the transferability of credits to a college, university of institution. Any decision on comparability, appropriateness and applicability of credits and whether they should be accepted is the decision of the receiving institution.
- This document does not constitute a binding agreement until accepted in writing by all parties. See page 23

Student Acknowledgments

1. I hereby acknowledge receipt of the School's catalog dated July 1, 2017 which contains information describing programs offered, and equipment/supplies provided. The School's catalog is included as a part of this enrollment agreement, and I acknowledge that I have received a copy of this catalog.
   _____Students initials
2. Also, I have carefully read and received an exact copy of this enrollment agreement.
   _____Students initials
3. I understand that the School may terminate my enrollment if I fail to comply with attendance, academic and financial requirement or if I disrupt the normal activities of the School. While enrolled in the School, I understand that I must maintain Satisfactory Academic Progress as described in the Schools catalog and that my financial obligation to the School must be paid in full before a Certificate of Completion may be awarded.
   _____Students initials
4. I also understand that his institution does not guarantee job placement to graduates upon programs/course completion or upon graduation.
   _____Students initials

Contractual Acceptance

I, the undersigned, have read and understand this agreement and acknowledge receipt of a copy. It is further understood and agreed that this agreement supersedes all prior or contemporaneous verbal or written agreements and may not be modified without the written agreement of the student and the School Official. I also understand that if I default upon this agreement I will be responsible for payment of any collection fees or attorney fees incurred by Dynamic Worldwide Training Consultants.

My signature below signifies that I have read and understand all aspects of this agreement and do recognize my legal responsibilities in regards to this contract.

_____ _____

Signature of Student Date

_____ _____

Signature of Official Date

End

VOCATIONAL CLASSES AVAILABLE AT DWWTC

Program Title	Hours Required	Tuition & Fees Identified Separately	
Ethical Hacking and Countermeasures (Bundle/CEH/CHFI)	100	Tuition	$6,000.00
		Registration Fee:	$ 150.00
		Exam(s):	$ 700.00
		Courseware/Books	$ 550.00
		Total Program:	**$7,400.00**
IT Technician Certification: CompTIA A+, Network+	120	Tuition	$4,000.00
		Registration Fee:	$ 150.00
		Exam(s):	$ 750.00
		Courseware/Books	$ 250.00
		Total Program:	**$5,150.00**
IT Cloud Technician Certification: CompTIA Cloud Essentials, Cloud+	77	Tuition	$3,000.00
		Registration Fee:	$ 150.00
		Exam(s):	$ 625.00
		Courseware/Books	$ 250.00
		Total Program:	**$4,025.00**
Cisco Network Security Administrator (NSA)	180	Tuition	$8,390.00
		Registration Fee:	$ 150.00
		Exam(s):	$ 870.00
		Courseware/Books	$ 180.00
		Total Program:	**$9,590.00**
Microsoft Technical Associate (MTA): IT Infrastructure	100	Tuition	$6,228.00
		Registration Fee:	$ 150.00
		Exam(s):	$ 600.00
		Courseware/Book:	$ 600.00
		Total Program:	**$7,578.00**
Microsoft Technical Associate (MTA): Database	21	Tuition	$1,557.00
		Registration Fee:	$ 150.00
		Exam(s):	$ 150.00
		Courseware/Books	$ 150.00
		Total Program:	**$2,007.00**
IT Technician Certification (MCSA): Windows Server	285	Tuition	$11,785.00
		Registration Fee:	$ 150.00
		Exam(s):	$ 1,059.00
		Courseware/Books	$ 1,000.00
		Total Program:	**$13,994.00**
Microsoft Certified Solutions Associate (MCSA): Windows Server	165	Tuition	$7,785.00
		Registration Fee:	$ 150.00
		Exam(s):	$ 450.00
		Courseware/Books	$ 750.00
		Total Program:	**$9,135.00**

Program Title	Hours Required	Tuition & Fees Identified Separately	
Microsoft Certified Solution Associate (MCSA): SQL Server Certification	165	Tuition	$7,785.00
		Registration Fee:	$ 150.00
		Exam(s):	$ 450.00
		Courseware/Books	$ 750.00
		Total Program:	**$9,135.00**
Microsoft Certified Solution Expert (MCSE): Server Infrastructure Certification	395	Tuition	$16,975.00
		Registration Fee:	$ 150.00
		Exam(s):	$ 1,225.00
		Courseware/Books	$ 1,500.00
		Total Program:	**$19,850.00**
Microsoft Certified Solutions Expert (MCSE): Messaging	220	Tuition	$10,380.00
		Registration Fee:	$ 150.00
		Exam(s):	$ 600.00
		Courseware/Books	$1,000.00
		Total Program:	**$12,130.00**
VMware vSphere Install-Configure-Manage [v6.0]	35	Tuition	$3,845.00
		Registration Fee:	$ 150.00
		Exam(s):	$ 225.00
		Courseware/Books	$ 425.00
		Total Program:	**$4,645.00**

Program Title	Hours Required	Tuition & Fees Identified Separately	
Microsoft Office Specialist (MOS)	105	Tuition	$3,669.00
		Registration Fee:	$ 150.00
		Exam(s):	$ 540.00
		Courseware/Books	$ 365.00
		Total Program:	**$4,724.00**
Project Management Professional (PMP)	56	Tuition	$3,475.00
		Registration Fee:	$ 150.00
		Exam(s):	$ 574.00
		Courseware/Books	$ 390.00
		Total Program:	**$4,589.00**
Medical Front Office Administration Assistant & Billing/ Coding Specialist (CMAA)	192	Tuition	$1,010.00
		Registration Fee:	$ 150.00
		Exam(s):	$ 540.00
		Courseware/Books	$ 800.00
		Software/Supplies	$1,500.00
		Total Program:	**$4,000.00**
Six Sigma Black Belt Certification Program (With Instructor)	212	Tuition	$7,545.00
		Registration Fee:	$150.00
		Exam(s):	$ 100.00
		Courseware/Books	$ 200.00
		Total Program:	**$ 7,995.00**
Six Sigma Black Belt Certification Program (Online MindPro© Program without Instructor)	171	Tuition:	$3,945.00
		Registration Fee:	$ 150.00
		Exam(s):	$ 100.00
		Courseware/Books:	$ 200.00
		Total Program:	**$4,395.00**
Six Sigma Green Belt Certification Program (With Instructor)	115	Tuition	$3,550.00
		Registration Fee:	$150.00
		Exam(s):	$ 100.00
		Courseware/Books	$ 200.00
		Total Program:	**$ 4,000.00**
Six Sigma Green Belt Certification Program (Online MindPro© Program without Instructor)	96	Tuition	$2,575.00
		Registration Fee:	$150.00
		Exam(s):	$ 100.00
		Courseware/Books	$ 200.00
		Total Program:	**$ 3,025.00**
Digital Marketing with Social Media (Digital Marketer: Social & Community Manager)	68	Tuition	$2,881.00
		Registration Fee:	$ 150.00
		Exam(s):	$ 365.00
		Courseware/Books	$ 499.00
		Total Program:	**$3,895.00**

Program Title: 

Certified Ethical Hacking & Countermeasures (CEH/CHFI)

Program Objectives: This program prepares individuals in the specific network security discipline of Ethical Hacking from a vendor-neutral perspective. The Certified Ethical Hacker certification will fortify the application knowledge of security officers, auditors, security professionals, site administrators, and anyone who is concerned about the integrity of the network infrastructure. A Certified Ethical Hacker is a skilled professional who understands and knows how to look for the weaknesses and vulnerabilities in target systems and uses the same knowledge and tools as a malicious hacker.

Total Number of Clock/Contact Hours: 100

	C|EH + C|HFI Bundle	C|EH Only	C|HFI Only
Program Cost:	**$7,400.00**	**$3,795.00**	**$3,795.00**
Tuition:	$6,000.00	$2,995.00	$2,995.00
Registration Fee:	$ 150.00	$ 150.00	$ 150.00
Exam(s):	$ 700.00	$ 350.00	$ 350.00
Courseware/Books	$ 600.00	$ 300.00	$ 300.00

Admission Requirements: High School Diploma or GED

Graduation Requirements: Upon program completion, Dynamic Worldwide Training Consultants will issue students Certificates of Completion. To qualify students much have been in attendance for 100% of all instructor-led classroom training.

Credential Awarded: The Vendor will issue the C|EH Certification and/or C|HFI Certification upon passing exam.

Job Placement Assistance: Available with this program.

Course Materials Courseware: EC Council – Ethical Hacking and Countermeasures.
EC-Council – Computer Hacking Forensics Investigator.

Course Name	Days	Clock Hours
CEH academics	5	35
CEH labs	3	15
CHFI academics	5	35
CHFI labs	3	15
Totals:	**16**	**100**

Certified Ethical Hacker (CEH)

Course Outline:

- Introduction to Ethical Hacking
- Hacking Laws
- Foot-printing
- Scanning
- System Hacking
- Trojans and Backdoors
- Viruses and Worms
- Sniffers
- Social Engineering
- Phishing
- Hacking Email Accounts
- Denial-of-Service
- Hacking Web Servers
- Web Application Vulnerabilities
- SQL Injection
- Hacking Wireless Networks
- Linux Hacking
- Evading IDS, Firewalls and Detecting Honey Pots
- Buffer Overflows
- Cryptography
- Penetration Testing
- Covert Hacking
- Reverse Engineering
- MAC OS X Hacking
- VoIP Hacking
- Spamming
- Hacking USB Devices
- Hacking Database Servers
- Internet Content Filtering Techniques
- Securing Laptop Computers
- Creating Security Policies
- Software Piracy
- Hacking Web Browsers (Firefox, IE)
- Proxy Server Technologies
- Data Loss Prevention
- Hacking Global Positioning System (GPS)
- Credit Card Fraud
- Firewall Technologies
- Threats and Countermeasures

Computer Hacking Forensics Investigator (CHFI)

Course Outline:

- Laws and Computer Forensics
- Computer Investigation Process
- First Responder Procedure
- CSIRT* Computer Forensic Lab
- Understanding File Systems and Hard Disks
- Understanding Digital Media Devices
- Windows, Linux and Macintosh Boot Processes
- Windows Forensics
- Linux Forensics
- Data Acquisition and Duplication
- Software Forensic Tools
- Hardware Forensics Tools
- Forensics Investigations Using Encase
- Recovering Deleted Files and Deleted partitions
- Image Files Forensics
- Steganography
- Application Password Crackers
- Network Forensics and Investigating Logs
- Investigating Network Traffic
- Investigating Wireless Attacks
- Investigating Web Attacks
- Router Forensics
- Investigating DoS Attacks
- Investigating Internet Crimes
- Tracking E-mails and Investigating E-mail Crimes
- Investigating Corporate Espionage
- Investigating Trademark and Copyright Infringement
- Investigating sexual harassment incidents
- Investigating Child Pornography
- PDA Forensics
- iPod Forensics
- Blackberry Forensics
- Investigative Reports
- Becoming an Expert Witness

Program Title:

IT Technician Certification: CompTIA A+, Network+

Program Objectives:

This program prepares students for a CompTIA certification that provide industry standard skills recognized worldwide to be the base knowledge for any Level 1 support technician. With this program the student will qualify for entry into the information technology field regardless of the operating systems or networking models used by prospective employers. Each computer course includes lab time equal to the duration of the course where the student can work with instructors on concepts, labs, and test preparation.

Total Number of Clock/Contact Hours: 120

Program Cost:	**$5,150.00**
Tuition:	$4,000.00
Registration Fee:	$ 150.00
Exam(s):	$ 750.00
Courseware/Books	$ 250.00

Admission Requirements: High School Diploma or GED

Graduation Requirements: Upon program completion, Dynamic Worldwide Training Consultants will issue students a Certificate of Completion. To qualify students much have been in attendance for 100% of all instructor-led classroom training.

Credential Awarded: The Vendor will issue the A+ Certification & /Network+ Certification upon passing the exams.

Job Placement Assistance: Available with this program.

Course Name		Days	Clock Hours
A+	80% Theory and 20% in class Labs	5	40
A+ Labs		5	20
Network +	80% Theory and 20% in class Labs	5	40
Network + Labs		5	20
	Totals:	**20**	**120**

A+ Certification

Prerequisites: Students taking this course should have the following skills: end-user skills with Windows®-based personal computers, including the ability to: browse and search for information on the Internet; start up, shut down, and log on to a computer and network; run programs; and move, copy, delete, and rename files in Windows Explorer. Students should also have basic knowledge of computing concepts, including the difference between hardware and software; the functions of software components, such as the operating system, applications, and file systems; and the function of a computer network. A+ exams 220-901 and 220-902 are required for certification.

Objective:
You will install, upgrade, repair, configure, optimize, troubleshoot, and perform preventative maintenance on basic personal computer hardware and operating systems.

Course Outline:

Module 1: Personal Computer Components
Module 2: Operating System Fundamentals
Module 3: PC Technician Professional Best Practices
Module 4: Installing and Configuring Peripheral Components
Module 5: Installing and Configuring System Components
Module 6: Maintaining and Troubleshooting Peripheral Components
Module 7: Troubleshooting System Components
Module 8: Installing and Configuring Operating Systems
Module 9: Maintaining and Troubleshooting Microsoft Windows
Module 10: Network Technologies
Module 11: Installing and Managing Network Connections
Module 12: Supporting Laptops and Portable Computing Devices
Module 13: Supporting Printers and Scanners
Module 14: Personal Computer Security Concepts
Module 15: Supporting Personal Computer Security

Network+ Certification

Objective: Course Objective: You will identify and describe all the major networking technologies, systems, skills, and tools in use in modern PC-based computer networks, and learn information and skills that will be helpful as you prepare for the CompTIA Network+ N10-006 certification examination.

Course Outline:

Module 1: Network Basics
Module 2: Wired Computer-To-Computer Connections
Module 3: Network-To-Network Connections
Module 4: Wired Internetworking Devices**
Module 5: Wired Communication Standards
Module 6: Wireless Networking
Module 7: Security Threats and Mitigation
Module 8: Security Practices
Module 9: Network Access Control
Module 10: Monitoring
Module 11: Troubleshooting
Module 12: Appendix A: Certification Exam Objectives Map
Module 13: Appendix B: CompTIA Network+ Acronyms

Program Title: **IT Cloud Technician Certification: CompTIA Cloud Essentials & Cloud+**

CompTIA.

Program Objectives: This program prepares students for a CompTIA certification that provides industry standard skills recognized worldwide to be the base knowledge for any Level 1 support technician. Certification is typically the determining factor in hiring decisions as well as the ability to move upward in an organization. As more and more businesses shift their IT operations to cloud platforms, skills in cloud computing and virtualization have become a frequently required qualification for IT professionals.

The CompTIA Cloud Essentials certification validates knowledge, understanding, and application of cloud computing. Cloud+ certification validate the skills and expertise of IT practitioners in implementing and maintaining cloud technologies. Cloud+ accredits IT professionals with the constantly changing and advancing knowledge they need to be successful in today's cloud environment.

Total Number of Clock/Contact Hours: 77

Program Cost: **$4,025.00**

Tuition: $3,000.00
Registration Fee: $ 150.00
Exam(s): $ 625.00
Courseware/Books $ 250.00

Admission Requirements: Must be at least 18 years old and possess a High School Diploma or GED. Student should have fundamental knowledge of computer concepts and a working knowledge of modern computer networking to fully benefit from this program.

Graduation Requirements: Complete 77 hours of instruction, which includes in-class and lab hours. Upon satisfying these requirements, Dynamic Worldwide Training Consultants will issue students a Certificate of Completion. To qualify students must have been in attendance for 100% of all instructor-led classroom training.

Credential Awarded: The Vendor will issue the Cloud Essentials Certification & Cloud+ Certification upon passing the exams.

Job Placement Assistance: Available with this program.

Course Name	Days	Clock Hours
Cloud Essentials 80% Theory and 20% in class labs	2	14
Cloud Essentials learning labs	2	8
Cloud+ 80% Theory and 20% in class Labs	5	35
Cloud+ Learning labs	5	20
Totals:	**14**	**77**

Cloud Essentials Certification

More and more companies are shifting to a cloud computing model of doing business. With fewer infrastructure demands and more flexibility for staff members, the reasoning is clear from the businesses' perspective. Hiring certified professionals with proven knowledge in cloud computing is the clear next step. CompTIA Cloud Essentials ensures that you and all other necessary staff members—not just the IT specialists—understand cloud computing and the work it takes to move and govern the cloud. This course prepares the student for CompTIA Cloud Essentials Exam CLO-001.

Cloud Essentials is relevant: The exam covers situations and equipment with respect to your specific experience and expertise. You will not need to perform tasks or master technical material you will not use in your day-to-day job.

Cloud Essentials is practical: Whether you are new to cloud computing or rely on it for high-level business practices, this fundamental approach provides the exact amount of preparedness you need.

Cloud Essentials remembers every scenario: The certification exam includes a risk-and-consequences component, understanding that every business has its unique IT needs. Each one will apply cloud technologies differently. Prepare for contingencies, malfunctions, security threats and other situations that require swift, effective decisions.

Cloud Essentials values security: One of the most common worries about cloud computing is the safety of the data involved. CompTIA Cloud Essentials answers those worries and shows you how to keep your sensitive data as secure in the cloud as it would be anywhere else.

Course Outline:

An Introduction to Cloud Computing

- General Overview of Cloud Computing
- The Evolution of the Cloud
- Specific and Specialized Cloud Services

The Business Value of the Cloud

- A Business' Need for the Cloud
- Scalability of the Cloud
- Security of the Cloud
- Impact of the Cloud on Business

The Technical Perspectives of the Cloud

- Various Cloud Deployment Models
- Cloud Deployment's Network Requirements
- Self Service and Automation in the Cloud
- Federation
- Standardization

The Technical Challenges of Computing in the Cloud

- Cloud Storage
- Application Performance
- Integration of Data
- Security Mitigation and Risks
- The Application Architecture and Involved Development Process

Steps to the Successful Adoption of Cloud Based Services

- Steps to Adopting Various Cloud Services
- An Organization's Capability to Adopt Various Cloud Services
- Cloud Vendor Capabilities and Roles
- Migrating Various Applications to the Cloud

Cloud Computing and ITIL

- General Overview of ITIL
- Planning A Service Strategy
- Designing Various Cloud Services
- Transitioning to A Live Environment
- How to Run a Cloud Service Operation
- Continual Improvement of Service with the Cloud

Identifying Various Consequences and Risks

- Organizational Risks Involved with the Cloud
- Technical Risks Involved with the Cloud
- Legal Risks Involved with the Cloud
- Evaluation of Cost for Cloud Computing
- Identify the Maintenance Aspects of Strategic Flexibility

Cloud+ Certification

As more and more businesses shift their IT operations to cloud platforms, skills in cloud computing and virtualization have become a frequently required qualification for IT professionals. Adding CompTIA Cloud+ to your resume demonstrates your ability to implement and maintain cloud technologies and enables you to jump into a rapidly growing market. This course prepares the student for success in CompTIA Cloud+ certification examination CVO-001.

Course Outline:

Cloud Basics - Concepts, Models, & Terminology

- IaaS, PaaS, SaaS, DBaaS, CaaS, BPaaS, XaaS
- Private, Public, Hybrid, Community Cloud
- Demand-Driven Service, Pay-As-You-Grow, Metering, Cloud Bursting
- Objective Storage - Object ID, Data BLOB, Metadata, Policies, Replicas

Disk Storage Systems

- Variations of Disk Types and Configurations
- Understanding Tier Performance Levels
- Redundant Array of Independent Disks (RAID)
- Grasping File System Types (Unix, Z File, Virtual Machine, etc.)

Storage Networking for the Cloud

- Types of Storage Technology (DAS, SAN, NAS)
- Access Protocols and Applications
- Comprehending Storage Provisioning

Network Infrastructure

- Types of Networks
- Optimizing Networks
- Routing and Switching (NAT, VLAN, PAT, etc.)
- Various Network Ports and Protocols

Virtualization Components

- Hypervisor Types
- Virtualization Host (NICs, CPU, BIOS, etc.)
- Virtual Machine

Virtualization and the Cloud

- Cloud Virtualization Benefits
- Resource Migrations
- Why Consider Migration

Network Management

- Understanding Resource Monitoring Techniques
- Using Remote-Access Tools

Performance Tuning

- Host Resource Allocation
- Virtual Machine Resource Allocation
- Ensuring Performance Optimization

Systems Management

- Systems Management Policies and Procedures
- Best Practices

Testing and Troubleshooting

- Various Techniques for Testing
- What Tools to Use for Troubleshooting

Cloud Security

- Best Practices for Cloud Network Security
- Securing Data in a Cloud Environment
- Using Access Control Methods

Business Continuity and Disaster Recovery

- Recovery Methods for Disasters
- Understanding High Availability

Program Title:

Network Security Administrator (NSA)

CISCO

Program Objectives:

Network Security Administrators manage a range of hardware, software, and human resource solutions to ensure information security on enterprise networks. Any organization that makes extensive use of a data network for its proprietary operations can benefit from employing a skilled network security administrator.

This course consists of three courses; Security+, ICND 1 and ICND 2 (CCNA).

CompTIA Security+ is the primary course students will take to prepare for job responsibilities that include securing network services, devices, and traffic in organizations which include physical security elements and operational security measures. In this course, students will build on their knowledge and professional experience with security fundamentals, networks, and organizational security as they acquire the specific skills required to implement basic security services on any type of computer network.

This course will benefit students in two ways. First, this course can be a significant part of their preparation for the CompTIA Security+ Certification (Exam SYO-401) and second, this course can provide demonstrable skills that can help build their computer security skill set so that they can perform their duties with confidence.

The CCNA (Cisco Certified Network Associate) is comprised of two courses; the ICND 1 (Interconnecting Cisco Networking Devices) and the ICND 2.

ICND 1 is the first part of the two-part Cisco ICND curriculum. This course will help students gain an understanding of the operation of TCP/IP networks built with Cisco hardware. Students will also learn the commands and techniques used to troubleshoot host connections, interact with Cisco switches and routers, backup and restore configuration files, and manage network equipment. Certification earned upon passing the exam (100-101) would be the CCENT (Cisco Certified Entry Networking Technician).

ICND 2 focuses on understanding redundant topologies, troubleshooting common networking issues, configuring EIGRP and multi-area OSPF in both of IPv4 and IPv6, understanding WAN technologies, and becoming familiar with device management and Cisco licensing. Certification earned upon passing the 100-101 AND the 100-201 Cisco exams would be a CCNA (Cisco Certified Network Associate).

Preparation for the ICND 1 and ICND 2 CCNA exams is another important part of the overall program.

Total Number of Clock/Contact Hours: 180

Program Cost:	**$9,590.00**
Tuition:	$8,390.00
Registration Fee:	$ 150.00
Exam(s):	$ 870.00
Courseware:	$ 180.00

Admission Requirements: Must be 18 years or older, have a High School Diploma or GED. Students need a working knowledge of modern networking and a fundamental understanding of computer concepts. Additional introductory courses or work experience in application development and programming or in network and operating system administration for any software platform or system is helpful but not required. In addition to basic computer literacy, Windows navigation skills, internet usage skills, and email usage skills are necessary to fully benefit from the program.

Graduation Requirements: Complete 180 hours, which include in class and lab hours. Based on this, a Certificate of Completion will be awarded. Certifications are awarded when students successfully pass the exams as outlined by CompTIA (Security+) and Cisco (CCNA).

Credential Awarded: The Vendor (CompTIA) will issue the Security+ Certification upon successfully passing the SY0-401 exam. The Vendor (Cisco) will issue the CCENT upon successfully passing of the ICND1 exam and the CCNA upon successfully passing both the ICND1 (100-101) and ICND2 (100-201).

Job Placement Assistance: Available with this program.

Course Materials: Courseware:
CompTIA Security+
Interconnecting Cisco Network Devices, Part 1 (CCENT)
Interconnecting Cisco Network Devices, Part 2 (CCNA)

Course Name	Days	Hours
Security+	5	40
Security+ Labs	3	20
ICND1	5	40
ICND1 Labs	3	20
ICND2	5	40
ICND2 Labs	3	20
Totals -	**24**	**180**

Security+ CompTIA Certification

Prerequisites:

Basic Windows skills and a fundamental understanding of computer and networking concepts are required.

CompTIA A+ and Network+ certifications, or equivalent knowledge, and experience in networking, including experience configuring and managing TCP/IP, are strongly recommended.

Additional introductory courses or work experience in application development and programming or in network and operating system administration for any software platform or system are helpful but not required.

Course Description/Objective:

CompTIA Security+ is the primary course you will need to take if your job responsibilities include securing network services, devices, and traffic for your organization including the physical security elements and operational security measures. It is also the main course you will take to prepare for the CompTIA Security+ Certification examination. In this course, you will build on your knowledge and professional experience with security fundamentals, networks, and organizational security as you acquire the specific skills required to implement basic security services on any type of computer network.

This course can benefit you in two ways. If you intend to pass the CompTIA Security+ (Exam SY0-401) Certification examination, this course can be a significant part of your preparation. But certification is not the only key to professional success in the field of computer security. Today's job market demands individuals with demonstrable skills, and the information and activities in this course can help you build your computer security skill set so that you can confidently perform your duties in any security-related professional role.

Course Outline:

Lesson 1: Security Fundamentals

- Topic A: The Information Security Cycle
- Topic B: Information Security Controls
- Topic C: Authentication Methods
- Topic D: Cryptography Fundamentals
- Topic E: Security Policy Fundamentals

Lesson 2: Security Threats and Vulnerabilities

- Topic A: Social Engineering
- Topic B: Physical Threats and Vulnerabilities
- Topic C: Network-Based Threats
- Topic D: Wireless Threats and Vulnerabilities
- Topic E: Software-Based Threats

Lesson 3: Network Security

- Topic A: Network Devices and Technologies
- Topic B: Network Design Elements and Components
- Topic C: Implement Networking Protocols
- Topic D: Apply Network Security Administration Principles
- Topic E: Secure Wireless Traffic

Lesson 4: Managing Application, Data, and Host Security

- Topic A: Establish Device/Host Security
- Topic B: Application Security
- Topic C: Data Security
- Topic D: Mobile Security

Lesson 5: Access Control, Authentication, and Account Management

- Topic A: Access Control and Authentication Services
- Topic B: Implement Account Management Security Controls

Lesson 6: Managing Certificates

- Topic A: Install a CA Hierarchy
- Topic B: Enroll Certificates
- Topic C: Secure Network Traffic by Using Certificates
- Topic D: Renew Certificates
- Topic E: Revoke Certificates
- Topic F: Back Up and Restore Certificates and Private Keys

Lesson 7: Compliance and Operational Security

- Topic A: Physical Security
- Topic B: Legal Compliance
- Topic C: Security Awareness and Training

Lesson 8: Risk Management

- Topic A: Risk Analysis
- Topic B: Implement Vulnerability Assessment Tools and Techniques
- Topic C: Scan for Vulnerabilities
- Topic D: Mitigation and Deterrent Techniques

Lesson 9: Managing Security Incidents

- Topic A: Respond to Security Incidents
- Topic B: Recover from a Security Incident

Lesson 10: Business Continuity and Disaster Recovery Planning

- Topic A: Business Continuity
- Topic B: Plan for Disaster Recovery
- Topic C: Execute DRPs and Procedures

Appendix A:

CompTIA® Security+® (Exam SY0-401) Objectives Mapping

ICND1 Interconnecting Cisco Networking Devices (Part 1 of the CCNA)

Prerequisites:

To fully benefit from the ICND 1 course students should have basic computer literacy, Windows navigation skills, Internet usage skills, and email usage skills

Course Description/Objectives:

ICND 1 is the first part in the two-part updated Cisco ICND curriculum. This course will help students gain an understanding of the operation of TCP/IP networks built with Cisco hardware. They will also learn the commands and techniques used to troubleshoot host connections, interact with Cisco switches and routers, backup and restore configuration files, and manage network equipment. The final exercise is a "Capstone" lab, bringing together all the learned skills into one mega-lab!

Upon completing this course, the student will be able to meet these objectives:

Describe how networks function, identifying major components, function of network components and the Open System Interconnection (OSI) reference model.

Using the host-to-host packet delivery process, describe issues related to increasing traffic on an Ethernet LAN and identify switched LAN technology solutions to Ethernet networking issues.

Describes the reasons for extending the reach of a LAN and the methods that can be used with a focus on RF wireless access.

Describes the reasons for connecting networks with routers and how routed networks transmit data through networks using TCP/IP.

Describe the function of Wide Area Networks (WANs), the major devices of WANs, and configure PPP encapsulation, static and dynamic routing, PAT and RIP routing.

Use the command-line interface to discover neighbors on the network and managing the router's start-up and configuration.

Course Outline:

Lesson 1: Building a Simple Network

- Exploring the Functions of Networking
- Host-to-Host Communications Model
- Introducing LANs
- Operating Cisco IOS Software
- Starting a Switch
- Ethernet and Switch Operation
- Troubleshooting Common Switch Media Issues

Lesson 2: Establishing Internet Connectivity

- TCP/IP Internet Layer
- IP Addressing and Subnets
- TCP/IP Transport Layer
- Exploring the Functions of Routing
- Configuring a Cisco Router
- Exploring the Packet Delivery Process
- Enabling Static Routing
- Managing Traffic Using ACLs
- Enabling Internet Connectivity

Lesson 3: Managing Network Device Security

- Securing Administrative Access
- Implementing Device Hardening
- Implementing Traffic Filtering with ACLs

Lesson 4: Building a Medium-Sized Network

- Implementing VLANs and Trunks
- Routing Between VLANs
- Using a Cisco Network Device as a DHCP Server
- WAN Technologies
- Dynamic Routing Protocols
- Implementing OSPF

Lesson 5: Introducing IPv6

- Basic IPv6
- Configuring IPv6 Routing

Hands-on Labs

- Lab 1-1: Switch Startup and Initial Configuration
- Lab 1-2: Troubleshoot Switch Media Issues
- Lab 2-1: Router Setup and Initial Configuration
- Lab 2-2: Configure a Static Route, DHCP, and Network Address Translation
- Lab 3-1: Enhance the Security of Router and Switch Configuration
- Lab 3-2: Device Hardening
- Lab 3-3: Filter Traffic with ACLs
- Lab 3-4: Enhanced - Troubleshoot ACLs
- Lab 4-1: Configure an Expanded Switched Network
- Lab 4-2: Configure DHCP Server
- Lab 4-3: Implement Single-Area OSPF
- Lab 5-1: Configure Basic IPv6
- Lab 5-2: Implement IPv6 Stateless Auto-Configuration
- Lab 5-3: Implement IPv6 Routing
- Lab 6-1: ICND1 Super Lab

ICND2 –Interconnecting Cisco Networking Devices (Part 2 of the CCNA)

Prerequisites:

- Understand network fundamentals
- Implement local area networks
- Implement Internet connectivity
- Manage network device security
- Implement WAN connectivity
- Implement basic IPv6 connectivity

Course Description/Objectives:

The Interconnecting Cisco Networking Devices, Part 2 (ICND2) course provides entry-Part network administrators, network support, and help desk technicians with the knowledge and skills needed to install, configure, operate, and troubleshoot a small enterprise network.

ICND2 focuses on understanding redundant topologies, troubleshooting common networking issues, configuring EIGRP and multi-area OSPF in both IPv4 and IPv6, understanding WAN technologies, and becoming familiar with device management and Cisco licensing. The learner will encounter more troubleshooting and more lab time than with the previous version of ICND2.Students will learn to:

- Operate a medium-sized LAN with multiple switches, supporting VLANs, trunking, and spanning tree
- Troubleshoot IP connectivity
- Configure and troubleshoot EIGRP in an IPv4 environment, and configure EIGRP for IPv6
- Configure and troubleshoot OSPF in an IPv4 environment, and configure OSPF for IPv6
- Define characteristics, functions, and components of a WAN
- Describe SNMP, syslog, and NetFlow, and manage Cisco device configurations, Cisco IOS images, and licenses

Course Outline:

Module 1: Implementing Scalable Medium-Sized Networks

- Lesson 1: Troubleshooting VLAN Connectivity
- Lesson 2: Building Redundant Switched Topologies
- Lesson 3: Improving Redundant Switched Topologies with EtherChannel
- Lesson 4: Understanding Layer 3 Redundancy
- Lesson 5: Module Summary
- Lesson 6: Module Self-Check

Module 2: Troubleshooting Basic Connectivity

- Lesson 1: Troubleshooting IPv4 Network Connectivity
- Lesson 2: Troubleshooting IPv6 Network Connectivity
- Lesson 3: Module Summary
- Lesson 4: Module Self-Check

Module 3: Implementing an EIGRP-Based Solution

- Lesson 1: Implementing EIGRP
- Lesson 2: Troubleshooting EIGRP
- Lesson 3: Implementing EIGRP for IPv6
- Lesson 4: Module Summary
- Lesson 5: Module Self-Check

Module 4: Implementing a Scalable, Multiarea Network, OSPF-Based Solution

- Lesson 1: OSPF Overview
- Lesson 2: Multiarea OSPF IPv4 Implementation
- Lesson 3: Troubleshooting Multiarea OSPF
- Lesson 4: Examining OSPFv3
- Lesson 5: Module Summary
- Lesson 6: Module Self-Check

Module 5: Wide-Area Networks

- Lesson 1: Understanding WAN Technologies
- Lesson 2: Configuring Serial Encapsulation
- Lesson 3: Establishing a WAN Connection Using Frame Relay
- Lesson 4: Introducing VPN Solutions
- Lesson 5: Configuring GRE Tunnels
- Lesson 6: Module Summary
- Lesson 7: Module Self-Check

Module 6: Network Device Management

- Lesson 1: Configuring Network Devices to Support Network Management Protocols
- Lesson 2: Managing Cisco Devices
- Lesson 3: Licensing
- Lesson 4: Module Summary
- Lesson 5: Module Self-Check

Module S: ICND2 Superlab

- Lab Outline
- Lab S-1: Review
- Lab 1-1: Troubleshooting VLANs and Trunks
- Lab 1-2: Optimizing STP
- Lab 1-3: Configuring EtherChannel
- Lab 2-1: Troubleshooting IP Connectivity
- Lab 3-1: Implementing EIGRP
- Lab 3-2: Troubleshooting EIGRP
- Lab 3-3: Implementing EIGRP for IPv6
- Lab 4-1: Configuring Multiarea OSPF
- Lab 4-2: Troubleshooting Multiarea OSPF
- Lab 4-3: Configuring OSPF for IPv6
- Lab 5-1: Configuring and Troubleshooting a Serial Connection
- Lab 5-2: Establishing a Frame Relay WAN
- Lab 5-3: Establishing a GRE Tunnel
- Lab 6-1: SNMP and Syslog Basic Configuration
- Lab 6-2: Analyzing NetFlow Data
- Lab 6-3: Managing Cisco Devices and Licensing
- Lab S-2: ICND2 Superlab

Program Title: Microsoft CERTIFIED Technology Specialist

Microsoft Technical Associate (MTA): IT Infrastructure

Program Objectives:

Students who are beginning studies in technology need a strong foundation in the basics before moving on to more advanced technology courses and certification programs. The Microsoft Technology Associate (MTA) is an innovative certification track designed to provide a pathway for future success in technology courses and careers.

The Microsoft Technology Associate certification (MTA) curriculum helps teach and validate fundamental technology concepts. This MTA program covers the following Windows Operating System vital fundamental skills: understanding operating system configurations; installing and upgrading client systems; managing applications, managing files and folders; managing devices; and understanding operating system maintenance.

In addition, the program covers server fundamentals such as managing Windows Servers (including virtualization) and storage, along with monitoring and troubleshooting servers. The program is designed to also cover such topics as essential naming, directory, and print services. As well as covering popular Windows Network Services and Applications.

The program also covers the fundamentals of local area networking, defining networks with the OSI Model and understanding wired and wireless networks; Internet Protocol, implementing TCP/IP and working with networking services including wide area networks; network definition and security fundamentals

Total Number of Clock/Contact Hours: 100

Program Cost:	**$7,578.00**
Tuition:	$6,228.00
Registration Fee:	$ 150.00
Exam(s):	$ 600.00
Courseware/Books:	$ 600.00

Admission Requirements: High School Diploma or GED

Graduation Requirements: Dynamic Worldwide Training Consultants will issue a Certificate of Completion after completing course.

Credential Awarded: The Vendor will issue the certification for MTA upon passing the exam.

Job Placement Assistance: Available with this program.

Course Name	Days	Clock Hours
40349 80% Theory and 20% in class Labs	3	21
40349 Labs	1	4
40365 80% Theory and 20% in class Labs	3	21
40365 Labs	1	4
40366 80% Theory and 20% in class Labs	3	21
40366 Labs	1	4
40367 80% Theory and 20% in class Labs	3	21
40367 Labs	1	4
Totals -	**16**	**100**

Course Description:
Students who are beginning studies in technology need a strong foundation in the basics before moving on to more advanced technology courses and certification programs. The Microsoft Technology Associate (MTA) is an innovative certification track designed to provide a pathway for future success in technology courses and careers.

The Microsoft Technology Associate certification (MTA) curriculum helps teach and validate fundamental technology concepts. This MTA text covers the following Windows Operating System vital fundamental skills:

- Understanding Operating System Configurations
- Installing and Upgrading Client Systems
- Managing Applications, Managing Files and Folders
- Managing Devices
- Understanding Operating System Maintenance

40349 - Windows Operating System Fundamentals

Course Outline

Module 1: Introducing, Installing, and Upgrading Windows 7
Module 2: Understanding Operating System Configurations
Module 3: Understanding Native Applications, Tools, Mobility, and Remote Management and Assistance
Module 4: Managing Applications, Services, Folders, and Libraries
Module 5: Managing Devices
Module 6: Understanding File and Print Sharing
Module 7: Maintaining, Updating, and Protecting Windows 7
Module 8: Understanding Backup and recovery Methods

40365 - Windows Server Administration Fundamentals

Course Description
Students who are beginning studies in technology need a strong foundation in the basics before moving on to more advanced technology courses and certification programs. The Microsoft Technology Associate (MTA) is a new and innovative certification track designed to provide a pathway for future success in technology courses and careers.

The MTA program curriculum helps teach and validate fundamental technology concepts. Server fundamentals such as managing Windows Servers (including virtualization) and storage, along with monitoring and troubleshooting servers are included. It also covers such topics as essential naming, directory, and print services. Students also learn of popular Windows Network Services and Applications.

Course Outline

Module 1: Server Overview
Module 2: Managing Windows Server 2012 R2
Module 3: Managing Storage
Module 4: Monitoring and Troubleshooting Servers
Module 5: Essential Services
Module 6: File and Print Services

40366 - Networking Fundamentals

Course Description

Students who are beginning studies in technology need a strong foundation in the basics before moving on to more advanced technology courses and certification programs. The Microsoft Technology Associate (MTA) is a new and innovative certification track designed to provide a pathway for future success in technology courses and careers.

The MTA program curriculum helps teach and validate fundamental technology concepts. This text covers the fundamentals of local area networking, defining networks with the OSI Model and understanding wired and wireless networks. Additionally, it includes understanding Internet Protocol, implementing TCP/IP and working with networking services. Your students will better understand wide area networks along with defining network infrastructures and network security.

Course Outline

Module 1: Understanding Local Area Networking
Module 2: Defining Networks with the OSI Model
Module 3: Understanding Wired and Wireless Networks
Module 4: Understanding Internet Protocol
Module 5: Implementing TCP/IP in the Command Line
Module 6: Working with Networking Services
Module 7: Understanding Wide Area Networks
Module 8: Defining Network Infrastructures and Network Security

40367 - Security Fundamentals

Course Outline

Module 1: Understanding Security Layers
Module 2: Authentication, Authorization, and Accounting
Module 3: Understanding Security Policies
Module 4: Understanding Network Security
Module 5: Protecting the Server and Client

Program Title: **Microsoft Technical Associate (MTA): Database**

Program Objectives: Students who are beginning studies in technology need a strong foundation in the basics before moving on to more advanced technology courses and certification programs. The Microsoft Technology Associate (MTA) is an innovative certification track designed to provide a pathway for future success in technology courses and careers.
The MTA program curriculum helps teach and validate fundamental technology knowledge. The Database Administration Fundamentals program covers introductory knowledge and skills including: relational databases; core database concepts; relational database concepts; security requirements for databases and the data stored in them; database objects -- such as tables and views; graphical tools and T-SQL scripts; database queries; and stored procedures. In addition, the instructor-led courses in this program provide students with the technical skills required to write basic Transact-SQL queries for Microsoft SQL Server 2012. This course is the foundation for all SQL Server-related disciplines; namely, Database Administration, Database Development and Business Intelligence.

Total Number of Clock/Contact Hours: 21

Program Cost: **$2,007.00**
Tuition: $ 1,557.00
Registration Fee: $ 150.00
Exam(s): $ 150.00
Courseware/Books: $ 150.00

Admission Requirements: High School Diploma or GED

Graduation Requirements: Dynamic Worldwide Training Consults will issue a Certificate of Completion after completing the course.

Credential Awarded: The Vendor will issue the certification for the MTA certification upon passing the exams.

Job Placement Assistance: Available with this program.

Course Name	Days	Clock Hours
40364 80% Theory and 20% in class Labs	3	21
Totals -	**3**	**21**

40364 - Database Fundamentals

Course Description

Students who are beginning studies in technology need a strong foundation in the basics before moving on to more advanced technology courses and certification programs. The Microsoft Technology Associate (MTA) is an innovative certification track designed to provide a pathway for future success in technology courses and careers.

The MTA program curriculum helps teach and validate fundamental technology knowledge. Database Administration Fundamentals covers introductory knowledge and skills including: relational databases; core database concepts; relational database concepts; security requirements for databases and the data stored in them; database objects -- such as tables and views; graphical tools and T-SQL scripts; database queries; and stored procedures.

Course Outline

Module 1: Understanding Core Database Concepts
Module 2: Creating Database Objects
Module 3: Manipulating Data
Module 4: Understanding Data Storage
Module 5: Administering a Database

Program Title: **IT Technician Certification (CompTIA A+, Network+, MCSA): Windows Server**

Program Objectives:

This program prepares students for two CompTIA certifications: A+ and Network+ as well as the Microsoft Certified Solutions Associate (MCSA) certification. CompTIA A+ and Network+ are foundation certifications providing students with the internationally recognized vendor-neutral base standard knowledge and skills to perform as an IT Level 1 support technician. The Microsoft Technical Associate (MTA) IT Infrastructure certification is a prerequisite for the MCSA portion of this program. These two certification programs qualify students for entry into the information technology field regardless of the operating systems or networking models used by prospective employers. The three MCSA courses provide the skills and knowledge necessary to implement a core Windows Server 2012 infrastructure in an existing enterprise environment. The courses collectively cover implementing, managing, maintaining, and provisioning services and infrastructure in a Windows Server 2012 environment. The course primarily covers the initial implementation and configuration of core services, such as Active Directory Domain Services (AD DS), networking services, and Hyper-V configuration.

Total Number of Clock/Contact Hours: 285

Program Cost:	**$13,994.00**
Tuition:	$ 11,785.00
Registration Fee:	$ 150.00
Exam(s):	$ 1,059.00
Courseware/Books:	$ 1,000.00

Admission Requirements: High School Diploma or GED

Graduation Requirements: Upon program completion, Dynamic Worldwide Training Consultants will issue students a Certificate of Completion. To qualify students must have been in attendance for 100% of all instructor-led classroom training.

Credential Awarded: The Vendor will issue the A+ Certification, Network+, and MCSA Certifications upon passing the exams.

Job Placement Assistance: Available with this program.

Course Name	Days	Clock Hours
A+ 80% Theory and 20% in class Labs	5	40
A+ Labs	5	20
Network + 80% Theory and 20% in class Labs	5	40
Network+ Labs	5	20
20410 80% Theory and 20% in class labs	5	35
20410 Labs	5	20
20411 80% Theory and 20% in class Labs	5	35
20411 Labs	5	20
20412 80% Theory and 20% in class Labs	5	35
20412 labs	5	20
Totals -	**50**	**285**

CompTIA - A+ Certification

Objective:

Upon completion of this course, students will be able to:

- Identify the components of standard desktop personal computers.
- Identify fundamental components and functions of personal computer operating systems.
- Identify best practices followed by professional personal computer technicians.
- Install and configure computer components.
- Install and configure system components.
- Maintain and troubleshoot peripheral components.
- Troubleshoot system components.
- Install and configure operating systems.
- Maintain and troubleshoot installations of Microsoft Windows.
- Identify network technologies.
- Install and manage network connections.
- Support laptops and portable computing devices.
- Support printers and scanners.
- Identify personal computer security concepts.
- Support personal computer security

Course Outline:

Module 1:	Personal Computer Components
Module 2:	Operating System Fundamentals
Module 3:	PC Technician Professional Best Practices
Module 4:	Installing and Configuring Peripheral Components
Module 5:	Installing and Configuring System Components
Module 6:	Maintaining and Troubleshooting Peripheral Components
Module 7:	Troubleshooting System Components
Module 8:	Installing and Configuring Operating Systems
Module 9:	Maintaining and Troubleshooting Microsoft Windows
Module 10:	Network Technologies
Module 11:	Installing and Managing Network Connections
Module 12:	Supporting Laptops and Portable Computing Devices
Module 13:	Supporting Printers and Scanners
Module 14:	Personal Computer Security Concepts
Module 15:	Supporting Personal Computer Security

CompTIA - Network+ Certification

Objective:

Upon completion of this course, students will be able to:

- Identify the basic components of network theory.
- Identify the major network communications methods.
- Identify network data delivery methods.
- List and describe network media and hardware components.
- Identify the major types of network implementations.
- Identify the components of a TCP/IP network implementation.
- List the major services deployed on TCP/IP networks.
- Identify characteristics of a variety of network protocols.
- Identify the components of a LAN implementation.
- Identify the components of a WAN implementation.
- Identify major issues and technologies in network security.
- Identify the components of a remote network implementation.
- Identify major issues and technologies in disaster recovery.
- Identify major data storage technologies and implementations.
- Identify the primary network operating systems.
- Identify major issues, models, tools, and techniques in network troubleshooting.

Course Outline:

Module 1:	Network basics
Module 2:	Wired computer-to-computer connections
Module 3:	Network-to-network connections
Module 4:	Wired internetworking devices**
Module 5:	Wired communication standards
Module 6:	Wireless networking
Module 7:	Security threats and mitigation
Module 8:	Security practices
Module 9:	Network access control
Module 10:	Monitoring
Module 11:	Troubleshooting

APPENDIX A: CERTIFICATION EXAM OBJECTIVES MAP
APPENDIX B: COMPTIA NETWORK+ ACRONYMS

Prerequisite for MCSE Server Infrastructure

20410 - Installing and Configuring Windows Server 2012

Course Outline:

Module 1: Deploying and Managing Windows Server 2012
This module introduces the new Windows Server 2012 administrative interface. This module covers the different roles and features that are available with the Windows Server 2012 operating system. It also discusses the various installation and configuration options you can use when deploying and configuring Windows Server 2012.

Module 2: Introduction to Active Directory Domain Services
This module introduces Active Directory Domain Services (AD DS) in Windows Server 2012. It covers general AD DS infrastructure including forests, trees, schema, Global Catalog, Operations Masters. It also covers installing and configuring domain controllers.

Module 3: Managing Active Directory Domain Services Objects
This module covers configuring Active Directory Objects such as users, groups and computers. The functionality of AD DS Administrative Tools is addressed, in addition to the configuration of user profiles and the process of delegating permissions to perform AD DS administration.

Module 4: Automating Active Directory Domain Services Administration
This module covers using command-line tools to configure and administer AD DS. It introduces using Windows PowerShell cmdlets for AD DS administration, and using Windows PowerShell to perform bulk AD DS administrative operations.

Module 5: Implementing IPv4
This module covers Internet Protocol Version 4 (IPv4) addressing. It details the various IPv4 components, covers subnetting and supernetting, and discusses configuring and general troubleshooting of IPv4 addresses.

Module 6: Implementing DHCP
This module covers the installation and configuration of DHCP as well as managing a DHCP database. It also covers security and monitoring of DHCP, including auditing and logging.

Module 7: Implementing DNS
This module covers name resolution for Windows Server and clients. It details the installation of a DNS server and configuring Active Directory Integrated DNS zones.

Module 8: Implementing IPv6
This module covers understanding and implementing IPv6 addressing. It covers configuration and troubleshooting as well as co-existence with IPv4 using transition technologies.

Module 9: Implementing Local Storage
This module covers the storage configuration options for Windows Server 2012, including managing disks and volumes and implementing file systems. It also covers creating and managing storage pools.

Module 10: Implementing File and Print Services
This module covers securing files, folders and network file shares, in addition to using shadow copies to protect network file shares. It also covers configuring network printing and creating a printer pool.

Module 11: Implementing Group Policy
This module covers using Group Policy to centrally manage and apply configuration settings.

Module 12: Securing Windows Servers Using Group Policy Objects
Increase security in a Windows Server 2012 infrastructure by using Group Policy Objects, AppLocker, and Windows Firewall.

Module 13: Implementing Server Virtualization with Hyper-V
This module describes Microsoft Virtualization technologies. It covers installing and configuring Hyper-V virtual machines, configuring virtual storage, and configuring virtual networks.

20411: Administering Windows Server 2012

Course Outline:

Module 1: Deploying and Maintaining Server Images
This module explains the functionality of Windows Deployment Services, and explains how to use Windows Deployment Services tools to perform lite-touch deployments.

Module 2: Configuring and Troubleshooting Domain Name System
This module explains how the Domain Name System (DNS) is the foundation name service in Windows Server 2012. It provides name resolution, and enables DNS clients to locate network services, such as AD DS domain controllers, global catalog servers, and messaging servers. If you configure your DNS infrastructure poorly, or it is not working correctly, these important network services will be inaccessible to your network servers and clients. Consequently, it is vital that you understand how to deploy, configure, manage, and troubleshoot this critical service.

Module 3: Maintaining Active Directory Domain Services
This module explains the new features, such as virtualized domain controller cloning, recent features like read-only domain controllers (RODCs), and a host of other features and tools that you can use in the AD DS environment.

Module 4: Managing User and Service Accounts
This module explains how to manage large groups of user accounts, explain the different options available for providing adequate password security for accounts in your environment, and show you how to configure accounts to

Module 5: Implementing a Group Policy Infrastructure
This module explains Group Policy is, how it works, and how best to implement it in your organization.

Module 6: Managing User Desktops with Group Policy
This module explains how to configure Administrative Templates.

Module 7: Configuring and Troubleshooting Remote Access
This module explains how to configure and secure your remote access clients by using network.

Module 8: Installing, Configuring, and Troubleshooting the Network Policy Server Role
This module explains how to install, configure, and troubleshoot Network Policy Server (NPS).

Module 9: Implementing Network Access Protection
This module explains how to create customized health requirement policies to validate computer health before allowing access or communication with NAP.

Module 10: Optimizing File Services
This module explains how to use File Server Resource Manager (FSRM) to place quotas on storage volumes, screen files and folders, generate comprehensive storage reports, control the file classification infrastructure, and use file management tasks to perform scheduled actions on sets of files.

Module 11: Configuring Encryption and Advanced Auditing
This module describes how to use Windows Server 2012 tools to help you to provide increased file system security on your servers.

Module 12: Implementing Update Management
This module introduces key features of the Windows Server Update Services (WSUS) server role.

Module 13: Monitoring Windows Server 2012
This module explains how to improve performance using performance monitoring tools to identify components that require additional tuning and troubleshooting.

20412 - Configuring Advanced Windows Server 2012 Services

Prerequisites

Before attending this course, students must have:

- Real world, hands on experience working in a Windows Server 2008, Windows Server 2008 R2 or Windows Server 2012 Enterprise environment.
- Real world experience Implementing, Managing and Configuring Active Directory and Networking infrastructure
- Knowledge equivalent to the learning's covered in "20410A: Installing and Configuring Windows Server 2012" and "20411A: Administering Windows Server 2012" courses, as this course will build upon that knowledge

Course Outline:

Module 1: Implementing Advanced Network Services
This module covers configuring advanced features in DNS and DHCP with Windows Server 2012 as well as covering IP Address management (IPAM)

Module 2: Implementing Advanced File Services
This module will cover learning how to configure and manage iSCSI and Branch Cache as well as Implementing Windows 2012 features that optimize storage utilization such as File Server Resource Manager, File classification and Data duplication

Module 3: Implementing Dynamic Access Control
- This module covers planning and implementing Dynamic Access Control (DAC) Lessons
- Overview of Dynamic Access Control
- Planning for a Dynamic Access Control Implementation
- Configuring Dynamic Access Control

Module 4: Implementing Network Load Balancing
This module covers how to plan and implement Network Load Balancing (NLB). It will cover managing and configuring an NLB cluster and validating High Availability for an NLB cluster

Module 5: Implementing Failover Clustering
This module covers the Failover Clustering features in Windows Server 2012. It will cover how to implementing Failover Cluster, configuring highly available applications and services on a failover cluster and how to how to maintain Failover Cluster and how to use new maintenance features such as Cluster Aware Updating (CAU). It will also cover how to implement multi-site failover cluster.

Module 6: Implementing Failover Clustering with Hyper-V

This module will cover the options for making virtual machines highly available. It will cover how to implement virtual machines in failover cluster deployed on host, options for moving virtual machine or its storage and Provide high level overview about System Center Virtual Machine Manager (SCVMM) 2012

Module 7: Implementing Disaster Recovery
This module covers considerations that must be included when you are implementing a disaster recovery solution, how to Plan and implement a backup solution for Windows Server 2012, Plan and implement server and data recovery using Windows Server Backup and Microsoft Online Backup

Module 8: Implementing Distributed AD DS Deployments
This module will cover the components of a highly complex AD DS deployment such as Implementing a distributed AD DS deployment and Configuring AD DS Forest trusts

Module 9: Implementing AD DS Sites and Replication
This module covers how replication works in a Windows Server 2012 AD DS environment. It will include configuring AD DS sites in order to optimize AD DS network traffic and configuring and monitor AD DS replication.

Module 10: Implementing AD CS
This module covers Describe the Public Key Infrastructure (PKI) components and concepts. It covers implementing a certification authority infrastructure, Planning and implementing a certificate template deployment using an AD CS certification authority and Planning and implementing certificate distribution and revocation

Module 11: Implementing AD RMS
This module covers features and functionality of Active Directory Rights Management Service (AD RMS). It will outline how it can be used to achieve content protection, Deploying and managing an AD RMS infrastructure and Configuring content protection using AD RMS

Module 12: Implementing AD FS
This module covers detailing identity federation business scenarios and how AD FS can be used to address such scenarios. It will cover configuring the AD FS prerequisites and deploying the AD FS services, Implementing AD FS to enable SSO in a single organization, and Implementing AD FS to enable SSO between federated partners.

MCSA: Windows Server 2012 requires the following exams:

- 70-410 - Installing and Configuring Windows Server 2012
- 70-411 - Administering Windows Server 2012
- 70-412 - Configuring Advanced Windows Server 2012 Services

Program Title: Microsoft CERTIFIED Technology Specialist

Microsoft Certified Solutions Associate (MCSA): Windows Server

Program Objectives:

The MCSA certification preparation program courses provide students the skills and knowledge necessary to implement a core Windows Server 2012 infrastructure in an existing enterprise environment. The courses collectively cover implementing, managing, maintaining, and provisioning services and infrastructure in a Windows Server 2012 environment. The course primarily covers the initial implementation and configuration of core services, such as Active Directory Domain Services (AD DS), networking services, and Hyper-V configuration. Students will also learn how to secure servers and maintain and update compliance. This offer is for individuals who are preparing for the MCSA examinations with the long-term goal of building a career in the IT world. The Microsoft Technical Associate (MTA) IT Infrastructure certification is a prerequisite for the MCSA portion of this program.

Total Number of Clock/Contact Hours: 165

Program Cost:	**$9,135.00**
Tuition:	$7,785.00
Registration Fee:	$ 150.00
Exam(s):	$ 450.00
Courseware/Books:	$ 750.00

Admission Requirements: High School Diploma or GED

Graduation Requirements: Upon program completion, Dynamic Worldwide Training Consultants will issue students a Certificate of Completion. To qualify students must have been in attendance for 100% of all instructor-led classroom training.

Credential Awarded: The Vendor will issue the MCSA Certification upon passing exam.

Job Placement Assistance: Available with this program.

Course Name	Days	Class Hours
20410 80% Theory and 20% in class Labs	5	35
20410 Labs	5	20
20411 80% Theory and 20% in class Labs	5	35
20411 Labs	5	20
20412 80% Theory and 20% in class Labs	5	35
20412 Labs	5	20
Totals -	**30**	**165**

Program Objective:
The MCSA certification preparation program courses provide students the skills and knowledge necessary to implement a core Windows Server 2012 infrastructure in an existing enterprise environment. The courses collectively cover implementing, managing, maintaining, and provisioning services and infrastructure in a Windows Server 2012 environment. The course primarily covers the initial implementation and configuration of core services, such as Active Directory Domain Services (AD DS), networking services, and Hyper-V configuration. Students will also learn how to secure servers and maintain and update compliance. This offer is for individuals who are preparing for the MCSA examinations with the long-term goal of building a career in the IT world.

20410 - Installing and Configuring Windows Server 2012

Before attending this course, students must have:

- A good understanding of networking fundamentals.
- An understanding and experience configuring security and administration tasks in an enterprise environment.
- Experience supporting or configuring Microsoft Windows clients.

Course Outline:

Module 1: Deploying and Managing Windows Server 2012
This module introduces the new Windows Server 2012 administrative interface. This module covers the different roles and features that are available with the Windows Server 2012 operating system. It also discusses the various installation and configuration options you can use when deploying and configuring Windows Server 2012.

Module 2: Introduction to Active Directory Domain Services
This module introduces Active Directory Domain Services (AD DS) in Windows Server 2012. It covers general AD DS infrastructure including forests, trees, schema, Global Catalog, Operations Masters. It also covers installing and configuring domain controllers.

Module 3: Managing Active Directory Domain Services Objects
This module covers configuring Active Directory Objects such as users, groups and computers. The functionality of AD DS Administrative Tools is addressed, in addition to the configuration of user profiles and the process of delegating permissions to perform AD DS administration.

Module 4: Automating Active Directory Domain Services Administration
This module covers using command-line tools to configure and administer AD DS. It introduces using Windows PowerShell cmdlets for AD DS administration, and using Windows PowerShell to perform bulk AD DS administrative operation

Module 5: Implementing IPv4
This module covers Internet Protocol Version 4 (IPv4) addressing. It details the various IPv4 components, covers subnetting and supernetting, and discusses configuring and general troubleshooting of IPv4 addresses.

Module 6: Implementing DHCP
This module covers the installation and configuration of DHCP as well as managing a DHCP database. It also covers security and monitoring of DHCP, including auditing and logging.

Module 7: Implementing DNS
This module covers name resolution for Windows Server and clients. It details the installation of a DNS server and configuring Active Directory Integrated DNS zones.

Module 8: Implementing IPv6
This module covers understanding and implementing IPv6 addressing. It covers configuration and troubleshooting as well as co-existence with IPv4 using transition technologies.

Module 9: Implementing Local Storage
This module covers the storage configuration options for Windows Server 2012, including managing disks and volumes and implementing file systems. It also covers creating and managing storage pools.

Module 10: Implementing File and Print Services
This module covers securing files, folders and network file shares, in addition to using shadow copies to protect network file shares. It also covers configuring network printing and creating a printer pool.

Module 11: Implementing Group Policy
This module covers using Group Policy to centrally manage and apply configuration settings.

Module 12: Securing Windows Servers Using Group Policy Objects
Increase security in a Windows Server 2012 infrastructure by using Group Policy Objects, AppLocker, and Windows Firewall.

Module 13: Implementing Server Virtualization with Hyper-V
This module describes Microsoft Virtualization technologies. It covers installing and configuring Hyper-V virtual machines, configuring virtual storage, and configuring virtual networks.

20411 - Administering Windows Server 2012

Before attending this course, students must have:

- At least one year of experience working with Windows Server 2008, Windows Server 2008 R2 or Windows Server 2012.
- Good knowledge and understanding of Active Directory and networking infrastructure.
- Knowledge equivalent to that already covered in "20410A: Installing and Configuring Windows Server 2012".

Course Outline:

Module 1: Implementing a Group Policy Infrastructure
This module covers how to implement a Group Policy infrastructure and then how to configure and manage that infrastructure. It also covers how to scope Group Policy objects (GPOs) using links, security groups, WMI filters, loopback processing, and preference targeting as well as covering troubleshooting policy application.

Module 2: Managing User Desktops with Group Policy
This module covers implementing administrative templates, how to configure GPO preferences and folder redirection as well as managing software with Group Policy.

Module 3: Managing User and Service Accounts
This module covers how to create and administer user accounts as well as configure user object attributes. It also covers automating user account creation and configuring Managed Service Accounts.

Module 4: Maintaining Active Directory Domain Services
This module covers how to implement Virtualized and Read Only Domain Controllers as well as how to perform common AD DS administrative tasks. The module will also cover how to manage the AD DS database.

Module 5: Configuring and Troubleshooting DNS
This module covers installing and configuring the DNS server role as well as creating and configuring DNS zones and zone transfers. It will also cover managing and troubleshooting DNS.

Module 6: Configuring and Troubleshooting Remote Access
This module covers configuring network access, creating and configuring virtual private networks (VPNs) and Network Policies as well as troubleshooting routing and remote access. It will also cover configuration of Direct Access.

Module 7: Installing, Configuring, and Troubleshooting the Network Policy Server Role
This module covers installing and configuring Network Policy Server (NPS) RADIUS, as well as clients and servers. It will also deal with NPS authentication methods and monitoring and troubleshooting a NPS.

Module 8: Implementing Network Access Protection
This module will provide an overview of Network Access Protection (NAP), detailing the functionality and infrastructure requirements. It will also cover configuration, monitoring and troubleshooting NAP.

Module 9: Optimizing File Services
This module covers File Server Resource Manager (FSRM) and how to use it to implement Quotas, file screens and Storage Reports. It will also outline how to implement Classification Management and File Management Tasks as well as covering how to implement DFS, DFS Namespaces and configuring and troubleshooting DFS Replication.

Module 10: Configuring Encryption and Advanced Auditing
This module covers how to increase file system security by configuring file encryption with Encrypting File System (EFS) as well as how to enable and implement advanced auditing features.

Module 11: Deploying and Maintaining Server Images
This module covers the functionality of Windows Deployment Services (WDS), and explains how to use Windows Deployment Services tools to perform lite-touch deployments.

Module 12: Deploying and Maintaining Server Images
This module covers the features and functionality of Windows Server Update Services (WSUS)as well as detailing how to provision updates with WSUS.

Module 13: Monitoring Windows Server 2012
This module covers monitoring tools available in Windows Server 2012. It will cover the use of Performance Monitor, as well as how to monitor and successfully utilize Event logs.

20412 - Configuring Advanced Windows Server 2012 Services

Before attending this course, students must have:

- Real world, hands on experience working in a Windows Server 2008, Windows Server 2008 R2 or Windows Server 2012 Enterprise environment.
- Real world experience Implementing, Managing and Configuring Active Directory and Networking infrastructure
- Knowledge equivalent to the learning's covered in “20410A: Installing and Configuring Windows Server 2012” and “20411A: Administering Windows Server 2012” courses, as this course will build upon that knowledge

MCSA: Windows Server 2012 requires the following exams:

- 70-410 - Installing and Configuring Windows Server 2012
- 70-411 - Administering Windows Server 2012
- 70-412 - Configuring Advanced Windows Server 2012 Services

Course Outline

Module 1: Implementing Advanced Network Services

This module covers configuring advanced features in DNS and DHCP with Windows Server 2012 as well as covering IP Address management (IPAM)

Module 2: Implementing Advanced File Services

This module will cover learning how to configure and manage iSCSI and BranchCache as well as Implementing Windows 2012 features that optimize storage utilization such as File Server Resource Manager, File classification and Data Deduplication

Module 3: Implementing Dynamic Access Control

This module covers planning and implementing Dynamic Access Control (DAC) Lessons

Overview of Dynamic Access Control

Planning for a Dynamic Access Control Implementation

Configuring Dynamic Access Control

Module 4: Implementing Network Load Balancing

This module covers how to plan and implement Network Load Balancing (NLB). It will cover managing and configuring an NLB cluster and validating High Availability for an NLB cluster

Module 5: Implementing Failover Clustering

This module covers the Failover Clustering features in Windows Server 2012. It will cover how to implementing Failover Cluster, configuring highly available applications and services on a failover cluster and how to how to maintain Failover Cluster and how to use new maintenance features such as Cluster Aware Updating (CAU). It will also cover how to implement multi-site failover cluster.

Module 6: Implementing Failover Clustering with Hyper-V

This module will cover the options for making virtual machines highly available. It will cover how to implement virtual machines in failover cluster deployed on host, options for moving virtual machine or its storage and Provide high level overview about System Center Virtual Machine Manager (SCVMM) 2012

Module 7: Implementing Disaster Recovery

This module covers considerations that must be included when you are implementing a disaster recovery solution, how to Plan and implement a backup solution for Windows Server 2012, Plan and implement server and data recovery using Windows Server Backup and Microsoft Online Backup

Module 8: Implementing Distributed AD DS Deployments

This module will cover the components of a highly complex AD DS deployment such as Implementing a distributed AD DS deployment and Configuring AD DS Forest trusts

Module 9: Implementing AD DS Sites and Replication

This module covers how replication works in a Windows Server 2012 AD DS environment. It will include configuring AD DS sites to optimize AD DS network traffic and configuring and monitor AD DS replication.

Module 10: Implementing AD CS

This module covers Describe the Public Key Infrastructure (PKI) components and concepts. It covers implementing a certification authority infrastructure, Planning and implementing a certificate template deployment using an AD CS certification authority and Planning and implementing certificate distribution and revocation

Module 11: Implementing AD RMS

This module covers features and functionality of Active Directory Rights Management Service (AD RMS). It will outline how it can be used to achieve content protection, Deploying and managing an AD RMS infrastructure and Configuring content protection using AD RMS

Module 12: Implementing AD FS

This module covers detailing identity federation business scenarios and how AD FS can be used to address such scenarios. It will cover configuring the AD FS prerequisites and deploying the AD FS services, Implementing AD FS to enable SSO in a single organization, and Implementing AD FS to enable SSO between federated partners

Program Title: Microsoft CERTIFIED Technology Specialist

Microsoft Certified Solutions Associate (MCSA): SQL Server

Program Objectives:

This instructor led program provides students with the technical skills required to write basic Transact-SQL queries for Microsoft SQL Server 2012. The first in this three-course program is the foundation for all SQL Server-related disciplines; namely, Database Administration, Database Development and Business Intelligence. The Microsoft Technical Associate (MTA) Database certification is a prerequisite for the MCSA portion of this program. All the labs for this course can be performed using the provided virtual machines. However, if you have a Microsoft Windows Azure account and the classroom virtual machines connect to the internet you may be able to connect to your Windows Azure server and database from the classroom. Many of the labs in this course are enabled for you to perform the lab while connected to your own Windows Azure database in the cloud. Your instructor should be able to provide a current list of Windows Azure enabled labs.

The second instructor-led course in the program provides students with the knowledge and skills to maintain a Microsoft SQL Server 2012 database. The course focuses on teaching individuals how to use SQL Server 2012 product features and tools related to maintaining a database.

Below are the some of the new features of SQL Server that will be discussed in this course

Discussion around servicing SQL Server (Service Packs, Cumulative Updates, Hotfixes) Understanding the relationship between the different Levels of updates to the SQL Server product is very important for those working with it. The course now covers details on how hotfixes, cumulative updates and service packs are related and when to apply each type of update.

SQL Server use of automated update

SQL Server can now utilize Windows Update for servicing. The course shows how to enable automated updates and when the use of these updates should and should not be used.

Partial database containment

A significant challenge when migrating databases between servers is the management of objects such as logins that are not contained within the database. The course now discusses the partial containment options that are provided by SQL Server 2012. Authentication-related changes are discussed.

Users with passwords (contained users)

The course shows how SQL Server 2012 allows users to be authenticated at the database level, rather than at the server level. This is an important first step in for database containment.

User-defined server roles

In earlier versions of SQL Server, user-defined roles could be created at the database level but not at the server level. In SQL Server 2012, user-defined roles can also be defined at the server level. This can help to increase the security of systems. Having the ability to configure more fine-grained permissions lets logins be assigned only the permissions that they need to do their work.

In-place upgrades of data-tier applications

In earlier versions of SQL Server, an upgrade of a data-tier application involved migrating all the data within a database to a new database.

In SQL Server 2012 this is no longer needed and the course shows how data-tier applications can be upgraded much more quickly, and using less system resources.

Appendix with intro to Always On, High Availability and Replication concepts

Students who will be attempting the certification exam that is relevant to this course require knowledge of high availability and replication. In earlier versions of this course, none of these details were covered. In this version of the course, an appendix that covers the core concepts for high availability (including SQL Server 2012 Always On technologies) and replication is provided.

The third and last class in the program teaches students how to implement a BI platform to support information worker analytics. Students will learn how to create a data warehouse with SQL Server 2012, implement ETL with SQL Server Integration Services, and validate and cleanse data with SQL Server Data Quality Services and SQL Server Master Data Services. This course helps people prepare for the exam 70-463.

Many of the exercises in this course are SQL Azure enabled.

Total Number of Clock/Contact Hours: 165

Program Cost:	**$9,135.00**
Tuition:	$7,785.00
Registration Fee:	$ 150.00
Exam(s):	$ 450.00
Courseware/Books:	$ 750.00
Admission Requirements:	High School Diploma or GED
Graduation Requirements:	Upon program completion, Dynamic Worldwide Training Consultants will issue students a Certificate of Completion. To qualify students must have been in attendance for 100% of all instructor-led classroom training.
Credential Awarded:	The Vendor will issue the MCSA Certification upon passing exam.
Job Placement Assistance:	Available with this program.
Course Materials:	Microsoft Official Curriculum

Note: exam 70-462 and 70-463 are also required to gain MCSA - SQL Server 2012 certification

Course Name	Days	Class Hours
20461 80% Theory and 20% in class Labs	5	35
20461 +Labs	5	20
20462 80% Theory and 20% in class Labs	5	35
20462 +Labs	5	20
20463 80% Theory and 20% in class Labs	5	35
20463 +Labs	5	20
Totals -	**30**	**165**

20461 - Querying Microsoft SQL Server 2012

Before attending this course, students must have:

- Working knowledge of relational databases.
- Basic knowledge of the Microsoft Windows operating system and its core functionality.
- Before attending this course, students should have:
- Basic understanding of virtualization technology (Classroom labs utilize virtual machines)
- To help you prepare for this class, review the following resources:
- Book: T-SQL Fundamentals for Microsoft SQL Server 2012 and SQL Azure
- MCTS Self-Paced Training Kit 70-461

Course Outline

Module 1: Introduction to Microsoft SQL Server 2012
This module introduces the SQL Server platform and major tools. It discusses editions, versions, tools used to query, documentation sources, and the logical structure of databases.
Module 2: Getting Started with SQL Azure
This module introduces you to the concepts of SQL Azure. If the virtual machines in your classroom can connect to the internet and you have a Windows Azure account, you may be able to connect to your Azure server and database. Many of the labs in the rest of this course are enabled for you to perform the lab while connected to your own Azure database in the cloud.
Module 3: Introduction to T-SQL Querying
This module introduces Transact SQL as the primary querying language of SQL Server. It discusses the basic structure of T-SQL queries, the logical flow of a SELECT statement, and introduces concepts such as predicates and set-based operations.
Module 4: Writing SELECT Queries
This module introduces the fundamentals of the SELECT statement, focusing on queries against a single table.
Module 5: Querying Multiple Tables
This module explains how to write queries which combine data from multiple sources in SQL Server. The module introduces the use of JOINs in T-SQL queries as a mechanism for retrieving data from multiple tables.
Module 6: Sorting and Filtering Data
This module explains how to enhance queries to limit the rows they return, and to control the order in which the rows are displayed. The module also discusses how to resolve missing and unknown results.
Module 7: Working with SQL Server 2012 Data Types**
This module explains the data types SQL Server uses to store data. It introduces the many types of numeric and special-use data types. It also explains conversions between data types, and the importance of type precedence.
Module 8: Using Built-In Functions
This module introduces the use of functions that are built in to SQL Server Denali, and will discuss some common usages including data type conversion, testing for logical results and nullability.
Module 9: Grouping and Aggregating Data
This module introduces methods for grouping data within a query, aggregating the grouped data and filtering groups with HAVING. The module is designed to help the student grasp why a SELECT clause has restrictions placed upon column naming in the GROUP BY clause as well as which columns may be listed in the SELECT clause.
Module 10: Using Subqueries
This module will introduce the use of subqueries in various parts of a SELECT statement. It will include the use of scalar and multi-result subqueries and the use of the IN and EXISTS operators.
Module 11: Using Table Expressions
This module introduces T-SQL expressions which return a valid relational table, typically for further use in the query. The module discusses views, derived tables, common table expressions and inline table-valued functions.

Module 12: Using Set Operators
This module introduces operations involving multiple sets of data. It will cover the use of the UNION, UNION ALL, APPLY, CROSS APPLY, OUTER APPLY operators as well as the EXCEPT and INTERSECTS operators.
Module 13: Using Window Ranking, Offset and Aggregate Functions
This module introduces window functions including ranking, aggregate and offset functions. Much of this functionality is new to SQL Server 2012. It will cover the use of T-SQL functions such as ROW_NUMBER, RANK, DENSE_RANK, NTILE, LAG, LEAD, FIRST_VALUE and LAST_VALUE to perform calculations against a set, or window, of rows.
Module 14: Pivoting and Grouping Sets
This module discusses techniques for pivoting data in T-SQL as well to introduce the fundamentals of the GROUPING SETS clause. It will also cover the use of GROUP BY ROLLUP and GROUP BY CUBE syntax in SQL Server 2012.
Module 15: Querying SQL Server Metadata
This module introduces the use of SQL Server system objects in T-SQL queries. It will cover the use of system catalog views, system stored procedures, system functions, and dynamic management objects.
Module 16: Executing Stored Procedures
This module introduces the use of existing stored procedures in a T-SQL querying environment. It discusses the use of EXECUTE, how to pass input and output parameters to a procedure, and how to invoke system stored procedures.
Module 17: Programming with T-SQL
This module provides a basic introduction to T-SQL programming concepts and objects. It discusses batches, variables, control of flow elements such as loops and conditionals, how to create and execute dynamic SQL statements, and how to use synonyms.
Module 18: Implementing Error Handling
This module introduces the use of error handlers in T-SQL code. It will introduce the difference between compile errors and run-time errors, and will cover how errors affect batches. The module will also cover how to control error handling using TRY/CATCH blocks, the use of the ERROR class of functions, and the use of the new THROW statement.
Module 19: Implementing Transactions
This module introduces the concepts of transaction management in SQL Server. It will provide a high-level overview of transaction properties; cover the basics of marking transactions with BEGIN, COMMIT and ROLLBACK.
Module 20: Improving Query Performance
This module introduces the concepts of system resource usage and the performance impact of querying SQL Server 2012. It will cover, at a high level, the use of indexes in SQL Server, the use of execution plans in SQL Server Management Studio, and the use of SET options to view system resource usage when executing queries. It will also compare set-based operations with cursor-based operations.

20462 - Administering Microsoft SQL Server 2012 Databases

Before attending this course, students must have:

- Basic knowledge of the Microsoft Windows operating system and its core functionality.
- Working knowledge of Transact-SQL.
- Working knowledge of relational databases.
- Some experience with database design.
- Students who attend this training can meet the prerequisites by attending the following courses, or obtaining equivalent knowledge and skills:
- 10774A: Writing T-SQL Queries for Microsoft SQL Server 2012

Course Outline

Module 1: Introduction to SQL Server 2012 and its Toolset
This module introduces the entire SQL Server platform and its major tools. It covers editions, versions, basics of network listeners, and concepts of services and service accounts.

Module 2: Preparing Systems for SQL Server 2012
This module covers planning for an installation related to SQL Server I/O requirements, 32 bit vs 64 bit, memory configuration options and I/O subsystem pre-installation checks using SQLIOSim and SQLIO.
Module 3: Installing and Configuring SQL Server 2012
This module details installing and configuring SQL Server.
Module 4: Working with Databases
This module describes how data is stored in databases, how to create databases, and how to move databases either within a server or between servers.
Module 5: Understanding SQL Server 2012 Recovery Models
This module describes the concept of the transaction log and SQL Server recovery models. It introduces the different backup strategies available with SQL Server.
Module 6: Backup of SQL Server 2012 Databases
This module describes SQL Server Backup and the backup types.
Module 7: Restoring SQL Server 2012 Databases
This module describes the restoration of databases.
Module 8: Importing and Exporting Data
This module covers the use of the import/export wizards and explains how they relate to SSIS. Also introduces BCP.
Module 9: Authenticating and Authorizing Users
This module covers SQL Server security models, logins and users.
Module 10: Assigning Server and Database Roles
This module covers fixed server roles, user-defined server roles, fixed database roles and user-defined database roles.
Module 11: Authorizing Users to Access Resources
This module covers permissions and the assignment of permissions.
Module 12: Auditing SQL Server Environments
This module covers SQL Server Audit.
Module 13: Automating SQL Server 2012 Management
This module covers SQL Server Agent, jobs and job history.
Module 14: Configuring Security for SQL Server Agent
This module covers SQL Server agent security, proxy accounts and credentials.
Module 15: Monitoring SQL Server 2012 with Alerts and Notifications
This module covers the configuration of database mail, alerts and notifications.
Module 16: Performing Ongoing Database Maintenance
This module covers database maintenance plans.
Module 17: Tracing Access to SQL Server 2012
This module covers SQL Profiler and SQL Trace stored procedures.
Module 18: Monitoring SQL Server 2012
This module introduces DMVs and the configuration of data collection.
Module 19: Managing Multiple Servers
This module covers Central Management Servers and Multi-Server queries, Virtualization of SQL Server and Data-Tier Applications.
Module 20: Troubleshooting Common SQL Server 2012 Administrative Issues
This module covers common issues that require troubleshooting and gives guidance on where to start looking for solutions.

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20463 - Implementing a Data Warehouse with Microsoft SQL Server 2012

Prerequisites:

In addition to their professional experience, students who attend this training should have technical knowledge equivalent to the following course:

- 10774A: Writing Queries with Microsoft SQL Server Transact-SQL

Course Outline:

Module 1: Introduction to Data Warehousing

This module introduces the key components of a data warehousing solution and the high-level considerations you must account for when embarking on a data warehousing project.

Module 2: Data Warehouse Hardware Considerations

This module describes the considerations for selecting the appropriate hardware platform for your data warehouse solution.

Module 3: Designing and Implementing a Data Warehouse

This module describes how to implement the logical and physical architecture of a data warehouse based on industry proven design principles.

Module 4: Design and implement a schema for a data warehouse

This module discusses considerations for implementing an ETL process, and then focuses on SQL Server Integration Services (SSIS) as a platform for building ETL solutions.

Module 5: Implementing Control Flow in an SSIS Package

This module describes how to implement control flow which allows users to design robust ETL processes for a data warehousing solution that coordinate data flow operations with other automated tasks.

Module 6: Debugging and Troubleshooting SSIS Packages

This module describes how you can debug packages to find the cause of errors that occur during execution. It then discusses the logging functionality built into SSIS that you can use to log events for troubleshooting purposes. Finally, the **Module describes common approaches for handling errors in control flow and data flow.

Module 7: Implementing an Incremental ETL Process

This module describes the techniques you can use to implement an incremental data warehouse refresh process.

Module 8: Incorporating Data from the Cloud in a Data Warehouse

This module describes how integrate cloud data into a data warehouse ecosystem.

Module 9: Enforcing Data Quality

This module describes how to use Data Quality Services (DQS) for cleansing and DE duplicating your data.

Module 10: Using Master Data Services

This module introduces Master Data Services and explains the benefits of using it in business intelligence (BI) context. It also describes the key configuration options, explains how to import and export data and apply rules that help to preserve data integrity, and introduce the new Master Data Services Add-in for Excel.

Module 11: Extending SSIS

This module describes how to extend SSIS by using custom scripts and components.

Module 12: Deploying and Configuring SSIS Packages

This module describes how to deploy and configure SSIS packages.

Module 13: Consuming Data in a Data Warehouse

This module describes how information workers can consume data from the data warehouse.

Program Title: Microsoft CERTIFIED IT Professional

Microsoft Certified Solution Expert (MCSE): Server Infrastructure

Program Objectives:

The Microsoft Certified Solutions Expert (MCSE): Server Infrastructure certification validates a student's ability to build comprehensive server infrastructure solutions. Demonstrates that the student has the skills needed to run a highly efficient and modern data center, with expertise in identity management, systems management, virtualization, storage, and networking. The program 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. Students will also learn the skills to perform name resolution, application integration, and optimization of automate remediation and maintenance of network services. In short, students will learn how to plan and implement some of the more advanced features available in Windows Server 2012. The Microsoft Technical Associate (MTA) IT Infrastructure certification is a prerequisite for the MCSA portion of this program.

Total Number of Clock/Contact Hours: 395

Program Cost:	**$19,850.00**
Tuition:	$16,975.00
Registration Fee:	$150.00
Exam(s):	$1,225.00
Courseware/Books:	$1,500.00

Admission Requirements: High School Diploma or GED

Graduation Requirements: Upon program completion, Dynamic Worldwide Training Consultants will issue students a Certificate of Completion. To qualify students must have been in attendance for 100% of all instructor-led classroom training.

Credential Awarded: The Vendor will issue the A+ Certification/Network+ Certification/ MCSE Certification upon passing exams.

Job Placement Assistance: Available with this program.

MCSA: Windows Server 2012 requires the following exams:

- 70-410 - Installing and Configuring Windows Server 2012
- 70-411 - Administering Windows Server 2012
- 70-412 - Configuring Advanced Windows Server 2012 Services

Course Name	Days	Clock Hours
A+ 80% Theory and 20% In class Labs	5	40
A+ Labs	5	20
Network+ 80% Theory and 20% in class Labs	5	40
Network + labs	5	20
20410 80% Theory and 20% in class Labs	5	35
20410 Labs	5	20
20411 80% Theory and 20% in class Labs	5	35
20411 Labs	5	20
20412 80% Theory and 20% in class Labs	5	35
20412 Labs	5	20
20413 80% Theory and 20% in class Labs	5	35
20413 Labs	5	20
20414 80% Theory and 20% in class Labs	5	35
20414 Labs	5	20
Total -	**70**	**395**

Microsoft Certified Solutions Associate (MCSA)

Objective:

The Microsoft Certified Solutions Associate (MCSA): Windows Server 2012 certification shows that students have the primary set of Windows Server skills that are relevant across multiple solution areas in a business environment. The MCSA: Windows Server 2012 certification is a prerequisite for earning the MCSE: Server Infrastructure certification, the MCSE: Desktop Infrastructure certification, or the MCSE: Private Cloud certification.

The MCSA program provides students with the skills and knowledge necessary to implement a core Windows Server 2012 infrastructure in an existing enterprise environment. Students will learn the initial implementation and configuration of those core services, such as Active Directory Domain Services (AD DS), networking services, and Hyper-V configuration. Additionally, the program covers the administration tasks necessary to maintain a Windows Server 2012 infrastructure, such as user and group management, network access and data security. The program also includes the advanced configuration and services tasks necessary to deploy, manage and maintain a Windows Server 2012 infrastructure, such as identity management and identity federation, network load balancing, business continuity and disaster recovery, fault tolerance and rights management. All courses comprising the program utilize pre-release software in the virtual machines for the labs.

CompTIA A+ Certification

Prerequisites:

Students taking this course should have the following skills. End-user skills with Windows-based personal computers, including the ability to:

- Browse and search for information on the Internet.
- Start up and shut down the computer.
- Log on to a computer and computer network.
- Run programs. Move, copy, delete, and rename files in Windows Explorer.
- Basic knowledge of computing concepts, including: The difference between hardware and software. The functions of software components, such as the operating system, applications, and file systems. The function of a computer network.

Course Outline:

Module 1: Personal Computer Components
Module 2: Operating System Fundamentals
Module 3: PC Technician Professional Best Practices
Module 4: Installing and Configuring Peripheral Components
Module 5: Installing and Configuring System Components
Module 6: Maintaining and Troubleshooting Peripheral Components
Module 7: Troubleshooting System Components
Module 8: Installing and Configuring Operating Systems
Module 9: Maintaining and Troubleshooting Microsoft Windows
Module 10: Network Technologies
Module 11: Installing and Managing Network Connections
Module 12: Supporting Laptops and Portable Computing Devices
Module 13: Supporting Printers and Scanners
Module 14: Personal Computer Security Concepts
Module 15: Supporting Personal Computer Security

Network + Certification

Course Outline:

Module 1: Network Basics
Module 2: Wired Computer-to-Computer Connections
Module 3: Network-to-Network Connections
Module 4: Wired Internetworking Devices
Module 5: Wired Communications Standards
Module 6: Wireless Networking
Module 7: Security Threats and Mitigation
Module 8: Security Practices
Module 9: Network Access Control
Module 10: Monitoring
Module 11: Troubleshooting

Appendix A: Certification Exam Objectives Map
Appendix B: CompTIA Network+ Acronyms

20410 - Installing and Configuring Windows Server 2012

Prerequisites: Before attending this course, students must have:

- A good understanding of networking fundamentals.
- An understanding and experience configuring security and administration tasks in an enterprise environment.
- Experience supporting or configuring Microsoft Windows clients.

Course Outline:

Module 1: Deploying and Managing Windows Server 2012
This module introduces the new Windows Server 2012 administrative interface. This module covers the different roles and features that are available with the Windows Server 2012 operating system. It also discusses the various installation and configuration options you can use when deploying and configuring Windows Server 2012.

Module 2: Introduction to Active Directory Domain Services
This module introduces Active Directory Domain Services (AD DS) in Windows Server 2012. It covers general AD DS infrastructure including forests, trees, schema, Global Catalog, Operations Masters. It also covers installing and configuring domain controllers.

Module 3: Managing Active Directory Domain Services Objects
This module covers configuring Active Directory Objects such as users, groups and computers. The functionality of AD DS Administrative Tools is addressed, in addition to the configuration of user profiles and the process of delegating permissions to perform AD DS administration.

Module 4: Automating Active Directory Domain Services Administration
This module covers using command-line tools to configure and administer AD DS. It introduces using Windows PowerShell cmdlets for AD DS administration, and using Windows PowerShell to perform bulk AD DS administrative operations.

Module 5: Implementing IPv4
This module covers Internet Protocol Version 4 (IPv4) addressing. It details the various IPv4 components, covers Subnetting and Supernetting, and discusses configuring and general troubleshooting of IPv4 addresses.

Module 6: Implementing DHCP
This module covers the installation and configuration of DHCP as well as managing a DHCP database. It also covers security and monitoring of DHCP, including auditing and logging.

Module 7: Implementing DNS
This module covers name resolution for Windows Server and clients. It details the installation of a DNS server and configuring Active Directory Integrated DNS zones.

Module 8: Implementing IPv6
This module covers understanding and implementing IPv6 addressing. It covers configuration and troubleshooting as well as co-existence with IPv4 using transition technologies.

Module 9: Implementing Local Storage
This module covers the storage configuration options for Windows Server 2012, including managing disks and volumes and implementing file systems. It also covers creating and managing storage pools.

Module 10: Implementing File and Print Services
This module covers securing files, folders and network file shares, in addition to using shadow copies to protect network file shares. It also covers configuring network printing and creating a printer pool.

Module 11: Implementing Group Policy
This module covers using Group Policy to centrally manage and apply configuration settings.

Module 12: Securing Windows Servers Using Group Policy Objects
Increase security in a Windows Server 2012 infrastructure by using Group Policy Objects, AppLocker, and Windows Firewall.

Module 13: Implementing Server Virtualization with Hyper-V
This module describes Microsoft Virtualization technologies. It covers installing and configuring Hyper-V virtual machines, configuring virtual storage, and configuring virtual networks.

20411 - Administering Windows Server 2012

Before attending this course, students must have:

- At least one year of experience working with Windows Server 2008, Windows Server 2008 R2 or Windows Server 2012.
- Good knowledge and understanding of Active Directory and networking infrastructure.
- Knowledge equivalent to that already covered in "20410A:Installing and Configuring Windows Server 2012".

Course Outline:

Module 1: Implementing a Group Policy Infrastructure
This module covers how to implement a Group Policy infrastructure and then how to configure and manage that infrastructure. It also covers how to scope Group Policy objects (GPOs) using links, security groups, WMI filters, loopback processing, and preference targeting as well as covering troubleshooting policy application.

Module 2: Managing User Desktops with Group Policy
This module covers implementing administrative templates, how to configure GPO preferences and folder redirection as well as managing software with Group Policy.

Module 3: Managing User and Service Accounts
This module covers how to create and administer user accounts as well as configure user object attributes. It also covers automating user account creation and configuring Managed Service Accounts.

Module 4: Maintaining Active Directory Domain Services
This module covers how to implement Virtualized and Read Only Domain Controllers as well as how to perform common AD DS administrative tasks. The module will also cover how to manage the AD DS database.

Module 5: Configuring and Troubleshooting DNS

This module covers installing and configuring the DNS server role as well as creating and configuring DNS zones and zone transfers. It will also cover managing and troubleshooting DNS.

Module 6: Configuring and Troubleshooting Remote Access
This module covers configuring network access, creating and configuring virtual private networks (VPNs) and Network Policies as well as troubleshooting routing and remote access. It will also cover configuration of Direct Access.

Module 7: Installing, Configuring, and Troubleshooting the Network Policy Server Role
This module covers installing and configuring Network Policy Server (NPS) RADIUS, as well as clients and servers. It will also deal with NPS authentication methods and monitoring and troubleshooting a NPS.

Module 8: Implementing Network Access Protection
This module will provide an overview of Network Access Protection (NAP), detailing the functionality and infrastructure requirements. It will also cover configuration, monitoring and troubleshooting NAP.

Module 9: Optimizing File Services
This module covers File Server Resource Manager (FSRM) and how to use it to implement Quotas, file screens and Storage Reports. It will also outline how to implement Classification Management and File Management Tasks as well as covering how to implement DFS, DFS Namespaces and configuring and troubleshooting DFS Replication.

Module 10: Configuring Encryption and Advanced Auditing
This module covers how to increase file system security by configuring file encryption with Encrypting File System (EFS) as well as how to enable and implement advanced auditing features.

Module 11: Deploying and Maintaining Server Images
This module covers the functionality of Windows Deployment Services (WDS), and explains how to use Windows Deployment Services tools to perform lite-touch deployments.

Module 12: Deploying and Maintaining Server Images
This module covers the features and functionality of Windows Server Update Services (WSUS)as well as detailing how to provision updates with WSUS.

Module 13: Monitoring Windows Server 2012
This module covers monitoring tools available in Windows Server 2012. It will cover the use of Performance Monitor, as well as how to monitor and successfully utilize Event logs.

20412 - Configuring Advanced Windows Server 2012 Services

Before attending this course, students must have:

- Real world, hands on experience working in a Windows Server 2008, Windows Server 2008 R2 or Windows Server 2012 Enterprise environment.
- Real world experience Implementing, Managing and Configuring Active Directory and Networking infrastructure
- Knowledge equivalent to the learning's covered in "20410A: Installing and Configuring Windows Server 2012" and "20411A: Administering Windows Server 2012" courses, as this course will build upon that knowledge

Course Outline:

Module 1: Implementing Advanced Network Services
This module covers configuring advanced features in DNS and DHCP with Windows Server 2012 as well as covering IP Address management (IPAM)

Module 2: Implementing Advanced File Services
This module will cover learning how to configure and manage iSCSI and BranchCache as well as Implementing Windows 2012 features that optimize storage utilization such as File Server Resource Manager, File classification and Data duplication

Module 3: Implementing Dynamic Access Control
- This module covers planning and implementing Dynamic Access Control (DAC) Lessons
- Overview of Dynamic Access Control
- Planning for a Dynamic Access Control Implementation
- Configuring Dynamic Access Control

Module 4: Implementing Network Load Balancing
This module covers how to plan and implement Network Load Balancing (NLB). It will cover managing and configuring an NLB cluster and validating High Availability for an NLB cluster

Module 5: Implementing Failover Clustering
This module covers the Failover Clustering features in Windows Server 2012. It will cover how to implement Failover Cluster, how to configure highly available applications and services on a failover cluster and how to how to maintain Failover Cluster and how to use new maintenance features such as Cluster Aware Updating (CAU). It will also cover how to implement multi-site failover cluster.

Module 6: Implementing Failover Clustering with Hyper-V
This module will cover the options for making virtual machines highly available. It will cover how to implement virtual machines in failover cluster deployed on host, options for moving virtual machine or its storage and Provide high level overview about System Center Virtual Machine Manager (SCVMM) 2012

Module 7: Implementing Disaster Recovery
This module covers considerations that must be included when you are implementing a disaster recovery solution, how to Plan and implement a backup solution for Windows Server 2012, Plan and implement server and data recovery using Windows Server Backup and Microsoft Online Backup

Module 8: Implementing Distributed AD DS Deployments
This module will cover the components of a highly complex AD DS deployment such as implementing a distributed AD DS deployment and Configuring AD DS Forest trusts

Module 9: Implementing AD DS Sites and Replication
This module covers how replication works in a Windows Server 2012 AD DS environment. It will include configuring AD DS sites to optimize AD DS network traffic and configuring and monitor AD DS replication.

Module 10: Implementing AD CS
This module covers Describe the Public Key Infrastructure (PKI) components and concepts. It covers implementing a certification authority infrastructure, Planning and implementing a certificate template deployment using an AD CS certification authority and Planning and implementing certificate distribution and revocation

Module 11: Implementing AD RMS
This module covers features and functionality of Active Directory Rights Management Service (AD RMS). It will outline how it can be used to achieve content protection, Deploying and managing an AD RMS infrastructure and Configuring content protection using AD RMS

Module 12: Implementing AD FS
This module covers detailing identity federation business scenarios and how AD FS can be used to address such scenarios. It will cover Configuring the AD FS prerequisites and deploying the AD FS services, Implementing AD FS to enable SSO in a single organization, and Implementing AD FS to enable SSO between federated partners

20413 - Designing and Implementing a Server Infrastructure

Course Description
This 5-day instructor-led course provides you 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. The course also provides the skills to perform name resolution, application integration, and optimization of automate remediation and maintenance of network services.

After completing this course, students will be able to:
- A good understanding of Transmission Control Protocol/Internet Protocol (TCP/IP) fundamentals and networking concepts.
- A good working knowledge of both Windows Server 2012 and Active Directory Domain Services (AD DS). For example, domain user accounts, domain vs. local user accounts, user profiles, and group membership.
- A good understanding of both scripts and batch files.
- A solid understanding of security concepts, such as authentication and authorization.

- Familiarity with deployment, packaging, and imaging tools.
- Ability to work in a team/virtual team.
- Ability to produce good documentation and have the appropriate communication skills to create proposals and make budget recommendations.
- Knowledge equivalent to Windows 2012 MCSA.

Note: MCSA - Windows Server is required for MCSE - Server Infrastructure

Course Outline:

Module 1: Planning Server Upgrade and Migration
This Module explains how to plan a server upgrade and migration strategy.

Module 2: Planning and Implementing a Server Deployment Infrastructure
This Module explains how to design an automated server installation strategy and plan and implement a server

Module 3: Designing and Maintaining an IP Configuration and Address Management Solution
This Module explains how to design and maintain IP address management (IPAM) and a Dynamic Host Configuration Protocol (DHCP) solution.

Module 4: Designing and Implementing Name Resolution
This Module explains how to design a name resolution solution strategy.

Module 5: Designing and Implementing an Active Directory Domain Services Forest and Domain Infrastructure
This Module explains how to design and implement an AD DS forest and domain infrastructure.

Module 6: Designing and Implementing an OU Infrastructure and AD DS Permissions Model
This Module explains how to design and implement an organizational unit (OU) infrastructure and AD DS permissions model.

Module 7: Designing and Implementing a Group Policy Object Strategy
This Module explains how to design and implement a Group Policy Object (GPO) strategy.

Module 8: Designing and Implementing an AD DS Physical Topology
This Module explains how to design an AD DS sites topology and a domain controller placement strategy.

Module 9: Planning and Implementing Storage
This Module explains how to plan and implement storage.

Module 10: Planning and Implementing File Services
This Module explains how to plan and implement file services.

Module 11: Designing and Implementing Network Access Services
This Module explains how to design and implement network access services.

Module 12: Designing and Implementing Network Protection
This Module explains how to design and implement network protection.

20414 - Implementing an Advanced Server Infrastructure

After completing this course, students will be able to:

- Understanding of TCP/IP and networking concepts
- Understanding of Windows Server 2012 and AD DS, including planning, designing and deploying
- Understanding of scripts and batch files
- Understanding of security concepts such as authentication and authorization
- Understanding of deployment, packaging, and imaging tools
- Working in a team or a virtual team
- Creating proposals and making budget recommendation
- Have achieved the Windows Server 2012 MCSA certification as well as information in the course 20413A: Designing and Implementing an Enterprise Server Infrastructure.

Course Outline:

Module 1: Planning and Implementing a Server Virtualization Strategy

This Module explains how to plan and implement a server virtualization strategy using Microsoft System Center 2012.

Module 2: Planning and Implementing Networks and Storage for Virtualization

This Module explains how to plan a storage infrastructure for a Hyper-V server virtualization deployment.

Module 3: Planning and Deploying Virtual Machines

This Module explains how to plan and deploy virtual machines on Windows Hyper-V.

Module 4: Planning and Implementing a Virtualization Administration Solution

This Module explains how to plan and implement a virtualization administration solution by using System Center 2012.

Module 5: Planning and Implementing a Server Monitoring Strategy

This Module explains how to plan and implement a server monitoring strategy using the Windows Server 2012 tools and using Microsoft System Center 2012 - Operations Manager (Operations Manager).

Module 6: Planning and Implementing High Availability for File Services and Applications

This Module explains how to plan and implement an application and file services infrastructure that is highly available.

Module 7: Planning and Implementing a Highly Available Infrastructure Using Failover Clustering

This Module explains how to plan and implement a highly available server infrastructure by using the failover clustering features in Windows Server 2012.

Module 8: Planning and Implementing a Server Updates Infrastructure

This Module explains how to plan and implement an infrastructure for updating Windows Servers and virtual machines.

Module 9: Planning and Implementing a Business Continuity Strategy

This Module explains how to plan and implement a business continuity strategy in a Windows Server 2012 environment.

Module 10: Planning and Implementing a Public Key Infrastructure

This Module explains how to plan and implement a PKI deployment, and plan and implement a certificate management solution.

Module 11: Planning and Implementing an Identity Federation Infrastructure

This Module explains how to plan and implement an AD FS server deployment and claims aware application access.

Lessons:

Module 12: Planning and Implementing an Information Rights Management Infrastructure

This Module describes how to plan and implement an Active Directory Rights Management Services (AD RMS) deployment, plan and manage AD RMS templates and access, and plan and implement external access to AD RMS services.

Program Title: Microsoft Certified Technology Specialist

Microsoft Certified Solutions Expert (MCSE): Messaging

Program Objectives:

In this program, students will begin by learning to configure and manage a Microsoft Exchange Server 2016 messaging environment. Students will learn guidelines, best practices, and considerations that will help them optimize their Exchange server deployment. To begin students will learn the skills to plan, install, and manage the mailbox role, client access, transport, and Exchange infrastructure. The Microsoft Technical Associate (MTA) IT Infrastructure certification is a prerequisite for the MCSA portion of this program.

To begin, students are equipped with the above knowledge base the program will provide the skills and knowledge necessary to implement a core Windows Server 2012 infrastructure in an existing enterprise environment. The courses that comprise the program collectively cover implementing, managing, maintaining, and provisioning services and infrastructure in a Windows Server 2012 environment. While there is some cross-over in skillset and tasks across the courses, this program primarily covers the initial implementation and configuration of those core services, such as Active Directory Domain Services (AD DS), networking services, and Hyper-V configuration. Succeeding courses in the program teach students the administration tasks necessary to maintain a Windows Server 2012 infrastructure, such as user and group management, network access and data security.

Additional program objectives include teaching students the advanced configuration and services tasks necessary to deploy, manage and maintain a Windows Server 2012 infrastructure, such as identity management and identity federation, network load balancing, business continuity and disaster recovery, fault tolerance and rights management, along with advanced configuration and services tasks necessary to deploy, manage and maintain a Windows Server 2012 infrastructure, such as identity management and identity federation, network load balancing, business continuity and disaster recovery, fault tolerance and rights management.

Total Number of Clock/Contact Hours: 220

Program Cost:	**$12,130.00**
Tuition:	$10,380.00
Registration Fee:	$ 150.00
Exam(s):	$ 600.00
Courseware:	$ 1,000.00

Admission Requirements: High School Diploma or GED

Graduation Requirements: Upon program completion, Dynamic Worldwide Training Consultants will issue students a Certificate of Completion. To qualify students must have been in attendance for 80% of all instructor-led classroom training.

Credential Awarded: The Vendor will issue the MCSE Certification upon passing the exams.

Job Placement Assistance: Available with this program.

Course Name	Days	Class Hours
20341 80% Theory and 20% in class Labs	5	35
20341 +Labs	5	20
20410 80% Theory and 20% in class Labs	5	35
20410 +Labs	5	20
20411 80% Theory and 20% in class Labs	5	35
20411 +Labs	5	20
20412 80% Theory and 20% in class Labs	5	35
20412+Labs	5	20
Totals -	**40**	**220**

20341 - Core Solutions of Microsoft Exchange Server 2016

Course Outline:

Module 1: Deploying and Managing Exchange Server 2016

This module explains how to plan and perform deployment and management of Exchange Server 2016.

Module 2: Planning and Configuring Mailbox Servers

This module explains how to plan a Mailbox server deployment and configure the Mailbox server role.

Module 3: Managing Recipient Objects

This module explains how to create and manage various recipient objects in Exchange Server 2016.

Module 4: Planning and Deploying Client Access Servers

This module explains how to plan and deploy Client Access servers.

Module 5: Planning and Configuring Messaging Client Connectivity

This module explains how to plan and configure client connectivity to Exchange Server 2016 Client Access server.

Module 6: Planning and Configuring Message Transport

This module explains how to plan and configure message transport.

Module 7: Planning and Implementing High Availability

This module explains how to plan and implement high availability.

Module 8: Planning and Implementing Disaster Recovery

This module explains how to plan and implement disaster recovery.

Module 9: Planning and Configuring Message Security Options

This module explains how to plan and configure message security options.

Module 10: Planning and Configuring Administrative Security and Auditing

This module explains how to plan and configure administrative security and administrative auditing.

Module 11: Monitoring and Troubleshooting Exchange Server 2016

This module explains how to monitor and troubleshoot Exchange Server 2016.

20410 - Installing and Configuring Windows Server 2012

Course Outline:

Module 1: Deploying and Managing Windows Server 2012

This module introduces the new Windows Server 2012 administrative interface. This module covers the different roles and features that are available with the Windows Server 2012 operating system. It also discusses the various installation and configuration options you can use when deploying and configuring Windows Server 2012.

Module 2: Introduction to Active Directory Domain Services

This module introduces Active Directory Domain Services (AD DS) in Windows Server 2012. It covers basic AD DS infrastructure including forests, trees, schema, Global Catalog, Operations Masters. It also covers installing and configuring domain controllers.

Module 3: Managing Active Directory Domain Services Objects

This module covers configuring Active Directory Objects such as users, groups and computers. The functionality of AD DS Administrative Tools is addressed, in addition to the configuration of user profiles and the process of delegating permissions to perform AD DS administration.

Module 4: Automating Active Directory Domain Services Administration

This module covers using command-line tools to configure and administer AD DS. It introduces using Windows PowerShell cmdlets for AD DS administration, and using Windows PowerShell to perform bulk AD DS administrative operations.

Perform bulk operations by using Windows PowerShell.

Module 5: Implementing IPv4

This module covers Internet Protocol Version 4 (IPv4) addressing. It details the various IPv4 components, covers subnetting and supernetting, and discusses configuring and general troubleshooting of IPv4 addresses.

Module 6: Implementing DHCP

This module covers the installation and configuration of DHCP as well as managing a DHCP database. It also covers security and monitoring of DHCP, including auditing and logging.

Module 7: Implementing DNS

This module covers name resolution for Windows Server and clients. It details the installation of a DNS server and configuring Active Directory Integrated DNS zones.

Module 8: Implementing IPv6

This module covers understanding and implementing IPv6 addressing. It covers configuration and troubleshooting as well as co-existence with IPv4 using transition technologies.

Module 9: Implementing Local Storage

This module covers the storage configuration options for Windows Server 2012, including managing disks and volumes and implementing file systems. It also covers creating and managing storage pools.

Module 10: Implementing File and Print Services

This module covers securing files, folders and network file shares, in addition to using shadow copies to protect network file shares. It also covers configuring network printing and creating a printer pool.

Module 11: Implementing Group Policy

This module covers using Group Policy to centrally manage and apply configuration settings.

Module 12: Securing Windows Servers Using Group Policy Objects

Increase security in a Windows Server 2012 infrastructure by using Group Policy Objects, AppLocker, and Windows Firewall.

Module 13: Implementing Server Virtualization with Hyper-V

This module describes Microsoft Virtualization technologies. It covers installing and configuring Hyper-V virtual machines, configuring virtual storage, and configuring virtual networks.

20411 - Administering Windows Server 2012

Course Outline:

Module 1: Implementing a Group Policy Infrastructure

This module covers how to implement a Group Policy infrastructure and then how to configure and manage that infrastructure. It also covers how to scope Group Policy objects (GPOs) using links, security groups, WMI filters, loopback processing, and preference targeting as well as covering troubleshooting policy application.

Module 2: Managing User Desktops with Group Policy

This module covers implementing administrative templates, how to configure GPO preferences and folder redirection as well as managing software with Group Policy.

Module 3: Managing User and Service Accounts

This module covers how to create and administer user accounts as well as configure user object attributes. It also covers automating user account creation and configuring Managed Service Accounts.

Module 4: Maintaining Active Directory Domain Services

This module covers how to implement Virtualized and Read Only Domain Controllers as well as how to perform common AD DS administrative tasks. The module will also cover how to manage the AD DS database.

Module 5: Configuring and Troubleshooting DNS

This module covers installing and configuring the DNS server role as well as creating and configuring DNS zones and zone transfers. It will also cover managing and troubleshooting DNS.

Module 6: Configuring and Troubleshooting Remote Access

This module covers configuring network access, creating and configuring virtual private networks (VPNs) and Network Policies as well as troubleshooting routing and remote access. It will also cover configuration of DirectAccess.

Module 7: Installing, Configuring, and Troubleshooting the Network Policy Server Role

This module covers installing and configuring Network Policy Server (NPS) RADIUS, as well as clients and servers. It will also deal with NPS authentication methods and monitoring and troubleshooting a NPS.

Module 8: Implementing Network Access Protection

This module will provide an overview of Network Access Protection (NAP), detailing the functionality and infrastructure requirements. It will also cover configuration, monitoring and troubleshooting NAP.

Module 9: Optimizing File Services

This module covers File Server Resource Manager (FSRM) and how to use it to implement Quotas, file screens and Storage Reports. It will also outline how to implement Classification Management and File Management Tasks as well as covering how to implement DFS, DFS Namespaces and configuring and troubleshooting DFS Replication.

Module 10: Configuring Encryption and Advanced Auditing

This module covers how to increase file system security by configuring file encryption with Encrypting File System (EFS) as well as how to enable and implement advanced auditing features.

Module 11: Deploying and Maintaining Server Images

This module covers the functionality of Windows Deployment Services (WDS), and explains how to use Windows Deployment Services tools to perform lite-touch deployments.

Module 12: Deploying and Maintaining Server Images

This module covers the features and functionality of Windows Server Update Services (WSUS)as well as detailing how to provision updates with WSUS.

Module 13: Monitoring Windows Server 2012

This module covers monitoring tools available in Windows Server 2012. It will cover the use of Performance Monitor, as well as how to monitor and successfully utilize Event logs.

20412 - Configuring Advanced Windows Server 2012 Services

Course Outline:

Module 1: Implementing Advanced Network Services

This module covers configuring advanced features in DNS and DHCP with Windows Server 2012 as well as covering IP Address management (IPAM)

Module 2: Implementing Advanced File Services

This module will cover learning how to configure and manage iSCSI and BranchCache as well as Implementing Windows 2012 features that optimize storage utilization such as File Server Resource Manager, File classification and Data Deduplication

Module 3: Implementing Dynamic Access Control

This module covers planning and implementing Dynamic Access Control (DAC) Lessons

Module 4: Implementing Network Load Balancing

This module covers how to plan and implement Network Load Balancing (NLB). It will cover managing and configuring an NLB cluster and validating High Availabillty for an NLB cluster

Module 5: Implementing Failover Clustering

This module covers the Failover Clustering features in Windows Server 2012. It will cover how to implementing Failover Cluster, configuring highly available applications and services on a failover cluster and how to how to maintain Failover Cluster and how to use new maintenance features such as Cluster Aware Updating (CAU). It will also cover how to implement multi-site failover cluster.

Module 6: Implementing Failover Clustering with Hyper-V

This module will cover the options for making virtual machines highly available. It will cover how to implement virtual machines in failover cluster deployed on host, options for moving virtual machine or its storage and Provide high level overview about System Center Virtual Machine Manager (SCVMM) 2012

Module 7: Implementing Disaster Recovery

This module covers considerations that must be included when you are implementing a disaster recovery solution, how to Plan and implement a backup solution for Windows Server 2012, Plan and implement server and data recovery using Windows Server Backup and Microsoft Online Backup

Module 8: Implementing Distributed AD DS Deployments

This module will cover the components of a highly complex AD DS deployment such as Implementing a distributed AD DS deployment and Configuring AD DS Forest trusts

Module 9: Implementing AD DS Sites and Replication

This module covers how replication works in a Windows Server 2012 AD DS environment. It will include configuring AD DS sites to optimize AD DS network traffic and configuring and monitor AD DS replication.

Module 10: Implementing AD CS

This module covers Describe the Public Key Infrastructure (PKI) components and concepts. It covers implementing a certification authority infrastructure, Planning and implementing a certificate template deployment using an AD CS certification authority and Planning and implementing certificate distribution and revocation

Module 11: Implementing AD RMS

This module covers features and functionality of Active Directory Rights Management Service (AD RMS). It will outline how it can be used to achieve content protection, Deploying and managing an AD RMS infrastructure and Configuring content protection using AD RMS

Module 12: Implementing AD FS

This module covers detailing identity federation business scenarios and how AD FS can be used to address such scenarios. It will cover configuring the AD FS prerequisites and deploying the AD FS services, Implementing AD FS to enable SSO in a single organization, and Implementing AD FS to enable SSO between federated partners

Program Title:

VMware vSphere: Install-Configure-Manage [v6.0]

Program Objectives:

This hands-on training course explores installation, configuration, and management of VMware vSphere®, which consists of VMware ESXi™ and VMware vCenter Server™. The course is based on ESXi 5.0 and vCenter Server 5.0. Completion of this course prepares the student for taking the VMware® Certified Professional 5 exam.

Students who complete this course may enroll in any of several more advanced vSphere courses. For advanced course options, see www.vmware.com/education.

Total Number of Clock/Contact Hours: 35

Program Cost:	$**4,645.00**
Tuition:	$3,845.00
Registration Fee:	$ 150.00
Exam:	$ 225.00
Books/Exam Prep software:	$ 425.00

Admission Requirements: High School Diploma or GED

Graduation Requirements: 100% of instructor led training must be completed.

Credential Awarded: Dynamic Worldwide Training Consultants will issue a Certificate of Completion.
vSphere Certification will be issued by VMware upon successful exam completion.

Job Placement Assistance: Available with this program.

Course Name	Days	Clock Hours
VMware vSphere: Install-Configure-Manage [v6.0]	5	35

At the end of the course, you should gain an understanding of the functionality in vSphere 6 and will be able to do the following:

- Install and configure ESXi
- Install and configure vCenter Server components
- Configure and manage ESXi networking and storage using vCenter Server
- Deploy, manage, and migrate virtual machines
- Manage user access to the VMware infrastructure
- Use vCenter Server to monitor resource usage
- Use vCenter Server to increase scalability
- Use VMware vCenter™ Update Manager to apply ESXi patches

Target Student:

- System Administrators
- System Engineers
- Operators responsible for ESXi and vCenter Server

Prerequisite: This course required that you have:

- System administration experience on Microsoft Windows or Linux operating systems.

Course Outline:

Course Introduction

- Introductions and course logistics
- Course objectives

Introductions to VMware Virtualization

- Introduce virtualization, virtual machines, and vSphere components
- Explain the concepts of server, network, and storage virtualization
- Describe where vSphere fits into the cloud architecture
- Install and use vSphere user interfaces

Create Virtual Machines

- Introduce virtual machines, virtual machine hardware, and virtual machine files
- Deploy a single virtual machine

VMware vCenter Server

- Introduce vCenter Server architecture
- Introduce vCenter Server appliance
- Configure and manage vCenter Server appliance
- Manage vCenter Server inventory objects and licenses

Configure and Manage Virtual Networks

- Describe, create, and manage a standard virtual switch
- Describe and modify standard virtual switch properties
- Configure virtual switch load-balancing algorithms

Configure and Manage Virtual Storage

- Introduce storage protocols and device names
- Configure ESXi with iSCSI, NFS, and Fibre Channel storage
- Create and manage vSphere datastores
- Deploy and manage the VMware vSphere® Storage Appliance

Virtual Machine Management

- Deploy virtual machines using templates and cloning
- Modify and manage virtual machines
- Create and manage virtual machine snapshots
- Perform VMware vSphere® vMotion® and Storage vMotion migrations
- Create a vSphere vApp

Data Protection

- Discuss a strategy for backing up ESXi hosts and vCenter Server
- Introduce the VMware Data Recovery appliance
- Discuss solutions for backing up virtual machines efficiently

Access and Authentication Control
- Control user access through roles and permissions
- Configure and manage the ESXi firewall
- Configure ESXi lockdown mode
- Integrate ESXi with Active Directory
- Introduce VMware vShield Zones

Resource Management and Monitoring
- Introduce virtual CPU and memory concepts
- Describe methods for optimizing CPU and memory usage
- Configure and manage resource pools
- Monitor resource usage using vCenter Server performance graphs and alarms

High Availability and Fault Tolerance
- Introduce new vSphere High Availability (HA) architecture
- Configure and manage a vSphere High Availability cluster
- Introduce VMware Fault Tolerance

Scalability
- Configure and manage a VMware Distributed Resource Scheduler (DRS) cluster
- Configure Enhanced vMotion Compatibility
- Use vSphere HA and DRS together

Patch Management
- Manage ESXi patching using vCenter Update Manager
- Install Update Manager and Update Manager plug-in
- Create patch baselines
- Scan and remediate hosts

Installing VMware Components
- Introduce ESXi installation
- Describe boot from SAN requirements
- Introduce vCenter Server deployment options
- Describe vCenter Server hardware, software, and database requirements
- Install vCenter Server (Windows based)

Program Title:

Microsoft Office Specialist (MOS)

Program Objectives:

This program prepares students for certification in Word, Excel, PowerPoint, Access and/or Outlook. It comprises all the skills necessary for any office administrator or administrative assistant position. Students will be experts in the Microsoft office suite and with these skills can find themselves at the forefront of consideration for advancement in their employment.

Total Number of Clock/Contact Hours: 105

Program Cost:	**$4,724.00**
Tuition:	$3,669.00
Registration Fee:	$ 150.00
Exam(s):	$ 540.00
Courseware/Books:	$ 365.00

Admission Requirements: High School Diploma or GED. Experience using Windows 7 (or later) OS.

Graduation Requirements: Upon program completion, Dynamic Worldwide Training Consultants will issue students a Certificate of Completion. To qualify students much have been in attendance for 100% of all instructor-led classroom training.

Credential Awarded: The Vendor will issue the MOS Certification upon passing exam.

Job Placement Assistance: Available with this program.

Course Name	Days	Hours
Word (hands-on training)	3	21
Excel (hands-on training)	3	21
PowerPoint (hands-on training)	2	14
Outlook (hands-on training)	2	14
Access (hands-on training)	3	21
SharePoint Foundation 2016 Site User (hands-on training)	1	7
OneNote OTM / Organizational Skills	1	7
Totals	**15**	**105**

Course Outlines:

Microsoft Word 2016

Word 2016 Part 1*

Module 1: Getting Started with Word
Module 2: Formatting Text and Paragraphs
Module 3: Working More Efficiently
Module 4: Managing Lists
Module 5: Adding Tables
Module 6: Inserting Graphic Objects
Module 7: Controlling Page Appearance
Module 8: Preparing to Publish a Document

Word 2016 Part 2*

Module 1: Organizing Content using Tables and Charts
Module 2: Customizing Formats using Styles and Themes
Module 3: Inserting Content using Quick Parts
Module 4: Using Templates to Automate Document Formatting
Module 5: Controlling the Flow of a Document
Module 6: Simplifying and Managing Long Documents

Word 2016 Part 3*

Module 1: Manipulating Images
Module 2: Using Custom Graphic Elements
Module 3: Collaborating on Documents
Module 4: Adding Document References and Links
Module 5: Securing a Document
Module 6: Using Forms to Manage Content
Module 7: Automating Repetitive Tasks with Macros

Microsoft Excel 2016

Excel 2016 Part 1*

Module 1: Getting Started with Microsoft Excel
Module 2: Performing Calculations
Module 3: Modifying a Worksheet
Module 4: Formatting a Worksheet
Module 5: Printing Workbooks
Module 6: Managing Workbooks

Excel 2016 Part 2*

Module 1: Working with Functions
Module 2: Working with Lists
Module 3: Analyzing Data
Module 4: Visualizing Data with Charts
Module 5: Using PivotTables and PivotCharts

Excel 2016 Part 3*

Module 1: Working with Multiple Worksheets & Workbooks
Module 2: Using Lookup Functions and Formula Auditing
Module 3: Sharing and Protecting Workbooks
Module 4: Automating Worksheet Functionality
Module 5: Creating Sparklines and Mapping Data
Module 6: Forecasting Data

Microsoft PowerPoint 2016

PowerPoint 2016 Part 1*

Module 1: Getting Started with PowerPoint
Module 2: Developing a PowerPoint Presentation
Module 3: Performing Advanced Text Editing Operations
Module 4: Adding Graphical Elements to Your Presentation
Module 5: Modifying Objects in Your Presentation
Module 6: Adding Tables to Your Presentation
Module 7: Adding Charts to Your Presentation
Module 8: Preparing to Deliver Your Presentation

PowerPoint 2016 Part 2*

Module 1: Modifying the PowerPoint Environment
Module 2: Customizing Design Templates
Module 3: Adding SmartArt and Math Equations to a Presentation
Module 4: Working with Media and Animations
Module 5: Collaborating on a Presentation
Module 6: Customizing a Slide Show
Module 7: Securing and Distributing a Presentation

Microsoft Outlook 2016

Outlook 2016 Part 1*

Module 1: Getting Started with Outlook 2016
Module 2: Formatting Messages
Module 3: Working with Attachments and Illustrations
Module 4: Customizing Message Options
Module 5: Organizing Messages
Module 6: Managing Your Contacts
Module 7: Working with the Calendar
Module 8: Working with Tasks and Notes

Outlook 2016 Part 2*

Module 1: Modifying Messages and Setting Global Options
Module 2: Organizing, Searching, and Managing Messages
Module 3: Managing Your Mailbox
Module 4: Automating Message Management
Module 5: Working with Calendar Settings
Module 6: Managing Contacts
Module 7: Managing Activities using Tasks
Module 8: Sharing Workspaces with Others
Module 9: Managing Outlook Data Files

Microsoft Access 2016

Access 2016 Part 1*

Module 1: Getting Started with Access
Module 2: Working with Table Data
Module 3: Querying a Database
Module 4: Using Forms
Module 5: Generating Reports

Access 2016 Part 2*

Module 1: Designing a Relational Database
Module 2: Joining Tables
Module 3: Using Data Validation
Module 4: Creating Advanced Queries
Module 5: Organizing a Database for Efficiency
Module 6: Using Advanced Reporting Techniques

Access 2016 Part 3*

Module 1: Implementing Advanced Form Design
Module 2: Sharing Data Across Applications
Module 3: Using Macros to Improve User Interface Design
Module 4: Using VBA
Module 5: Using Advanced Database Management
Module 6: Distributing and Securing a Database
Module 7: Managing Switchboards

SharePoint Foundation 2016: Site User

Module 1: Interacting with SharePoint Teams
Module 2: Working with Documents, Content, and Libraries
Module 3: Interacting with Your SharePoint Community
Module 4: Working with Lists
Module 5: Integrating with Microsoft Office

Microsoft OneNote 2016 & Organizational Skills

Module 1: Getting Started with OneNote
Module 2: Adding and Formatting Notebook Content
Module 3: Embedding and Attaching Files
Module 4: Organizing and Searching Notebooks
Module 5: Finalizing a notebook
Module 6: Managing Notebook Files
Module 7: Sending and Sharing OneNote Content
Module 8: Information and Time Management
Module 9: Coordinating Time with Others

Note: * The 2010 or 2013 version of the Microsoft Office Suite of application programs (Word, Excel, Outlook, PowerPoint, Access, and OneNote) may also be available.

Program Title:

Medical Front Office Administration Assistant & Billing / Coding Specialist (CMAA)

Program Objectives:

Our online video training program not only prepares your student for a rewarding career, it validates their knowledge through national industry certification. The Medical Front Office Assistant and Administration Program prepare the student for proper handling of patient data, fundamental billing and coding, medical office procedures and more. The certified instructors deliver comprehensive video based training, allowing each student the ability to move through the training at their own pace, at the training center, at work, or at home. There is no more waiting for a course to be scheduled in the classroom or cancelled classes due to low enrollment

Total Number of Clock/Contact Hours: 192

Program Cost:	**$4,000.00**
Tuition:	$1,010.00
Registration Fee:	$ 150.00
Exam(s):	$ 540.00
Courseware/Books:	$ 800.00
Software/Supplies:	$1,500.00

Admission Requirements: High School Diploma or GED

Graduation Requirements: Dynamic Worldwide Training Consults will issue a Certificate of Completion after completing the Excel and Word classes.

Credential Awarded: The Vendor will issue the certification for the CBCS, CMAA and MOS upon successfully passing each certification exam. Certified Billing and Coding Specialist (CBCS) Certification and the Certified Medical Administrative Assistant (CMAA) Certification are nationally recognized certifications from the National Health Career Association (NHA) The Microsoft Certified Application Specialist is a globally recognized Microsoft certification and will be issued upon passing the exam.

Job Placement Assistance: Available with this program.

Course Name	Days	Clock Hours
HI-1015- Insurance Billing Specialist 78% Theory and 22% Lab	3.42	24
HI-1014- Anatomy & Physiology	5.71	40
HI-1012 - Automated Medical Office	5.14	36
HI-1011 - The Medical Administrative Assistant	7.14	50
Word 2016	3	21
Excel 2016	3	21
Totals -	**27**	**192**

Medical Front Office Assistant & Administration

HI-1011 - The Medical Administrative Assistant

Course Introduction:

Module 1: The Healthcare Industry
Module 2: The Medical Administrative Assistant
Module 3: Professional Behavior in the Workplace
Module 4: Communication and Interpersonal Skills
Module 5: Medical Law and Ethics
Module 6: Medicine and the Law
Module 7: Daily Operations and Patient Processing
Module 8: Telephone Techniques
Module 9: Appointment Scheduling
Module 10: Managing Correspondence
Module 11: Computers in the Medical Office
Module 12: HIPAA
Module 13: Medical Records Management
Module 14: Health Information Management
Module 15: Basics of Diagnostic Coding
Module 16: The Basics of Procedure Coding
Module 17: Health Insurance Basics
Module 18: CMS 1500 Health Insurance Claim Form
Module 19: Professional Fees, Billing & Coding
Module 20: Accounting and Bookkeeping
Module 21: Banking Service and Procedures
Module 22: Financial Management
Module 23: Practice Management
Module 24: Marketing and Customer Service

HI-1012 - Automated Medical Office

Course Introduction:

Module 1: The Information Cycle in the Medical Office
Module 2: Setting Up the Practice
Module 3: Appointment Scheduling
Module 4: The Registration Process
Module 5: The Billing Process
Module 6: Posting the Payment
Module 7: Reports of the Medical Office
Module 8: Advanced Functions

HI-1014 - Anatomy & Physiology

Course Introduction:

Module 1: Medical Terminology
Module 2: Organization of the Body
Module 3: Suffixes and Appendices
Module 4: Prefixes and Appendices
Module 5: Digestive System
Module 6: Pathology & Diagnostic Testing of the Digestive System
Module 7: Urinary System
Module 8: Female Reproductive System
Module 9: Male Reproductive System
Module 10: Nervous System
Module 11: Cardiovascular System
Module 12: Respiratory System
Module 13: Blood System
Module 14: Lymphatic and Immune Systems
Module 15: Musculoskeletal System
Module 16: Integumentary System
Module 17: Sensory Organs
Module 18: Endocrine System
Module 19: Oncology
Module 20: Radiology and Nuclear Medicine
Module 21: Pharmacology
Module 22: Psychiatry

HI-1015 - Insurance Billing Specialist

Course Introduction:

Module 1: The Insurance Billing Specialist
Module 2: HIPAA
Module 3: Health Insurance Basics
Module 4: Medical Records Documentation
Module 5: The Basics of Diagnostic Coding
Module 6: The Basics of Procedure Coding
Module 7: CMS 1500 Health Insurance Claim Form
Module 8: Electronic Data Interchange
Module 9: Claim Reimbursement and Problems
Module 10: Professional Fees, Billing, and Coding
Module 11: BCBS, Managed Care, and Private Insurance
Module 12: Medicare
Module 13: Medicaid
Module 14: TRICARE and CHAMPVA
Module 15: Worker's Compensation
Module 16: Disability Income Insurance

Program Title:

Project Management Professional (PMP/CAPM)

Program Objectives:

This program prepares students for the Project Management Certification. Students will apply the generally recognized practices of Project Management acknowledged by the Project Management Institute (PMI®) to successfully manage projects.

Total Number of Clock/Contact Hours: 56

Program Cost:	**$4,589.00**
Tuition:	$3,475.00
Registration Fee:	$ 150.00
Exam(s):	$ 404.00
Courseware/Books	$ 560.00

Admission Requirements: Have an Associate Degree and experience with Microsoft Word

Graduation Requirements: Upon program completion, Dynamic Worldwide Training Consultants will issue students a Certificate of Completion. To qualify students must have been in attendance for 100% of all instructor-led classroom training.

Credential Awarded: The Vendor will issue the PMP Certification upon passing exam.

Job Placement Assistance: Available with this program.

Course Materials: Courseware: Project Management Professional (PMP) Certification Preparation: Fourth Edition, A Guide to the Project Management Body of Knowledge: (PMBOK Guide) by Project Management Institute.

Course Name	Days	Hours
PMF 80% Theory and 20% in class labs	1	7
PMP 80% Theory and 20% in class labs	5	35
MS 2016 Project 1 & 2 80% Theory and 20% in class labs	2	14
Totals -	**8**	**56**

Project Management Fundamentals (PMF)

Objectives: Students will learn how to use project management techniques to plan, organize, control, document, and close out their projects successfully and with minimum risk.

Module 1: Fundamentals of project management
Module 2: Characteristics of a project
Module 3: Project initiation and scope planning
Module 4: Scope definition, verification, and change control
Module 5: Time management
Module 6: Schedule development and control
Module 7: Resource identification and cost approximating
Module 8: Budgeting and cost control

Project Management for Professionals (PMP)

Objective: You will apply the generally recognized practices of project management acknowledged by the Project Management Institute (PMI®) to successfully manage projects.

Module 1: Examining Professional Project Management
Module 2: Initiating a Project
Module 3: Planning Project Work
Module 4: Developing Project Schedules
Module 5: Developing Cost Estimates and Budgets
Module 6: Planning Project Quality, Staffing, and Communications
Module 7: Analyzing Risks and Planning Risk Responses
Module 8: Planning Project Procurements
Module 9: Executing Project Work
Module 10: Managing Project Procurement
Module 11: Monitoring and Controlling Project Work
Module 12: Monitoring and Controlling Project Schedule and Costs
Module 13: Monitoring and Controlling Project Performance and Quality
Module 14: Monitoring and Controlling Project Risks and Procurements
Module 15: Closing the Project

Microsoft Project 2016 - Part 1

Objectives: You will create a project plan containing tasks, organize these tasks in a work breakdown structure containing task relationships, create and assign resources, and finalize the project to implement the project plan.

Module 1: Getting Started
Module 2: Tasks
Module 3: Task Scheduling
Module 4: Resource management
Module 5: Views and tables
Module 6: Filters, groups, and sorting
Module 7: Finalizing the tack plan

Microsoft Project 2016 - Part 2

Objective: You will exchange project plan data with other applications, update project plans, create visual reports, and reuse project plan information.

Module 1: Using template and importing data
Module 2: Managing a project
Module 3: Analyzing and adjusting the plan
Module 4: Working with reports
Module 5: Customizing Project
Module 6: Managing multiple projects
Module 7: Exchanging project information

Program Title:

Six Sigma Black Belt Certification Program

Program Objectives:

The objective of this course is to prepare students for the Six Sigma Black Belt Certification examination passage of which validates the student's mastery of the Six Sigma project process steps all of which are designed to result in the improvement of any business or commercial process.
Students will learn to:

- Master the Six Sigma Define, Measure, Analyze, Improve & Control (DMAIC) methodology and related set of analytical tools
- Apply lean Six Sigma Knowledge and skills to successfully lead project teams
- Implement the DMAIC methodology and tools to accomplish Black Belt level projects
- Utilize the principles and practices of Lean Six Sigma to better frame and solve daily problems
- Improve business value for the customer and provider in a concurrent and synergistic way

The Six Sigma Black Belt program will focus on several key areas, such as:

- Six Sigma principles, practices, deployment strategies and implementation tactics
- Descriptive statistics, benchmarking methods, process control techniques, process diagnostic methods and experimental design methods
- Types and uses of performance data, sample size determination and sampling schemes
- Project selection criteria, charter elements, execution milestones and review guidelines
- Principles and practices associated with process characterization and optimization

Benefits to Students:

Career Opportunities: A Six Sigma Black Belt has more career opportunities as compared to one who does not have any Six Sigma training. Black belts are more capable and hence they have more chances of getting promotion, salary increments and other benefits.
Leadership Qualities: Six Sigma Black Belt Training polishes leadership skills of the participants. They identify and lead Six Sigma projects for process improvement. Therefore, firms that decide to implement Six Sigma employ Six Sigma Black Belt's to take on leadership role and influence how decisions are made within a company.
Competency: A Six Sigma Black Belt is the best of his field. He is competent enough to take on the most difficult process improvement challenges faced by a company. Being skillful in Six Sigma methods, principles and techniques, a Black Belt shows competencies in every field of life.
Strategic Thinking: Not only Six Sigma Black Belt Training strengthens one's decision making power but also improves the strategic thinking. The rigorous training sessions enables black belts to meet company's goals by formulating business plans and executing successful improvement projects.
Successful Career: Every business owner has the desire to keep costs down and improve business processes to increase profits. Being able to conduct winning Six Sigma projects, a career as a black belt can be very successful. Six Sigma Black Belt Training teaches techniques and procedures that are applicable to all industries so black belts have chances of prosperous career in whatever industry they chose.

Classroom *With* Instructor	**Total Number of Clock/Contact Hours: 212 (6 months to complete)**
Program Cost:	**$7,995.00**
Tuition:	$7,545.00
Registration Fee:	$ 150.00
Exam(s):	$ 100.00
Courseware/Books:	$ 200.00
Classroom *Without* Instructor (online)	**Total Number of Clock/Contact Hours: 171 (Allotted 9 months to complete)**
Program Cost:	**$4,395.00**
Tuition:	$3,895.00
Registration Fee:	$ 150.00
Exam(s):	$ 100.00
Courseware/Books:	$ 200.00
Requirements for admission:	Students must be 21 years or older, have at least an Associate's Degree, and successfully complete the pre-qualification interview. Student must have a fundamental understanding of Microsoft Excel 2010, 2013, or 2016.
Requirements for Graduation:	Student must pass 21 separate module exams plus 1 project exam with a grade 70% or better. Students are allowed 3 attempts to pass required exams.

Course Name	Months	Clock Hours
Six Sigma Black Belt-Residential Mode 40% Theory and 60% Labs	6	212
Six Sigma Black Belt-On-Line Mode 60% Theory and 40% Labs	9	171

Prerequisite:
Basic arithmetic skills are essential (i.e., addition, subtraction, multiplication, division and work with fractions and decimals). Basic computer skills are also essential. In this context, a rudimentary understanding of Excel is highly recommended, but not essential. Furthermore, a most rudimentary understanding of algebra is a plus, but not required.

Course Description:
Black Belts are highly trained Six Sigma experts who possess the knowledge and skills that are necessary to facilitate breakthrough improvements in key processes that support the overall aims of an enterprise or operating unit. They serve as change agents, internal consultants, mentors to Green Belts and assistants to Six Sigma Champions. Black Belts optimize existing technology, or bring new technologies on line at optimal operating conditions and are the masters of problem solving.
Black Belts have the technical and leadership capability to improve the performance of an existing industrial or commercial process, regardless of complexity or output volume. They also tackle and solve specific process-oriented or design-centric problems that have a negative impact on customer satisfaction, operational capability, output capacity, cycle time and additional performance-related metrics.

Target Audience:
This program of study has been designed for individual contributors and managers seeking vertical mobility or pursuing horizontal opportunities within their respective fields or practice. The successful candidate enjoys working with data and solving problems, as well as working in a project-based, team-oriented environment.

Upon Course Completion:
Upon completion of the Six Sigma Black Belt Certification Preparation training, successful students will have the expertise and technical knowledge required to implement Six Sigma and know how to propel their respective organizations toward best-in-class status by reducing costs, improving cycle times, eliminating defects and significantly increasing customer satisfaction. The total instructional and lab time for this program-of-study is approximately 204 hours

Section 1: Introduction to Fundamental Six Sigma Statistics Using Microsoft Excel

Module 1: Overview of the Six Sigma Process
- Six Sigma Methodology and Managements Role in Implementation
- DMAIC: Six Sigma Road Map

Module 2: Qualitative Six Sigma Tools
- Simplified QFD
- Simplified FMEA
- Cause and Effect
- Process Flow
- Correlation Tests

Module 3: Foundation for Using Statistical Six Sigma Tools
- Getting Samples and Data
- Simplified Gauge Verification
- Probability
- Data Plots and Distribution

Module 4: Six Sigma Tools/ Statistical Significant Change
- Using Variables Data
- Using Proportional Data
- Using Non-normal Distributions

Module 5: Additional Six Sigma Tools
- Design of Experiments
- Control Charts

Module 6: Statistical Tools for Six Sigma Design
- What Tolerance is required
- Simplified Linear Transfer Functions Lesson

Module 7: Quality Department Data and Manufacturing Innovation
- Six Sigma Data compared to Quality Department Data
- Developing Manufacturing Innovation
- Statistical Tool Finder Matrix
- Six Sigma Check List
- Summary and Review of Formulas
- Review of Proper use of Statistical Tables

Section 2: Core Curriculum

Module 1: Organizational Leadership: Learn to prioritize objectives, create a team that seamlessly functions within the overall organization, provide leadership to the team to develop and achieve the Six Sigma vision. Introduce the first Six Sigma Topics: Course Description:

- Breakthrough Vision
- Business Principles
- Process Management
- Installation Guidelines
- Applications Projects

Module 2: Business Thinking: Develop the understanding of business management's focus so a Six Sigma program or project can be presented and explained how it will enhance and further the business goals, profits, and achievements. Understanding how to present the blending of Six Sigma values, lean practices and quality tools to match and mesh with the business focus. Develop an understanding of the next 3 Six Sigma topics:

- Value Focus
- Lean Practices
- Quality Tools

Module 3: Effective Communication: Learn how to present complex Six Sigma tools, processes and programs effectively within a business focus and how they are/can be used to increase business value. Present an overview of the first 6 technical topics:

- Basic Statistics
- Continuous Capability
- Discrete Capability
- Hypothesis Testing
- Confidence Intervals
- Control Methods

Module 4: Negotiation Practices: Learn how to effectively negotiate for resources (time, people, and money) to accomplish the Six Sigma program or project. How to present the metrics simply and effectively via a business focus to leverage the business gains against the resources needed in a negotiation setting. Then discuss how to secure the required resources for a successful program/project. Review the 7 technical Six Sigma evaluation methods:

- Hypothesis Testing
- Confidence Intervals
- Control Methods
- Parametric Methods
- Chi-Square Methods
- Survey Methods
- Nonparametric Methods

Module 5: Project Management: Pulls together the previous 4 lessons and Six Sigma tools and processes to effectively manage a program or project as well as bridging the management to technical methodology and communication gap to accomplish a successful program or project. Present the Six Sigma project methodologies:

- Experimental Methods
- DFSS Methods
- Measurement Analysis

Training Project

Program Title:

Six Sigma Green Belt Certification Program

Program Objectives:

The objective of this course is to prepare students for the Six Sigma Green Belt Certification examination passage of which validates the student's mastery of the Six Sigma project process steps all of which are designed to result in the improvement of any business or commercial process.
Students will learn to:

- Master the Six Sigma Define, Measure, Analyze, Improve & Control (DMAIC) methodology and related set of analytical tools
- Apply lean Six Sigma Knowledge and skills to successfully lead project teams
- Implement the DMAIC methodology and tools to accomplish Green Belt level projects
- Utilize the principles and practices of Lean Six Sigma to better frame and solve daily problems
- Improve business value for the customer and provider in a concurrent and synergistic way

The Six Sigma Green Belt program will focus on several key areas, such as:

- Six Sigma principles, practices, deployment strategies and implementation tactics
- Descriptive statistics, benchmarking methods, process control techniques, process diagnostic methods and experimental design methods
- Types and uses of performance data, sample size determination and sampling schemes
- Project selection criteria, charter elements, execution milestones and review guidelines
- Principles and practices associated with process characterization and optimization

Benefits to Students:

Career Opportunities: A Six Sigma Green Belt has more career opportunities as compared to one who does not have any Six Sigma training. Green belts are more capable and hence they have more chances of getting promotion, salary increments and other benefits.
Leadership Qualities: Six Sigma Green Belt Training polishes leadership skills of the participants. They identify and lead Six Sigma projects for process improvement. Therefore, firms that decide to implement Six Sigma employ Six Sigma Green Belt's to take on leadership role and influence how decisions are made within a company.
Competency: A Six Sigma Green Belt is among the best of his field. He is competent enough to take on process improvement challenges faced by a company. Being skillful in Six Sigma methods, principles and techniques, a Green Belt shows competencies in every field of life.
Strategic Thinking: Not only Six Sigma Green Belt Training strengthens one's decision making power but also improves the strategic thinking. The rigorous training sessions enables Green belts to meet company's goals by formulating business plans and executing successful improvement projects.
Successful Career: Every business owner has the desire to keep costs down and improve business processes to increase profits. Being able to conduct winning six sigma projects, a career as a green belt can be very successful. Six Sigma Green Belt Training teaches techniques and procedures that are applicable to all industries so green belts have chances of prosperous career in whatever industry they chose.

Classroom *With* Instructor	**Total Number of Clock/Contact Hours: 115 (6 months to complete)**
Program Cost:	**$4,000.00**
Tuition:	$3,550.00
Registration Fee:	$ 150.00
Exam(s):	$ 100.00
Courseware/Books:	$ 200.00
Classroom *Without* Instructor (online)	**Total Number of Clock/Contact Hours: 96 (Allotted 9 months to complete)**
Program Cost:	**$3,025.00**
Tuition:	$1,900.00
Tuition (Excel 1/2/3 w/instructor)	$ 675.00
Registration Fee:	$ 150.00
Exam(s):	$ 100.00
Courseware/Books:	$ 200.00
Requirements for admission:	Students must be 21 years or older, have at least an Associate's Degree, and successfully complete the pre-qualification interview. Student must have a fundamental understanding of Microsoft Excel 2010, 2013, or 2016.
Requirements for Graduation:	Student must pass 15 separate module exams plus 1 project exam with a grade 70% or better. Students are allowed 3 attempts to pass required exams.

Course Name	Months	Clock Hours
Six Sigma Green Belt-Residential Mode 40% Theory and 60% Labs	6	115
Six Sigma Green Belt-On-Line Mode 60% Theory and 40% Labs	9	96

Prerequisite:
Basic arithmetic skills are essential (i.e.: addition, subtraction, multiplication, division and work with fractions and decimals). Basic computer skills are also essential. In this context, a rudimentary understanding of Excel is highly recommended, but not essential. Furthermore, a most rudimentary understanding of algebra is a plus, but not required.

Course Description:
Green Belts are highly trained Six Sigma experts who possess the knowledge and skills that are necessary to facilitate breakthrough improvements in key processes that support the overall aims of an enterprise or operating unit. They serve as change agents, internal consultants, mentors to Green Belts and assistants to Six Sigma Black Belts and Six Sigma Champions. Green Belts optimize existing technology, or bring new technologies on line at optimal operating conditions and are the masters of problem solving.
Green Belts have the technical and leadership capability to improve the performance of an existing industrial or commercial process, regardless of complexity or output volume. They also tackle and solve specific process-oriented or design-centric problems that have a negative impact on customer satisfaction, operational capability, output capacity, cycle time and more performance-related metrics.

Target Audience:
This program of study has been designed for individual contributors and managers seeking vertical mobility or pursuing horizontal opportunities within their respective fields or practice. The successful candidate enjoys working with data and solving problems, as well as working in a project-based, team-oriented environment.

Upon Course Completion:
Upon completion of the Six Sigma Green Belt Certification Preparation training, successful students will have the expertise and technical knowledge required to implement Six Sigma and know how to propel their respective organizations toward best-in-class status by reducing costs, improving cycle times, eliminating defects and significantly increasing customer satisfaction. The total instructional and lab time for this program-of-study is approximately 115 hours.

Section 1: Introduction to Fundamental Six Sigma Statistics Using Microsoft Excel

Module 1: Overview of the Six Sigma Process
- Six Sigma Methodology and Managements Role in Implementation
- DMAIC: Six Sigma Road Map

Module 2: Qualitative Six Sigma Tools
- Simplified QFD
- Simplified FMEA
- Cause and Effect
- Process Flow
- Correlation Tests

Module 3: Foundation for Using Statistical Six Sigma Tools
- Getting Samples and Data
- Simplified Gauge Verification
- Probability
- Data Plots and Distribution

Module 4: Six Sigma Tools/ Statistical Significant Change
- Using Variables Data
- Using Proportional Data
- Using Non-normal Distributions

Module 5: Additional Six Sigma Tools
- Design of Experiments
- Control Charts

Module 6: Statistical Tools for Six Sigma Design
- What Tolerance is required
- Simplified Linear Transfer Functions Lesson

Module 7: Quality Department Data and Manufacturing Innovation
- Six Sigma Data compared to Quality Department Data
- Developing Manufacturing Innovation
- Statistical Tool Finder Matrix
- Six Sigma Check List
- Summary and Review of Formulas
- Review of Proper use of Statistical Tables

Section 2: Core Curriculum

Module 1: Organizational Leadership: Learn to prioritize objectives, create a team that seamlessly functions within the overall organization, provide leadership to the team to develop and achieve the Six Sigma vision. Introduce the first Six Sigma Topics: Course Description:

- Breakthrough Vision
- Business Principles
- Process Management
- Installation Guidelines
- Applications Projects

Module 2: Business Thinking: Develop the understanding of business management's focus so a Six Sigma program or project can be presented and explained how it will enhance and further the business goals, profits, and achievements. Understanding how to present the blending of Six Sigma values, lean practices and quality tools to match and mesh with the business focus. Develop an understanding of the next 3 Six Sigma topics:

- Value Focus
- Lean Practices
- Quality Tools

Module 3: Effective Communication: Learn how to present complex Six Sigma tools, processes and programs effectively within a business focus and how they are/can be used to increase business value. Present an overview of the first 6 technical topics:

- Basic Statistics
- Continuous Capability
- Discrete Capability
- Hypothesis Testing
- Confidence Intervals
- Control Methods

Module 4: Negotiation Practices: Learn how to effectively negotiate for resources (time, people, and money) to accomplish the Six Sigma program or project. How to present the metrics simply and effectively via a business focus to leverage the business gains against the resources needed in a negotiation setting. Then discuss how to secure the required resources for a successful program/project. Review the 7 technical Six Sigma evaluation methods:

- Hypothesis Testing
- Confidence Intervals
- Control Methods
- Parametric Methods
- Chi-Square Methods
- Survey Methods
- Nonparametric Methods

Module 5: Project Management: Pulls together the previous 4 lessons and Six Sigma tools and processes to effectively manage a program or project as well as bridging the management to technical methodology and communication gap to accomplish a successful program or project. Present the Six Sigma project methodologies:

- Experimental Methods
- DFSS Methods
- Measurement Analysis
- Training Project

Program Title:

Digital Marketing with Social Media (Social and Community Manager Certification)

Program Objectives:

The Digital Marketing with Social Media program equips students with the knowledge to implement, deploy support and leverage the power and strategies of new media marketing preparing them for employment opportunities available in the digital marketing arena. Preparation for positions such as: new media marketing specialists; digital media communications managers or new media online account executives. Students will learn what social media is and why businesses need to be on it; study search engine optimization (SEO); content marketing; blogging; the difference between personal profiles and business pages on Facebook; LinkedIn in addition to understanding Twitter; Google+; Pinterest; YouTube, etc.

The goal of the course is to provide students with the knowledge to implement strategies which link each of these individual new media into a coherent whole to effectively brand; promote and ultimate market and sell products and/or ideas effectively utilizing a multiple array of the internet communication platforms.

Total Number of Clock/Contact Hours: 68

Program Cost:	**$3,895.00**
Tuition:	$2,881.00
Registration Fee:	$ 150.00
Exam(s):	$ 365.00
Courseware/Books:	$ 499.00

Admission Requirements: Students must be 18 years of age or older possess a High School Diploma or GED; and have basic computer knowledge including word processing, copy and pasting and searching on line.

Graduation Requirements: The student needs to attend 100% of all instructor-led classroom training, complete all lab assignments and have all tuition and fees paid in full.

Credential Awarded: DWWTC issues Certificates of Completion.
Digital Marketer will issue the Social & Community Manager Certification upon passing the certification exam.

Job Placement Assistance: Available with this program.

Course Name	Days	Clock Hours
Introduction to Social Media Marketing	4*	32
Labs	1	3
Social & Community Manager Certification Preparation	30	33
Totals	**35**	**68**

*** Class normally runs in 8 half-day sessions.**

Introduction to Social Media Marketing

Block I: Search Engine Optimization (SEO) & Content Marketing

Module 1: Understand what social media is.
Module 2: Understand why social media is important to 21st Century business.
Module 3: Understand how Search Engine Optimization (SEO) affects business visibility.
Module 4: Understand what infographics are and how they fit into social media marketing.
Module 5: Understand basic principles of content marketing.
Module 6: Understand the meaning and use of branding.

Block II: Popular Social Media Formats (Part 1): Facebook & Twitter

Module 1: Understand the purpose and functionality of Facebook.
Module 2: Understand the purpose and functionality of Twitter.

Block III: Popular Social Media Formats (Part 2): Pinterest, Instagram, & Google+

Module 1: Understand how Pinterest provides market visibility.
Module 2: Understand how Instagram provides market visibility.
Module 3: Understand how Google+ fits in the Google family of products.

Block IV: Social Media Meets Professional Media (Part 1): YouTube & LinkedIn

Module 1: Understand how YouTube works as a search engine and video marketing tool.
Module 2: Understand how LinkedIn differs from social media—and how it is similar.

Block V: Social Media Meets Professional Media (Part 2): Business Pages on Social & Professional Media

Module 1: Understand how a business page can work across social media.

Block VI: Blogging: WordPress, Blogger, Tumblr, & Hosted Sites

Module 1: Understand what web logs—or "Blogs"—are and how they work.
Module 2: Demonstrate an understanding of Blogging by:
Module 3: Understand how Blogging can promote business.

Block VII: Social Media Management Tools & Sharing Social Media on the Web

Module 1: Understand how to use social media management tools.
Module 2: Demonstrate understanding of social media organizer suites by setting up accounts on Hootsuite, Flipboard, or TweetCaster.
Module 3: Understand how ShareaHolic can simplify social media posting from a browser.

Block VIII: The Social Marketing Team, Social Media Strategies, & Trends

Module 1: This block of instruction builds on learning objectives from throughout the course, providing intermediate to advanced Part techniques to enhance the basic principles and processes presented in the prior 7 blocks of instruction.
Module 2: Understand the dynamic nature of technology tool development and promulgation and how it may affect marketing strategy.

Social & Community Manager Certification Preparation

Module 1: Foundations of Social Marketing

- Lesson 1: From The Author
- Lesson 2: Social Success Cycle
- Lesson 3: Social Media Marketing Goals
- Lesson 4: The Customer Avatar
- Lesson 5: Which Social Media Channel Is Right for You
- Lesson 6: Engagement vs Seeker Channels
- Lesson 7: 10 Minute Social Media Audit
- Lesson 8: Social Media Don'ts
- Lesson 9: When to Automate

Module 2: Social Listening

- Lesson 1: Why Listen?
- Lesson 2: Social Listening Goals
- Lesson 3: Social Listening Tools
- Lesson 4: Social Listening Metrics
- Lesson 5: Social Listening Setup
- Lesson 6: Social Listening Keyword Planning
- Lesson 7: Tool Demo: Keyword Alert Setup
- Lesson 8: Listening Without Paid Tools
- Lesson 9: Using A Feedback Loop
- Lesson 10: Tool Demo: Tag and Task Setup
- Lesson 11: The 3-Step Social Customer Service Plan

Module 3: Social Influencing

- Lesson 1: Why Influence?
- Lesson 2: Social Influencing Goals
- Lesson 3: Social Influencing Tools
- Lesson 4: Social Influencing Metrics
- Lesson 5: Growing Social Profiles
- Lesson 6: Social Media Bouncing
- Lesson 7: Social Media Topic Map
- Lesson 8: 7 Blog Post Templates
- Lesson 9: Socializing Blog Content
- Lesson 10: Step 1 - Splinter
- Lesson 11: Step 2 - Visualize
- Lesson 12: Step 3 - Broadcast
- Lesson 13: Step 4 - Tag
- Lesson 14: Step 5 - Monitor
- Lesson 15: Step 6 - Schedule
- Lesson 16: Tool Demo - Edgar
- Lesson 17: Defeating The "Social Fire Hose"
- Lesson 18: Tool Demo - Facebook's Boost Post Function
- Lesson 19: What's Your SOP?

Module 4: Social Networking

- Lesson 1: Why Network?
- Lesson 2: Social Networking Goals
- Lesson 3: Social Networking Tools
- Lesson 4: Social Networking Metrics
- Lesson 5: What Is Media?
- Lesson 6: Long Tail Media Outreach
- Lesson 7: What Does Long Tail Media Want?
- Lesson 8: Networking by Topic Map
- Lesson 9: The "Short List"
- Lesson 10: Reverse Media Outreach
- Lesson 11: Staying Compliant

Module 5: Social Selling

- Lesson 1: Why Selling?
- Lesson 2: Social Selling Goals
- Lesson 3: Social Selling Tools
- Lesson 4: Social Selling Metrics
- Lesson 5: The Value First Strategy
- Lesson 6: Value First Offers
- Lesson 7: The Customer Journey
- Lesson 8: Content Segmentation
- Lesson 9: Segmentation + Retargeting
- Lesson 10: DEMO: Setting Up a Segmented Website
- Lesson 11: Content + Social Media + Ad Retargeting
- Lesson 12: Putting It All Together

ABOUT US

Dynamic Worldwide Training Consultants offers Workforce Innovation and Opportunity Act (WIOA) training programs that are specifically designed to meet state regulatory rules. Training at Dynamic Worldwide Training Consultants will result in certification achievement in the fields of Information Technology, Project Management, and other professional programs, enabling students to compete for jobs utilizing their newly acquired skills.

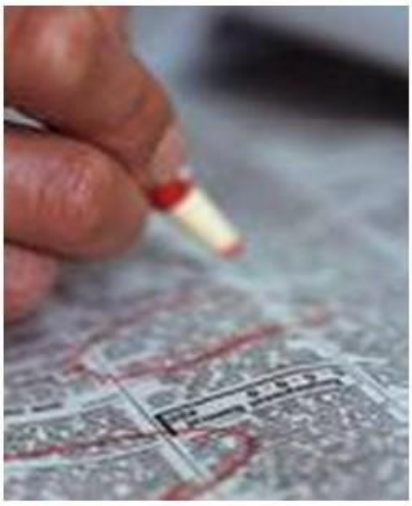
With programs like the Workforce Innovation and Opportunity Act (WIOA) available through Dynamic Worldwide Training Consultants, you can train and become certified in a short amount of time and reenter the workforce with the skills that are in demand.

STUDENT TESTIMONIALS

Whether you're looking to perform your job more efficiently, get a raise, or just learn something new, Dynamic Worldwide trainings can help you get there. The friendly and knowledgeable staff makes you feel completely comfortable from the moment you first walk through the door, and the state-of-the-art facility gives you an immersive, hands-on training experience that is unparalleled.

The small class sizes mean lots of one-on-one attention from the instructors who have a knack for breaking down the information and making it easy to learn and retain. There is even a break room with complementary refreshments. How's that for customer service!? After completing my Microsoft Office training, I am proud to stay that I am will be Microsoft Certified in a few months and excited by the new doors opening in my career. Thanks… Dynamic Worldwide!

UNEMPLOYED? DISPLACED? LOOKING TO CHANGE CAREERS?



Arizona State Board for Private Postsecondary Education
1400 W. Washington, Room 260
Phoenix, Arizona 85007
(602) 542-5709

STUDENT TUITION RECOVERY FUND
CLAIM FORM

In 1989, the State of Arizona enacted legislation to create a **STUDENT TUITION RECOVERY FUND**. This Fund provides a pool of money from which persons injured by the closure of an Arizona private postsecondary college or school may recover damages. The Fund is made up of fees collected from private postsecondary colleges and schools licensed in the State of Arizona. The Fund is administered by the Arizona State Board for Private Postsecondary Education.

Only students who attended a private postsecondary college or school, required to participate in the Fund may file a claim against the Fund. All claims must be filed within one year of the college or school closure date. To file a claim, you must complete this form and submit it to the Arizona State Board for Private Postsecondary Education at the above address. Fund claims are investigate in two steps; **First,** claims are reviewed to ensure that a person is eligible to file a claim. **Second,** claims are investigated to determine if the claimant will receive any monetary restitution.

STUDENT NAME: _____

STUDENT ADDRESS: _____

_____

_____

STUDENT PHONE NUMBER: _____

SOCIAL SECURITY NUMBER: _____

COLLEGE/SCHOOL ATTENDED: _____

ADDRESS OF SCHOOL: _____

_____

_____

TUITION INFORMATION: How much Tuition did you pay to the institution?

$_____CASH $_____GSL $_____SLS $_____PLUS

$_____GRANTS _____OTHER

STUDENT TUITION RECOVERY FUND

Page 2

If possible, send photocopies of documents verifying your financial relationship with the closed school.

ENROLLMENT DATA:

Start and End Dates of Enrollment:_____

Program of Study_____

Were you enrolled when the school closed?_____

Did you graduate?_____ If yes, did you receive a diploma?_____

Did you participate in a "teach-out" with another college or school?_____ If yes, what college or school did you attend or what college or school are you attending currently?_____
_____

CLAIM OVERVIEW:

What is the exact nature of your dispute with the closed school? Be specific about your claim and your circumstances. Identify what financial assistance or financial restitution you are seeking. If you don't have room on this page, please continue on an attached page.

_____

_____

_____

_____

_____

X_____ **Date:**_____
Signature of Student

If you need assistance in completing this form, please call (602) 542-5709.

Note: It is your responsibility to see that the State Board Office is notified of your current address and/or telephone number. If mail is returned without a forwarding address or, if we are unable to reach you via mail or telephone, your claim will be terminated.
YOUR CLAIM CANNOT AND WILL NOT BE PROCESSED IF YOU CANNOT BE REACHED THROUGH THE MAIL OR BY TELEPHONE.

Revised: May 1,

Dynamic Worldwide Training Consultants

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