



# Educate 360

Professional Training Partners

# Learning and Development Offerings

## 2023 Catalog



**Educate 360**  
Professional Training Partners

Pierian  Training

PROJECT  
MANAGEMENT  
ACADEMY

 SIX SIGMA  
ONLINE

 UNITED  
TRAINING

velopi

 Watermark  
Learning



**Across the wide range of business topics Educate 360 offers, we are committed to your organization's needs.**

Our training, coaching, and consulting services cover a wide range of business topics including data science, project management, Agile, Six Sigma, IT and technical skills, business analysis, and leadership. We prepare professionals for certification exams, focus on skill development, help with onboarding new hires, and improve organizational agility and analytical decision-making. Courses can be delivered privately to only your employees live-onsite, live-virtual, or via video-on-demand. We also offer the flexibility to allow individual employees to attend a public course that best fits their schedule but with the benefit of group pricing.

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PROJECT  
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# Who We Are The Educate 360 Family

Educate 360 helps organizations achieve their goals of improved efficiency, increased cross-functional alignment, and enhanced business results through supportive learning and development programs that attract and retain top talent.

EST. 2015

Specialized training in  
**Data Science & Machine Learning**

EST. 2009

Specialized training in  
**PMI Certification Prep & Modern Agile Skills (US)**

EST. 2004

Specialized training in  
**Self-Paced Six Sigma Certification Prep**

EST. 2020

Specialized training in  
**IT Certifications & Technical Skills**

EST. 2009

Specialized training in  
**Enterprise Project Management (EU)**

EST. 1992

Specialized training in  
**Business Analysis & Leadership Skills**

## Why Choose Us?

### Unparalleled Roster of Instructors, Coaches and Consultants

Our instructors have an average of **20 years of industry experience** in addition to their teaching experience, and place an emphasis on real-world application. Educate 360 instructors are also experts in adult learning to ensure highly engaging delivery and maximum knowledge retention.

### High-Touch Learning and Development Support and Dedicated Customer Service

A knowledgeable representative will work closely with your company to design a learning and development program that achieves your organization's desired outcomes. Additionally, we have a customer service team on standby to assist individual students with questions related to their training.

### Private Group Flexibility and Cost Efficiency

Educate 360 helps organizations reduce costs by offering significant discounts on public course pricing when they purchase training for groups of employees. We also provide the flexibility to tailor a learning program to your company's individual needs and timelines.

### Outcome-Oriented Materials and Extensive Online Study Portal

We continuously update our materials to align with certification changes and the fast-moving business world. We provide an online learning management system that includes invaluable tools, such as mock exams, flashcards, and study guides to help achieve learning outcomes.

### Reinforcement of Learning with Tutoring, Workshops, Coaching, and Consulting

We offer supplemental reinforcement solutions, such as tutoring, office hours, workshops, coaching, and consulting, to ensure students translate classroom learnings into organizational results.

### A Proven Track Record of Corporate Relationships

Educate 360 has trained, coached, and consulted employees from **98 of the Fortune 100** companies. With 95% of participants willing to refer a friend or colleague to our services, our trainings have received thousands of 5-star reviews.

## How We Can Help

- Onboard and develop employees
- Use data for competitive advantage
- Become a more strategic and analytical organization
- Make an agile transformation
- Secure and enhance organizational technology
- Have a team with the right power skills





# Flexible Team Training Solutions

Educate 360 partners with your organization to provide flexible training solutions for all members of your organization, from C-suite executives to entry-level staff. We work with you to determine your exact needs, then provide you with customizable cohort training options to suit your desired outcome.

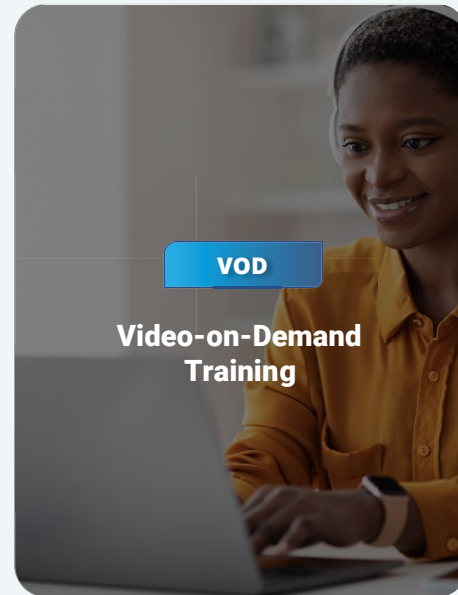
We offer several training methods for you to select from and blend to meet your organization's needs:



Groups of 5+ employees attending public training in-person or virtually



Groups of 10+ employees seeking training virtually or on-site



Employees learn at their own pace in our Learning Management System

## Benefits of Team Cohort Training

Cohort-based learning is a powerful, collaborative process in which employees advance along their training path together. Typically, **cohorts range in size from 5 – 20 students**, often grouped by function, skill level, or location. Having employees learn together can yield many benefits, including:

- Providing cost-effectiveness
- Building team competency
- Increasing productivity
- Helping build employee relationships
- Increasing employee engagement
- Improving company culture & collaboration

# Coaching Solutions

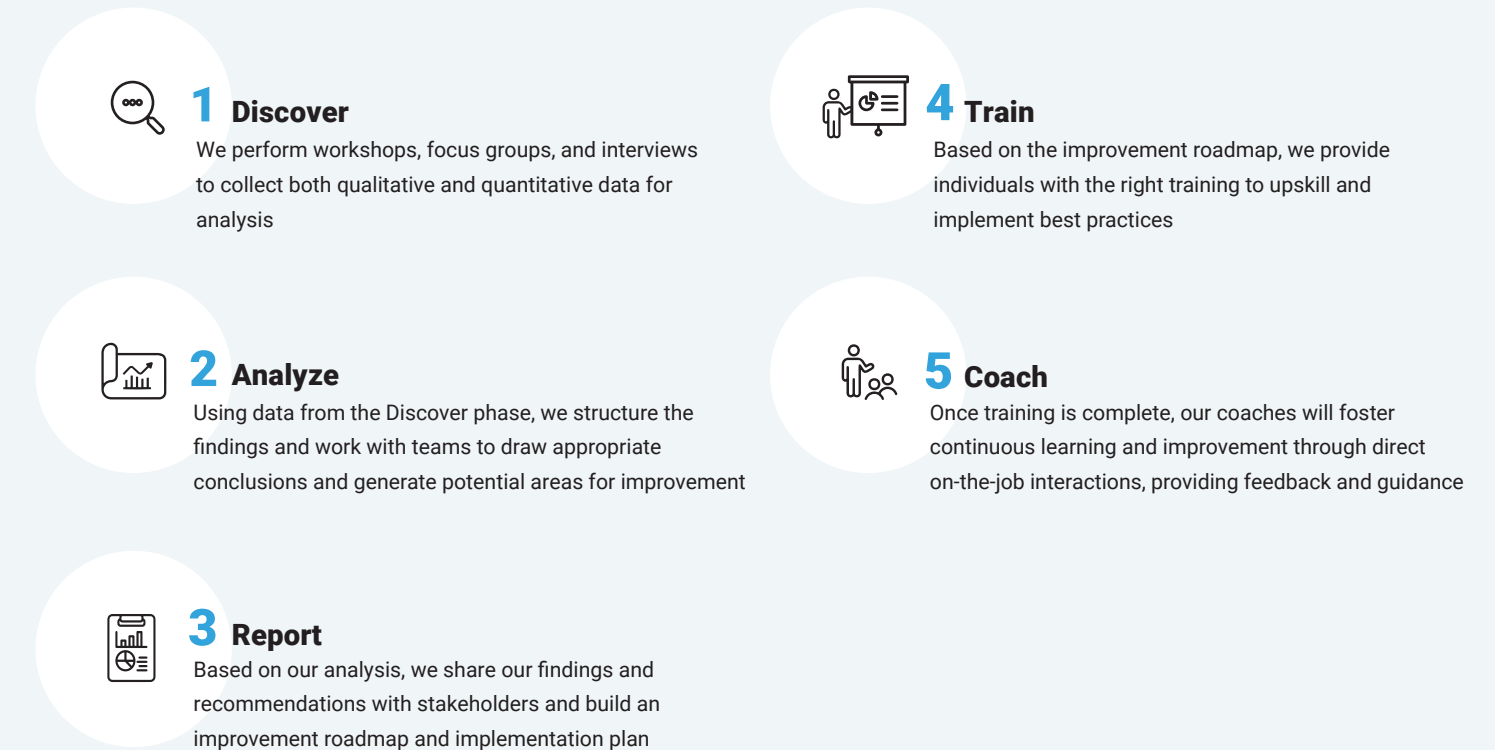
For an even greater learning impact after your course is complete, pair training with coaching. Our coaches ensure students can effectively apply what they learned to their job role through:

- Identify areas for improvement
- Provide one-on-one coaching
- Plan and facilitate hands-on workshops
- Provide additional support as needed

# Consulting Solutions

If you are seeking additional guidance to achieve organizational improvement, Educate 360 can partner with you and build an end-to-end consulting solution to meet your organizational needs. Educate 360's consulting approach is set up to ensure that your end-goal is always at the forefront as we create a framework for your success.

Our consulting approach includes the following:



With our consulting solutions, you receive the framework, skills, and expert guidance you need to help achieve the change you desire.



# Project Management Training

MOST POPULAR

Certification Course\*

## Project Management Professional (PMP)<sup>®</sup> Exam Prep

The Project Management Professional (PMP)<sup>®</sup> Exam Prep course prepares students to pass the PMP exam on their first attempt by teaching *The PMA Way*<sup>™</sup>. After our boot camp course, students will have the knowledge and tools to elevate their professional performance. We stand firmly behind students' success with a 100% money-back guarantee.

Educate 360 is a Premier Status member of the Project Management Institute's (PMI) Authorized Training Partner Program. This is a PMI-authorized PMP exam prep course.



Four Days / 35 Hours

PRIVATE

PUBLIC

VOD



ENTRY LEVEL

Certification Course\*

## Certified Associate in Project Management (CAPM)<sup>®</sup> Exam Prep

CAPM is PMI's entry-level certification, perfect for aspiring project managers and recent graduates. Our CAPM Exam Prep boot camp covers the fundamentals and terminology of project management, allowing individuals with no prior experience to hit the ground running.

Three Days / 23 Hours

PRIVATE

PUBLIC

VOD



\*In-person public courses available across the U.S. and Canada

ADVANCED



Continue to advance your career with these PMI Certification Exam Prep Training courses:

### Risk Management Professional (PMI-RMP)<sup>®</sup> Exam Prep

1 Day

PRIVATE

PUBLIC

VOD

### Program Management Professional (PMI-PgMP)<sup>®</sup> Exam Prep

4 Days

PRIVATE

PUBLIC

## Are you located outside of North America and are in need of project management training and consulting for your organization?

Our Ireland-based team at Velopi can help! For nearly 15 years, Velopi has helped organizations improve their project management maturity with skills and certification training courses and consulting engagements to support superior project execution at multinational enterprises and government agencies throughout Europe.



Skills Course

## Project Management Best Practices

This comprehensive course provides an overview of key elements of the project lifecycle – from project initiation through project close. With a focus on project management concepts, this course provides students with an enhanced understanding of key project management terminology and a roadmap for successful project completion.

One Day

PRIVATE

PUBLIC

VOD



WORKSHOP OPTION

Skills Course

## Project Management Foundations

This course is designed to help students develop the foundational skills and competencies expected of project managers. Students will learn key concepts, tools, and techniques to successfully contribute to and lead a project. **The workshop option provides a highly interactive session that can be tailored to your organization's highest priorities.**

Two Days

PRIVATE



Skills Course

## Strategic Risk Management

Mastering risk management techniques is essential to becoming a successful project manager. This course teaches students a variety of approaches for identifying and managing risks. **We also offer certification prep for the PMI Risk Management Professional (PMI-RMP)<sup>®</sup> exam.**

One Day

PRIVATE

PUBLIC

VOD



Skills Course

## Program Management

Increasingly, organizations face the challenge of limited resources and conflicting projects, which can lead to budget overruns and failed strategic objectives. Effective coordination of projects that share similar objectives and resources with programs can help improve efficiency. **We also offer certification prep for the PMI Program Management Professional (PMI-PgMP)<sup>®</sup>**

One Day

PRIVATE

PUBLIC

VOD



Skills Course

## Project Sponsor Workshop

Sponsorship is crucial to project success, particularly for large or risky projects. Without sponsorship, or with ineffective sponsorship, even small projects flounder. This interactive workshop teaches students how to become engaged sponsors who foster more confident project managers, higher-performing project teams, and better business outcomes.

Half Day

PRIVATE



Skills Course

## Microsoft<sup>®</sup> Project

Two critical skills any project manager must master are schedule planning and management using a software-based project management tool. This course introduces students to Microsoft Project, teaching them how to use the software to become more efficient and productive in a project management capacity.

TECHNICAL APPLICATIONS SUPPORT

One Day

PRIVATE

PUBLIC

VOD







# Agile Training

Certification Course

## PMI Agile Certified Practitioner (PMI-ACP)® Exam Prep

Agile enables project professionals and organizations to adapt to uncertainty in today's business environments. This comprehensive course provides an in-depth look at the Agile mindset, frameworks, and methods, including Scrum, XP, and Lean. Participants will learn to utilize Agile practices to help their organizations achieve business goals. This course also satisfies the 21 hours of formal education required to sit for the PMI-ACP exam.

Two Days / 21 Hours PRIVATE PUBLIC VOD

Certification Course

## Certified ScrumMaster (CSM)® Certification Training

This two-day CSM® course delivers an overview of the Scrum framework and prepares attendees to take on the Scrum Master role. Participants will learn about Agile and the foundation of Scrum, including its events, artifacts, and roles.

Two Days / 16 Hours PRIVATE PUBLIC

\*Certification exam fee included in course

Certification Course\*

## Certified Scrum Product Owner (CSPO)® Certification Training

In this course, participants will have the opportunity to explore a difficult role in Scrum—the product owner—and prepare for the Certified Scrum Product Owner (CSPO®) exam. Participants will learn about the fundamentals of Scrum, as well as techniques for developing a product vision, creating, maintaining, and prioritizing a product backlog, and identifying user needs. They will also receive an overview of sizing (story point estimating) in Scrum.

Two Days / 16 Hours PRIVATE PUBLIC

\*Certification earned upon course completion

Certification Course

## Advanced Certified ScrumMaster (A-CSM)® Certification Training

This two-day course, taught by a Certified Scrum Trainer, allows Certified ScrumMasters to become eligible for the Advanced Certified ScrumMaster® (A-CSM®) certification through the Scrum Alliance.

Two Days / 16 Hours PRIVATE PUBLIC

\*Certification earned upon course completion

Certification Course\*

## Agile Change Agent Certification Training

In this workshop, participants will learn about Agile ways of working and how an Agile approach impacts their role and interaction with those driving change. The course equips participants with tools to ensure change initiatives are embedded and adopted in ways that deliver benefits throughout their organizations. Upon successful completion of the course, students will earn the APMG International Agile Change Agent certification.

Two Days / 14 Hours PRIVATE PUBLIC WL

\*Certification exam included in course

Certification Course\*

## SAFe® SA Certification Training

During this course, students will gain the knowledge necessary to lead a Lean-Agile enterprise by leveraging the SAFe® Framework and its underlying principles derived from Lean, systems thinking, Agile development, product development flow, and DevOps. Upon completion of the course, students will be prepared to take the exam and become a certified SAFe® Agilist (SA).

Two Days / 15 Hours PRIVATE

Certification exam included in course / Additional Scaled Agile (SAFe®) courses available

Certification Course

## IIBA® Agile Analysis (IIBA®-AAC) Exam Prep

The comprehensive workshop helps students prepare for and pass the IIBA® Agile Analysis Certification (IIBA-AAC) exam, covering critical terms, concepts, and techniques. This course ensures that students make the most of their post-class prep time and increases their success in the field as IIBA-AAC certified practitioners.

One Day / 7 Hours PRIVATE VOD WL

Skills Course

## Integrating Agile in a Waterfall Practice

During this course, students will learn key concepts for the integration of Agile strategies and practices. Upon course completion, you will be able to work with a PMO to create an appropriate strategy for the inclusion of Agile methods. Additionally, you'll be able to proactively manage projects during a transition from, in parallel with, or in a hybrid delivery approach with traditional delivery methods.

One Day PRIVATE PUBLIC VOD

Skills Course

## Agile Fundamentals

This course is designed to provide an overview of the Agile mindset and teach tools, techniques, and practices that are used in Agile environments to increase team performance and improve customer satisfaction. The workshop option provides a highly interactive session that can be tailored to your organization's highest priorities.

One or Two Days PRIVATE PUBLIC VOD

Skills Course

## Agile Leadership Workshop

This interactive workshop explores the key tenets of Agile and how leaders can support Agile initiatives to maximize their investments and achieve project and organizational goals. This workshop is intended for managers and executives who want to receive an overview of Agile/Scrum principles, practices, tools, and activities.

Half Day PRIVATE WL



# Business Analysis Training

ENTRY LEVEL

Certification Course

## ECBA™ Exam Prep

If an employee has little to no project experience or is simply looking to understand the business analysis profession better, this course offers preparation for IIBA's Entry Certificate in Business Analysis™ (ECBA) exam, as well as the foundation for a career in business analysis. Participants will learn invaluable tips and tricks needed to pass the ECBA certification exam. This course follows IIBA's ECBA exam blueprint based on the BABOK® Guide v3.0.

Three Days / 21 Hrs

PRIVATE PUBLIC VOD WL

INTERMEDIATE

Certification Course\*

## CBAP®/CCBA® Exam Prep

The Certified Business Analysis Professional™ (CBAP®) is the level three professional certification from the IIBA® for individuals with extensive business analysis experience. CBAP credential holders are recognized experts in the business analysis field, and have demonstrated the skills and commitment to take on high-impact projects within an organization. This boot camp also prepares BA professionals who do not yet have the five years of experience required for the Certification of Competency in Business Analysis (CCBA®) exam—the level-two professional certification from the IIBA®.

Four Days / 35 Hours

PRIVATE PUBLIC VOD WL

\*The CCBA exam is based on the same content as the CBAP exam, though the question style differs.

ADVANCED

Certification Course

## PMI Professional in Business Analysis (PMI-PBA)® Exam Prep

This comprehensive workshop prepares students for the PMI-PBA® exam and helps them improve competence in all aspects of business analysis, from needs assessment through requirements management and solution evaluation. Designed, created, and taught by PMI-PBA credential holders, this course provides key insights into the exam and the critical areas of study.

Four Days / 35 Hours

PRIVATE PUBLIC VOD WL

Skills Course

## Business Analysis Foundations

This course provides students with the foundational skills needed to deliver value to stakeholders and their organization. Students learn how to help clients articulate their problem or opportunity, and plan business analysis activities. They also learn the basics of eliciting, analyzing, documenting, managing, and communicating requirements through the life cycle of the project.

Two Days

PRIVATE PUBLIC VOD WL

Skills Course

## Business Analysis Modeling Essentials

This course presents several common business analysis modeling techniques to elicit and analyze requirements. Students will practice analyzing, modeling, and reviewing the requirements as they work through an engaging case study. The models in this class follow the concurrent modeling framework, emphasizing process, data, interaction, and interface requirements.

Two Days

PRIVATE PUBLIC VOD WL

Skills Course

## Eliciting Requirements

This course teaches participants to develop high-level elicitation skills, which are the means of identifying real needs versus the stated needs. In organizations with project professionals who use good eliciting skills, stakeholders have shared expectations and face fewer surprises, team members are more efficient in developing solutions, and project environments are more collaborative and productive.

One or Two Days

PRIVATE PUBLIC VOD WL

Skills Course

## Agile Business Analysis

This two-day workshop provides the essential information needed for those in the business analyst role to be successful on Agile projects. Students learn core Agile concepts and have an opportunity to apply them in workshops. Participants will use the Scrum framework to build skills and learn how to optimize business analysis skills in an Agile environment.

Two Days

PRIVATE PUBLIC VOD WL

Skills Course

## Building Better Business Cases

Successful projects require a clear and relevant business case. Through this course, students will learn and practice a repeatable, five-step process that starts with identifying business needs and ends with a strong business case.

One Day

PRIVATE PUBLIC WL

Skills Course

## Use Case Modeling

Use cases provide a structured, industry-standard way of eliciting and documenting visibly observable functional requirements from the point of view of the business to enhance communication and lay the foundation for user interface design and test case development. This course teaches where use cases are most effective, a step-by-step method for creating them, and guidelines and tips to enhance them.

Two Days

PRIVATE PUBLIC WL

BEGINNER - ADVANCED

Skills Course

## Microsoft® Excel

Part I / Part II / Part III Available

This three-part Excel course teaches you how to create and manipulate data. Part 1 introduces basic Excel formatting and formulas, Part 2 introduces functions, lists and basic data analysis, and Part 3 introduces automation, lookup functions, and basic data forecasting.

TECHNICAL APPLICATIONS SUPPORT

One Day / per part

PRIVATE PUBLIC WL



# Leadership Training

Certification Course\*

## BRMP® Certification Training

Business Relationship Management Professional® (BRMP) is the first level of certification for business relationship managers. This course will help students understand what it means to perform as a strategic partner, contribute to business strategy formulation, and shape business demands to enable successful organizational outcomes. The foundational knowledge is captured in the *BRMBOK™* (BRM Body of Knowledge).

Three Days / 21 Hrs

PRIVATE

PUBLIC

VOD

WL

\*Certification exam included in course

Skills Course

## Business Relationship Management Foundations

In this class, students will gain a comprehensive foundation of business relationship management, developing and practicing core skills. Students will learn how to enhance awareness of the business relationship manager role among partners and senior management.

Two or Three Days

PRIVATE

WL

Skills Course

## Influencing Without Authority

Students will learn and practice tips, tools, and techniques for influencing others. Organizations with effective influencers enjoy better collaboration among stakeholders, improved trust among team members, and an enhanced ability to move the organization forward to achieve business goals.

One Day

PRIVATE

PUBLIC

VOD

WL

Skills Course

## Negotiation Skills

This course will provide an overview of negotiation essentials, including tips on preparing for negotiations, managing emotions, and determining alternatives. Students will learn the difference between positions and interests, as well as how to reframe disparate goals to find the win-win. The course provides opportunities to practice negotiating in small groups.

One Day

PRIVATE

PUBLIC

WL

Skills Course

## Facilitation Skills Workshop

A good facilitator effectively keeps a group focused on its goals. In this course, students will learn various facilitation techniques, develop a structured approach to planning and conducting facilitated sessions, and gain opportunities for practical application.

One or Two Days

PRIVATE

PUBLIC

WL

Skills Course

## Problem Solving and Decision Making

Understanding how to quickly address problems and bring project teams to a consensus is a crucial skill. This course will help students unlock the key principles necessary to keep projects moving forward.

One Day

PRIVATE

PUBLIC

WL

Skills Course

## Interpersonal Communication

To be a successful manager, students must be able to listen to and communicate effectively with their teams and all levels of their organizations. This course teaches students about communication needs across the project lifecycle, tools for assessing a social situation, and how to select an effective communication approach.

One Day

PRIVATE

PUBLIC

WL

Skills Course

## Leading Remote / Hybrid Teams

In today's fast-paced business world, organizations are increasingly moving toward partially remote teams. Project managers need to have a solid grasp on how to lead projects with geographically dispersed team members. This course helps students better understand and navigate this new leadership challenge.

Half Day

PRIVATE

WL

Skills Course

## Organizational Change Management

This interactive workshop covers the key concepts associated with organizational change management, as well as techniques for assessing organizational readiness, effectively addressing resistance, and identifying the critical success factors in the change process.

One or Two Days

PRIVATE

PUBLIC

WL

Skills Course

## Navigating Difficult Conversations

This course provides frameworks and approaches for managing difficult conversations. Students will gain confidence in their ability to constructively address stressful situations. They will also have the opportunity to assess their own conflict management styles and learn tools and techniques for reframing discussions to yield more productive outcomes.

One Day

PRIVATE

PUBLIC

WL

Skills Course

BEGINNER

## Microsoft® Teams

This course covers the tools and functions of Microsoft's messaging app, Teams. You will learn about using and managing channels, collaborating through chat and meetings, managing files, increasing functionality through the addition of apps and bots, and more.

TECHNICAL APPLICATIONS SUPPORT

Half Day

PRIVATE

PUBLIC

WL

Skills Course

BEGINNER

## Microsoft® PowerPoint

Part I / Part II Available

This two-part PowerPoint class teaches you how to create and manipulate engaging presentations. Part 1 introduces you to basic PowerPoint tools for creating slides and content, and Part 2 introduces more advanced topics such as templates, animation, and adding media.

TECHNICAL APPLICATIONS SUPPORT

One Day / per part

PRIVATE

PUBLIC

WL





# Data Science Training

BEGINNER

Skills Course

## Data Literacy for Business

In today's business landscape, being able to "speak data" is a critical skillset. Data Literacy for Business provides a high-level overview of the key topics in Data Science and Machine Learning without getting into coding or complex mathematic details.

One Day

PRIVATE PUBLIC



BEGINNER

Skills Course

## Introduction to Python

Python is an easy-to-learn programming language that has radically changed the software engineering world by optimizing for developer workflow and readability. This three-day introductory course is designed for complete beginners or experienced developers coming from another programming language.

Three Days

PRIVATE PUBLIC VOD



INTERMEDIATE

Skills Course

## Python for Data Science

Data science skills allow for the extraction of key insights and relevant knowledge from large data sets. This three-day data science course is for Python developers who want to learn how to use the key libraries in the Python data science ecosystem, including NumPy for numerical data processing, Pandas for data analysis, and Matplotlib and Seaborn for quick visualizations and statistical reporting. Training is conducted in a modern Jupyter Notebook format, allowing students to read and write code directly within the training notebooks.

Three Days

PRIVATE PUBLIC VOD



ADVANCED

Skills Course

## Python for Machine Learning

This two-day machine learning course is designed for experienced Python developers who want to learn the theory and application of various machine learning methods. Starting from simple linear regression, students are introduced to some of the most popular machine learning models. Students will learn how to choose a model, train the model on data, and evaluate and tune the model for deployment.

Two Days

PRIVATE PUBLIC VOD



BEGINNER

PRIVATE VOD

No prior knowledge of data science technologies or techniques required:

**R for Data Analysis** ⌚ Three Days

**Introduction to SQL** ⌚ Two Days

**Git and GitHub** ⌚ One Day

INTERMEDIATE

PRIVATE VOD

A baseline understanding of Python required:

**Dashboards with Plotly and Dash** ⌚ Two Days

**Python for Finance** ⌚ Three Days

**Django Development** ⌚ Two and a Half Days

**Flask Development with Python** ⌚ Two and a Half Days

**Time Series Forecasting with Python** ⌚ Two and a Half Days

**Selenium WebDriver with Python** ⌚ Two Days

ADVANCED

PRIVATE VOD

An established understanding of data science technologies and techniques required:

**Computer Vision with Python and OpenCV** ⌚ Three Days

**Deep Learning with PyTorch** ⌚ Three Days

**Deep Learning with Tensorflow and Keras** ⌚ Three Days

**Natural Language Processing** ⌚ Two and a Half Days

## Pierian Memberships

Pierian memberships are for those who prefer a self-paced training solution so they can learn wherever and whenever they choose. Both our Data Science "Hero" and "Superhero" memberships give students access to a comprehensive set of learning tools:

- 6-12 month self-paced program
- Access to the entire Data Science Training Library (16+ courses)
- Over 250 hours of on-demand video training
- Over 400 workbooks and exercises
- Group office hour sessions with an expert instructor



## Membership Benefits

	Hero	Superhero
Live, Expert Instructor Access	●	●
Sessions with Other Students	●	●
Q&A Format	●	●
Personalized Explanations / Examples		●
4 Hours of 1:1 Tutoring Session*		●
Discussion of Student-Specific Use-Cases		●

\*The instructor will provide Data Science "Superheroes" with explanations or suggestions to solidify and clarify your understanding of topics or specific use-cases based on questions that have been submitted before the session.



# Business Process Management Training

INTERMEDIATE

Certification Course\*

## Lean Six Sigma - Green Belt

Our five-day Lean Six Sigma Green Belt training provides an overview of the strategies and tools necessary for process improvement. Upon successful completion of the course, students earn the Lean Six Sigma Green Belt Certification.

Five Days / 40 Hours

PRIVATE

PUBLIC



\*Certification earned upon course completion

ADVANCED

Certification Course\*

## Lean Six Sigma -Black Belt

Our 10-day Lean Six Sigma Black Belt Training enables the mastery of tools and strategies to reduce costs and increase profits. While no prior experience necessary, upon course and project completion, students will earn the LSSBB Certification, accredited by The Council for Six Sigma Certification.

Ten Days / 80 Hours

PRIVATE

PUBLIC



\*Certification earned upon course completion

Skills Course

## Business Process Management Foundations

This course covers the value of a business-process focus, the essential steps for process management, and critical success factors. It provides a practical framework for understanding processes, the use and development of metrics to manage processes, and the role of the process owner.

One Day

PRIVATE

PUBLIC

VOD



Skills Course

## Business Process Improvement

Business process improvement efforts can increase quality, reduce costs and waste, increase operational efficiency, and enhance productivity. This course delivers an in-depth understanding of process improvement concepts and techniques, how to introduce process change into an organization, and more.

Two Days

PRIVATE

PUBLIC

VOD



Skills Course

## Business Process Modeling

This course explores how process modeling is one part of a larger framework for achieving higher quality through business process modeling. It enables students to understand and model business processes, and covers when and how to develop a variety of process model types.

Two Days

PRIVATE

PUBLIC

VOD



Skills Course

BEGINNER

## Microsoft® Visio

Part I / Part II Available

This two-part Visio course teaches you how to create visually engaging workflows, maps, and drawings to make information easier to comprehend. Part 1 covers basic Visio skills and Part 2 introduces more advanced features.

TECHNICAL APPLICATIONS SUPPORT

One Day / per part

PRIVATE

PUBLIC



# Service Management Training

BEGINNER

Certification Course

## ITIL® 4 Foundation

This foundational course immerses you in the guiding principles, dimensions, and practices of the ITIL 4 framework and introduces learners to IT Service Management through the lens of the Service Value System (SVS).

Two Days

PRIVATE

PUBLIC



BEGINNER

Certification Course

## DevOps Foundation®

This course, designed for a broad audience, gives students an understanding of DevOps and its culture of communication, collaboration, integration, and automation to improve the flow of work between software developers and IT operations professionals.

Two Days

PRIVATE

PUBLIC



ADVANCED

Certification Course

## ITIL® 4 Specialist: Create Deliver and Support (CDS)

This course begins your journey toward the ITIL Managing Professional designation. It provides insight into how to integrate different value streams and activities to create, deliver, and support IT-enabled products and services.

Three Days

PRIVATE

PUBLIC



ADVANCED

Certification Course

## ITIL 4 Managing Professional: Drive Stakeholder Value (DSV)

This course covers key topics like SLA design, multi-supplier management, communication, relationship management, CX and UX design, customer journey mapping, and more. The knowledge gained in this course will lead to increased shareholder value.

Three Days

PRIVATE

PUBLIC



ADVANCED

Certification Course

## ITIL® 4 High Velocity IT (HVIT)

This course highlights the ways in which digital organizations and digital operating models function in high-velocity environments, including the use of Agile and Lean, and technical practices and technologies such as Cloud, Automation, and Automatic Testing.

Three Days

PRIVATE

PUBLIC







# Analytics and Data Management Training

**BEGINNER** Skills Course

## SQL Querying Fundamentals

Part I / Part II Available

In these courses, students will compose SQL queries to retrieve desired information from a database. Learn to work with advanced queries to manipulate and index tables and also create transactions so that you can choose to save or cancel data entry process.

One Day / per part PRIVATE PUBLIC

**BEGINNER** Skills Course

## Microsoft Power BI: Dashboard in a Day

Students will discover the full capabilities of Power BI in a one-day, hands-on workshop. Please Note: This workshop is primarily self-directed and students will work at their own pace while having access to an instructor for questions.

One Day PRIVATE PUBLIC

**INTERMEDIATE** Skills Course

## Microsoft Power BI: Data Analysis Practitioner

This course is designed for those currently using desktop or web-based data management tools to perform numerical or general data analysis. Students will learn to analyze data for self-service BI, connect to data sources, perform advanced data modeling and shaping, visualize data with Power BI, enhance data analysis, model data with calculations, and create interactive visualizations.

Two Days PRIVATE PUBLIC

**INTERMEDIATE** Certification Course

## Microsoft Power BI: Data Analyst

This course covers the various methods and best practices that are in line with business and technical requirements for modeling, visualizing, and analyzing data with Power BI. The course will show how to access and process data from a range of data sources including both relational and non-relational sources. Lastly, this course will discuss how to manage and deploy reports and dashboards for sharing and content distribution.

Three Days PRIVATE PUBLIC



# Cloud Computing Training

**ADVANCED** Certification Course

## Microsoft Azure Administrator

AZ-104T00

This course teaches IT Professionals how to manage their Azure subscriptions, secure identities, administer the infrastructure, configure virtual networking, connect Azure and on-premises sites, manage network traffic, implement storage solutions, create and scale virtual machines, implement web apps and containers, back up and share data, and monitor your solution.

Four Days PRIVATE PUBLIC

**BEGINNER** Skills Course

## AWS Technical Essentials

AWS Technical Essentials introduces you to AWS services, and common solutions. It provides you with fundamental knowledge to become more proficient in identifying AWS services. It helps you make informed decisions about IT solutions based on your business requirements and get started working on AWS.

Three Days PRIVATE PUBLIC

**INTERMEDIATE** Skills Course

## Architecting on AWS

This course provides you with an understanding of AWS Architecting. It covers identifying services and features for building IT solutions using the AWS Well-Architected Framework and guides you through the process of designing optimal IT solutions including account security, networking, storage, monitoring edge services, and much more.

One Day PRIVATE PUBLIC





# Cybersecurity Training

BEGINNER

Certification Course

## CompTIA Security+ Certification

Exam SY0-601

In this course, students will build on their knowledge of 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.

Five Days

PRIVATE

PUBLIC



ADVANCED

Certification Course

## Certified Information Systems Security Professional (CISSP)

In this course, students will expand upon their IT security knowledge by addressing the essential elements of the 8 domains that comprise the *Common Body of Knowledge (CBK)*® for information systems security professionals.

Five Days

PRIVATE

PUBLIC



INTERMEDIATE

Certification Course

## CompTIA Cybersecurity Analyst (CySA+) Certification

This course introduces tools and tactics to manage cybersecurity risks, identify various types of common security threats, evaluate an organization's security posture, collect and analyze cybersecurity intelligence, and handle security incidents as they occur.

Five Days

PRIVATE

PUBLIC



# Network Infrastructure Training

BEGINNER

Certification Course

## CompTIA A+ Certification

Exams 220-1001 and 220-1002

This course is the industry standard for launching IT careers in today's digital world. It is the only industry-recognized credential with performance-based exam questions to prove professionals can perform critical IT support tasks. Employers worldwide trust CompTIA A+ certification to identify experts in end-point management and technical support roles.

Five Days

PRIVATE

PUBLIC



ADVANCED

Certification Course

## Implementing and Administering Cisco® Solutions v1.0 (CCNA)

This course gives you fundamental networking knowledge and teaches you how to install, operate, configure, and verify a basic IPv4 and IPv6 network. CCNA covers configuring network components, managing network devices, identifying basic security threats and provides a foundation in network programmability, automation, and software-defined networking.

Five Days

PRIVATE

PUBLIC



BEGINNER

Certification Course

## CompTIA Network+

N10-008

This course teaches you the fundamental principles of installing, configuring, and troubleshooting network technologies and helps you to progress in a career in network administration. Network+ builds on existing user-level knowledge and experience with personal computer operating systems and networks to master the fundamental skills and concepts needed for networking careers.

Five Days

PRIVATE

PUBLIC



ADVANCED

Skills Course

## Managing Modern Desktops

MD-101T00

This course teaches you how to plan and implement an operating system deployment strategy using modern deployment methods. It covers key components of modern management and co-management strategies including incorporating Microsoft Intune, methods for deploying and managing apps and browser-based applications, and an overview of security including authentication, identities, access, and compliance policies.

Five Days

PRIVATE

PUBLIC





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