



QUEENS COLLEGE
&
EMERGING TECHNOLOGIES INSTITUTE

COMPUTER NETWORK ADMINISTRATION

ONLINE PROGRAM - 2 YEARS



[EMERGINGTECH.EDU/HAITI-INITIATIVE](https://emergingtech.edu/haiti-initiative)

CONTACT US

EMERGING TECHNOLOGIES INSTITUTE

116-16 Queens Boulevard - Suite 200

Forest Hills, NY 11375

+1 718 261 1272

Call us toll-free (US only): +1 866 209 0412

Call or Text via WhatsApp: +1 516 840 9089

info@emergingtech.edu

EmergingTech.edu/Haiti-Initiative

QUEENS COLLEGE - Professional & Continuing Studies

Kissena Hall Room 259

Queens, New York 11367

+1 718 997 5700

pcsOnline@qc.cuny.edu

qc.cuny.edu/pcs/programs/online

ABOUT THE PROGRAM

The Computer Network Administration online training program teaches the foundation skills to build a career in IT. Understanding the fundamentals of server and network administration, network security, administering cloud based business solutions, as well as wireless technology and the capabilities of mobile devices are important for all professionals who use the Internet.

This program is designed to develop the skills necessary to qualify to work as a network or computer systems administrator or a computer network specialist.

PROGRAM OUTLINE

YEAR 1	WEEKS
TERM 1	
Desktop Computing - Microsoft Office 2016	11
Networking Fundamentals - A+ 220-901	3
Networking Fundamentals - A+ 220-902	3
Networking Fundamentals - Network+	3
Networking Fundamentals - Server+	2
TERM 2	
Basic Business Skills - Communication	12
Networking Fundamentals - Social Networking	4
Networking Fundamentals - Network Security	3
Network Hacking - Certified Ethical Hacker (CEH)	3
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YEAR 2	WEEKS
TERM 3	
Basic Business Skills - Personal Development	14
Networking Fundamentals - Cloud Computing Fundamentals	2
Network Security - Security+	2
Network Security - CompTIA Cybersecurity Analyst (CSA+)	2
Network Security - CompTIA Advanced Security Practitioner	2
TERM 4	
Basic Business Skills - Six Sigma Green Belt	5
Wireless Networks - Cloud+	2
Wireless Networks - Mobility+	2
Microsoft Windows Server 2016 - Installation/Storage/Compute	2
Microsoft Windows Server 2016 - Networking	2
Microsoft Windows Server 2016 - Identity	2
Microsoft Windows Server 2016 - Securing	3
Microsoft Windows Server 2016 - Deploying Exchange Server	2
Microsoft Windows Server 2016 - SQL Database Administration	2
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Desktop Computing

MICROSOFT OFFICE 2016

11 Weeks

Microsoft Office 2016: Beginning Word

- Working with the Interface and Performing Basic Tasks in Word 2016
- Formatting Text in Word 2016
- Customizing Options and Using Document Views in Word 2016
- Creating and Formatting Tables in Word 2016
- Headers, Footers, Page Numbering, and Layout in Word 2016
- Using the Navigation Pane and Creating Lists in Word 2016

Microsoft Office 2016: Beginning Excel

- Microsoft Excel 2016 Essentials: Creating, Editing, and Saving Workbooks
- Microsoft Excel 2016 Essentials: Formatting Data
- Microsoft Excel 2016 Essentials: Data Presentation Strategies
- Microsoft Excel 2016 Essentials: Formulas and Functions
- Microsoft Excel 2016 Essentials: Charts, Tables, and Images

Microsoft Office 2016: Beginning PowerPoint

- Introduction to the PowerPoint 2016 Interface and Basic Tasks
- Modifying and Formatting Slides in PowerPoint 2016
- Formatting Text Boxes and Working with Graphic Content in PowerPoint 2016
- Working with Graphic, Audio, and Video Content in PowerPoint 2016
- Constructing and Modifying Tables and Charts in PowerPoint 2016

Microsoft Office 2016: Beginning Access

- Introduction to the Access 2016 Interface, Database Management, and Tables
- Creating Relationships, Queries, Forms and Reports in Access 2016

Microsoft Office 2016: Beginning Outlook

- Getting to Know Outlook 2016
- Managing Conversations and E-mail in Outlook 2016
- Managing Attachments, and Inserting Items and Signatures in Outlook 2016
- Organizing Contacts in Outlook 2016
- Using the Calendar to Schedule Appointments, Events, and Tasks in Outlook 2016
- Configuring and Managing Meetings and Notes in Outlook 2016

Microsoft Office 2016: Intermediate Word

- Using Illustrations, Styles, and Themes in Word 2016
- Designing and Formatting Illustrations in Word 2016
- Advanced Table Customization in Word 2016

- Maintaining, Protecting, and Reviewing Documents in Word 2016
- References, Proofing, Mail Merges, and Forms in Word 2016
- Sharing and Collaborating on Documents in Word 2016

Microsoft Office 2016: Intermediate Excel

- Microsoft Excel 2016 Intermediate: Customizing Views, Styles, and Templates
- Microsoft Office 2016 Intermediate Excel: Creating Custom Visual Effects
- Microsoft Office 2016 Intermediate Excel: Working with Data
- Microsoft Office 2016 Intermediate Excel: Macros and Advanced Queries
- Microsoft Office 2016 Intermediate Excel: PivotTables and Advanced Charts
- Microsoft Office 2016 Intermediate Excel: Share, Review, and Collaborate

Microsoft Office 2016: Intermediate PowerPoint

- Creating Photo Albums, Sections, Transitions, and Animations in PowerPoint 2016
- Using Hyperlinks, Actions, and Comments in PowerPoint 2016
- Using Slide Show Presentation Tools in PowerPoint 2016
- Customizing Proofing and Default Options in PowerPoint 2016
- Sharing and Protecting Presentations in PowerPoint 2016
- Exporting Presentations and Compressing Media in PowerPoint 2016

Microsoft Office 2016: Intermediate Outlook

- Formatting E-mail in Outlook 2016
- Configuring Message Options in Outlook 2016
- Customizing and Managing Outlook 2016
- Managing Automation, Storage, and Tidying Up in Outlook 2016
- Managing Contacts, Tasks, and the Calendar in Outlook 2016
- Viewing and Configuring Outlook 2016 Backstage Options

Microsoft Office 2016: Advanced Excel

- Microsoft Excel 2016 Advanced: Apps and What-if Analysis
- Microsoft Excel 2016 Advanced: Power Pivot, Custom Formatting, Fills, and Forms
- Microsoft Excel 2016 Advanced: Accessibility, Transforming Data, and Errors

Microsoft Office 2016: PowerPoint Best Practices

- Designing Effective PowerPoint Presentations
- Using Slide Masters and Slide Elements to Optimize Impact

Microsoft Office 2016: SharePoint for End Users

- Navigating, Customizing, Lists and Libraries in SharePoint 2016
- Managing Libraries and Lists in SharePoint 2016
- Document Sets, Alerts, Site Pages, and Web Parts in SharePoint 2016
- Social Networking and Collaboration in SharePoint 2016
- Tags, Notes, Community Sites, and Search in SharePoint 2016
- Content Types, Workflows, Calendar, and Office Applications in SharePoint 2016

Outlook Mail for Web

- Microsoft Outlook Mail for Web: Getting Started
- Microsoft Outlook Mail for Web: Sending and Receiving Email
- Microsoft Outlook Mail for Web: Formatting Email
- Microsoft Outlook Mail for Web: Organizing Email
- Microsoft Outlook Mail for Web: Contact Tools
- Microsoft Outlook Mail for Web: Calendar Tools
- Microsoft Outlook Mail for Web: Configuring the App

Skype for Windows

- Skype for Windows: Sign-in and Setup
- Skype for Windows: Chat Tools
- Skype for Windows: Voice and Video Tools
- Skype for Windows: Managing Contacts

Skype for Business 2016

- Skype for Business 2016: Getting Started
- Skype for Business 2016: Chatting and Calling
- Skype for Business 2016: Organizing and Hosting Meetings
- Skype for Business 2016: Meeting Tools

Business Skills Basics

COMMUNICATION

12 Weeks

COMMUNICATION ESSENTIALS FOR BUSINESS

How to Write an Effective Internal Business Case

- Preparing a Business Case
- Writing a Business Case
- Presenting Your Case

E-mail Essentials for Business

- Using E-mail and Instant Messaging Effectively
- Addressing and Redistributing E-mail
- Managing Your E-mail
- Final Exam: E-mail Essentials for Business

Telephone Essentials for Business

- Essential Skills for Professional Telephone Calls

Business Writing Basics

- Business Writing: Know Your Readers and Your Purpose
- Business Writing: How to Write Clearly and Concisely
- Business Writing: Editing and Proofreading
- Final Exam: Business Writing Basics

Business Grammar Basics

- Business Grammar: Parts of Speech
- Business Grammar: Working with Words
- Business Grammar: The Mechanics of Writing
- Business Grammar: Punctuation
- Business Grammar: Sentence Construction
- Business Grammar: Common Usage Errors
- Final Exam: Business Grammar Basics

Interpersonal Communication

- Interpersonal Communication: Communicating with Confidence
- Interpersonal Communication: Targeting Your Message
- Interpersonal Communication: Listening Essentials
- Interpersonal Communication: Communicating Assertively
- Interpersonal Communication: Being Approachable
- Effective Interpersonal Communications Simulation
- Final Exam: Interpersonal Communication

Workplace Conflict

- Workplace Conflict: Recognizing and Responding to Conflict
- Workplace Conflict: Strategies for Resolving Conflicts

Fundamentals of Working with Difficult People

- Working with Difficult People: Identifying Difficult People
- Working with Difficult People: How to Work with Aggressive People
- Working with Difficult People: How to Work with Negative People
- Working with Difficult People: How to Work with Procrastinators
- Working with Difficult People: How to Work with Manipulative People
- Working with Difficult People: How to Work with Self-serving People
- Working with Difficult People: Dealing with Micromanagers

Negotiation Essentials

- Negotiation Essentials: What Is Negotiation?
- Negotiation Essentials: Planning for Negotiation
- Negotiation Essentials: Communicating
- Negotiation Essentials: Persuading
- Negotiation Essentials: Avoiding Pitfalls in Negotiations
- Conducting a Successful Negotiation Simulation
- Location Does Matter

Emotional Intelligence Essentials

- What is Emotional Intelligence?
- Improving Your Emotional Intelligence Skills: Self-awareness and Self-management
- Using Emotional Intelligence on the Job
- Emotional Intelligence at Work Simulation

Fundamentals of Cross Cultural Communication

- Culture and Its Effect on Communication
- Communicating Across Cultures
- Improving Communication in Cross-cultural Relationships

DEVELOP EFFECTIVE BUSINESS COMMUNICATION

Getting Results without Direct Authority

- Getting Results without Direct Authority: Building Relationships and Credibility
- Getting Results without Direct Authority: Persuasive Communication
- Getting Results without Direct Authority: Reciprocity
- Getting Results without Direct Authority: Influencing Your Boss
- Influencing Key Decision Makers
- Influence and Persuasion

Listening Essentials

- Listening Essentials: The Basics of Listening
- Listening Essentials: Improving Your Listening Skills
- Final Exam: Listening Essentials

Constructive Feedback and Criticism

- Giving Feedback
- Giving Constructive Criticism
- Receiving Feedback and Criticism

Anger Management Essentials

- Anger Management Essentials: Understanding Anger
- Anger Management Essentials: Managing and Controlling Anger

Communicating Effectively with the 'C' Level

- Preparing to Communicate Effectively at the 'C' Level
- Techniques for Communicating Effectively with Senior Executives

Running Effective Business Meetings

- Preparing for Effective Business Meetings
- Managing Effective Business Meetings
- Dealing with Common Meeting Problems

Basic Presentation Skills

- Basic Presentation Skills: Planning a Presentation
- Basic Presentation Skills: Creating a Presentation
- Basic Presentation Skills: Delivering a Presentation

Communicate with Diplomacy and Tact

- The Impact of Situation and Style When Communicating with Diplomacy and Tact
- Strategies for Communicating with Tact and Diplomacy
- Delivering a Difficult Message with Diplomacy and Tact

Professional Networking Essentials

- Finding Opportunities to Make Connections
- Developing Confidence

Writing Skills for Technical Professionals

- Preparing and Planning
- Effective Writing Techniques
- Improving your Technical Writing Skills

Communicating with Impact

- Interpersonal Communication that Builds Trust
- Communication Methods that Make Sense – and Make your Point
- Being a Receptive Communication Partner
- Communication Challenges: Navigating Choppy Waters

Workplace Conflict

- Preventing Unhealthy Workplace Conflict
- Working Out and Through Conflict
- Adapting Your Conflict Style

Issue-focused Negotiation

- Issue-focused Negotiation: Are You Ready?
- You and Your Negotiating Counterpart
- Reaching a Negotiated Agreement

Developing Your Emotional Intelligence

- Emotional Intelligence: Owning Your Emotions
- Emotional Intelligence: Building Self-Management Skills
- Emotional Intelligence: Being Aware of the Emotions of Others
- Emotional Intelligence: Applying EI at Work

ADVANCED BUSINESS COMMUNICATION SKILLS

Getting Results through Personal Power

- Personal Power and Credibility
- Building Personal Power through Influence
- Influence Others with Political Savvy

How to Succeed in Listening

- Be a Better Listener
- Roadblocks to Excellent Listening
- Active Listening Skills for Professionals
- Mastering Active Listening in the Workplace

Constructive Feedback

- Feedback and Its Vital Role in the Workplace
- Delivering Feedback
- Receiving Feedback
- Making Feedback a Regular Occurrence

Engaging Others with Tact and Diplomacy

- Diplomacy and Tact for Every Day
- Diplomacy and Tact in Challenging Situations
- Connecting with Others through Diplomacy and Tact
- Using Humor with Diplomacy and Tact

Working with Difficult People

- Difficult People: Why They Act That Way and How to Deal with Them
- Difficult People: Can't Change Them, so Change Yourself
- Difficult People: Strategies to Keep Everyone Working Together
- Coping with Aggressive Behavior in the Workplace
- Blame Backfires – Conquer Negative Thinking
- Reacting to Co-Workers Who Try Taking Advantage

Managing and Controlling Anger

- The Essentials for Anger Management

Cross-Cultural Communication

- How Culture Impacts Communication
- Using Communication Strategies to Bridge Cultural Divides
- Communicating with a Cross Cultural Audience
- Dispute Resolution in International Contracts

Communicating with Senior Executives

- Capturing the Attention of Senior Executives

Effective Business Meetings

- Planning Meetings Fit for Purpose
- Running Meetings in Better Directions
- When Too Many Meetings Are Just Too Much
- Making Meetings Work
- Managing Meetings for Productivity and Effectiveness

Effective Business Writing

- Audience and Purpose in Business Writing
- Clarity and Conciseness in Business Writing
- Editing and Proofreading Business Documents
- Writing for Business
- Written Communication

Writing a Business Case

- Developing an Effective Business Case

Using E-mail Effectively in the Workplace

- Writing Effective E-mails and Instant Messages
- Sending E-mails to the Right People
- Organizing Your E-mail

Essential Skills for Professional Telephone Calls

- Keeping Business Calls Professional

Practical Grammar for Business Writing

- Using the Parts of Speech
- Getting the Details Right: Spelling Basics
- Abbreviating, Capitalizing, and Using Numbers
- Using Punctuation Marks
- Creating Well-Constructed Sentences
- Troublesome Words and Phrases: Common Usage Mistakes in Writing

SUCCEED WITH EXPERT COMMUNICATION SKILLS

Making the Most of Your Presentations

- Planning an Effective Presentation
- Building Your Presentation
- Ensuring Successful Presentation Delivery
- Handling Difficult Questions as a Presenter

Skills for Communication Success

- The Art and Science of Communication
- Making an Impact with Non-verbal Communication
- Trust Building through Effective Communication
- Choosing the Right Interpersonal Communication Method to Make Your Point
- Become a Great Listener
- Do We Have a Failure to Communicate?
- Making Yourself Approachable
- Asserting Yourself in the Workplace

Developing Your Listening Skills

- Listening Even When It's Difficult to Listen
- Using Active Listening in Workplace Situations
- Listening to Improve Conversation
- Effective Listening
- Listening with Skill

Developing Effective Negotiation Skills

- The First Step in Negotiation
- Negotiating the Best Solution
- Effective Body Language in Negotiations

- Vendor Negotiations: Choosing the Best Approach
- Tailoring your Negotiation Approach

The Art of Feedback

- Polishing Your Feedback Skills
- Gaining a Positive Perspective on Feedback
- Criticism in Context
- Giving Appropriate Feedback
- Giving Feedback to Coworkers

Dealing with Workplace Conflict

- The Many Approaches to Facing Workplace Conflict
- Facing and Resolving Conflict in the Workplace
- Confrontation: What's the Best Approach
- Personal Conflict Styles
- Coping with Accusations in the Workplace
- Managing Conflict
- Manager to Manager Conflict
- Conflict: Avoid, Confront, or Delay?
- Meeting the Challenge of Workplace Conflict

Achieving Emotional Intelligence

- Navigating Your Own Emotions
- Navigating Other People's Emotions
- Navigating the Workplace with Emotional Intelligence
- How High is your EQ?
- Emotional Intelligence at Work

Communicating Tactfully and Diplomatically

- Acting with Diplomacy and Tact
- Navigating Challenging Situations with Diplomacy and Tact

Storytelling Basics

- Fundamentals of Business Storytelling

PERSONAL DEVELOPMENT

14 Weeks

BASICS IN PERSONAL CAREER DEVELOPMENT

Doing Business Professionally

- Working for Your Inner Boss: Personal Accountability
- Managing from Within: Self-empowerment
- Goals and Setting Goals
- Creating a Positive Attitude
- Pursuing Successful Lifelong Learning
- Reframing Negative Situations
- Doing Business Professionally Simulation

Optimizing Your Work/Life Balance

- Optimizing Your Work/Life Balance: Analyzing Your Life Balance
- Optimizing Your Work/Life Balance: Maintaining Your Life Balance
- Optimizing Your Work/Life Balance: Taking Control of Your Stress
- Employee Exhaustion: Managing a Well-Balanced Workload
- Creating Work/Life Balance
- Balancing Your Responsibilities Simulation

Diversity on the Job

- Diversity on the Job: The Importance of Diversity and the Changing Workplace
- Diversity on the Job: Diversity and You
- Developing Workplace Diversity Awareness Simulation
- Instituting a Dress Code
- Workplace Diversity: Assessing Your Organization

Telecommuting and the Remote Employee

- Telecommuting Basics: Maximizing Productivity as a Remote Employee
- Telecommuting Basics: Communication Strategies for the Remote Employee

Generating Creative & Innovative Ideas

- Generating Creative and Innovative Ideas: Enhancing Your Creativity
- Generating Creative and Innovative Ideas: Maximizing Team Creativity
- Generating Creative and Innovative Ideas: Verifying and Building on Ideas

Managing Your Career

- Managing Your Career: Creating a Plan
- Managing Your Career: Getting on the Right Track
- Managing Your Career: Professional Networking Essentials
- Managing Your Career: You and Your Boss
- Managing Your Career: Leveraging the Performance Appraisal
- Managing Your Relationship with Your Boss Simulation

Effective Time Management

- Time Management: Analyzing Your Use of Time
- Time Management: Planning and Prioritizing Your Time
- Time Management: Avoiding Time Stealers

Problem Solving and Decision-Making Strategies

- Problem Solving: The Fundamentals
- Problem Solving: Determining and Building Your Strengths
- Problem Solving: Digging Deeper
- Decision Making: The Fundamentals
- Decision Making: Tools and Techniques
- Decision Making: Making Tough Decisions

Dealing with Organizational Change

- Understanding Organizational Change
- Preparing for Organizational Change
- Embracing Organizational Change

Critical Thinking Essentials

- Critical Thinking Essentials: What Is Critical Thinking?
- Critical Thinking Essentials: Applying Critical Thinking Skills

Building and Maintaining Trust

- Building Trust
- Rebuilding Trust
- Rebuilding Trust

Personal Productivity Improvement

- Personal Productivity Improvement: Managing Your Workspace

- Personal Productivity: Self-organization and Overcoming Procrastination
- Personal Productivity Improvement: Managing Tasks and Maximizing Productivity

CRITICAL PERSONAL MANAGEMENT IN BUSINESS

Peer Relationships

- The Value of Peer Relationships
- Developing Strategic Peer Relationships in Your Organization
- Forming Peer Relationships and Alliances at Work

Business Ethics

- Introduction to Workplace Ethics
- Developing a Code of Ethical Conduct
- Ethical Decision-making in the Workplace
- Ethical Self-Promotion

Living and Working Abroad in the United States

- American Work Culture and Values
- Key Aspects of the American Work Environment
- Communicating Successfully in the American Workplace
- Succeeding in the American Workplace

Interviewing Strategies for the Interviewee

- Preparing for an Internal Interview
- Making a Positive Impression in an Internal Interview

Campus to Corporate

- Campus to Corporate: Meeting New Expectations
- Campus to Corporate: Developing a Professional Image

Public Speaking Strategies

- Public Speaking Strategies: Preparing Effective Speeches
- Public Speaking Strategies: Confident Public Speaking

Performance under Pressure

- Developing the Right Attitude for Performing under Pressure

- Taking Action for Performing under Pressure
- Performing with Others under Pressure

Business Etiquette and Professionalism

- Developing Your Reputation of Professionalism with Business Etiquette
- Professionalism, Business Etiquette, and Personal Accountability
- Communicating with Professionalism and Etiquette
- Using Business Etiquette to Build Professional Relationships
- Business Etiquette in Introductions

Perseverance and Resilience

- Developing Character for Perseverance and Resilience
- Achieving Goals through Perseverance and Resilience
- Bouncing Back with Perseverance and Resilience
- Persevering through Setbacks

Decisiveness

- Developing Character for Decisiveness
- Overcoming the Barriers to Decisiveness

Writing Under Pressure

- Writing under Pressure: Preparing for Success
- Writing under Pressure: The Writing Process

Problem Solving and Decision Making

- Solving Problems: Framing the Problem
- Solving Problems: Generating and Evaluating Alternatives
- Making and Carrying Out Tough Decisions

Thinking Critically

- Thinking Critically: Coming to Terms with Assumptions
- Thinking Critically: Getting Your Arms around Arguments
- Thinking Critically: Drawing Conclusions with Confidence

Perseverance at Work

- Forging Ahead with Perseverance and Resilience
- Reaching Goals Using Perseverance and Resilience
- Perseverance: Flexibility in Action

Building, Rebuilding and Sustaining Trust

- The Building Blocks of Building Trust
- The Fruits of Integrity: Building Trust at Work

Improving Your Work/Life Balance

- Taking Stock of Your Work/Life Balance
- Staying Balanced in a Shifting World
- Take a Deep Breath and Manage Your Stress
- Managing Workplace Stress

ADVANCED CAREER MANAGEMENT SKILLS

Navigating through Organizational Change

- Organizations Change So Get Ready
- Redefining Yourself after Organizational Change
- Managing the Stress of Organizational Change
- The Importance of Flexibility in the Workplace
- Developing Organizational Agility

Improving Your Personal Productivity

- Organize Your Physical and Digital Workspace
- Avoid Procrastination by Getting Organized Instead
- Maximize Your Productivity by Managing Time and Tasks
- Achieve Productivity in Your Personal Life

Polishing Your Professional Edge

- Becoming an Accountable Professional
- Becoming Your Own Best Boss
- Becoming More Professional through Business Etiquette
- Developing a Personal Accountability Framework
- Safe Small Talk
- Broadening Your Learning Horizons
- Managing Goals
- Targeting Personal Learning

360 Degree Relationships

- Cultivating Relationships with Your Peers
- Building Your Professional Network
- Building Rapport with Your Boss
- Peer Political Styles
- Building Better Relationships through Understanding
- Building Peer Relationships

Diversity on the Job

- Bridging the Diversity Gap
- Your Role in Workplace Diversity
- Understanding Workplace Diversity
- Managing Diversity

Performing Under Pressure

- Managing Pressure and Stress to Optimize Your Performance

Managing Your Career

- Developing your Career
- Developing a Plan to Further Your Career
- Getting Your Career on the Right Track
- Using Performance Appraisals to Advance Your Career
- Conquering Career Stagnation
- Building and Managing Upward Relationships
- Planning Your Career
- Exploring Self-Development

Business Ethics Essentials

- Developing Your Business Ethics
- Office Politics – What Will You Do?
- Ethics, Integrity and Trust
- The Ethics Enigma

Public Speaking Strategies

- Writing and Preparing an Effective Speech
- Conquering the Challenges of Public Speaking

Creativity in the Workplace

- Unleashing Personal and Team Creativity
- Verifying and Building on Creative Ideas

- Getting Ready to Present

Time Management

- Too Much to Do and Too Little Time
- Quit Making Excuses and Make Time Instead
- Ready, Set...FOCUS!
- Aligning Goals and Priorities to Manage Time
- Make the Time You Need: Get Organized
- The Art of Staying Focused
- Coping with Information Overload
- Prioritizing Personal and Professional Responsibilities
- Planning for Interruptions Helps With Procrastination
- Setting and Managing Priorities
- Coping with Conflicting Priorities
- Setting Goals
- Getting Time Under Control
- The Dangers of Multitasking

SUCCESS IN PERSONAL CAREER DEVELOPMENT

Discovering Your Strengths

- Uncovering and Utilizing Your Talents and Skills
- Self-improvement for Lifelong Success
- Establishing Self-confidence for Life

Overcoming Procrastination

- Procrastination: Admitting it is the First Step
- Beating Procrastination by Boosting Your Creativity and Drive

Improving Your Memory

- Improving Your Memory Skills

Improving Your Reading Speed

- Improving Your Reading Speed and Comprehension

Unconscious Bias

- Understanding Unconscious Bias

- Overcoming Your Own Unconscious Biases
- Overcoming Unconscious Bias in the Workplace

Facing Problems and Making Decisions

- Getting to the Root of a Problem
- Defining Alternative Solutions to a Problem
- Choosing and Using the Best Solution
- Playing the Devil's Advocate in Decision Making
- Turning Problems Around with Reverse Brainstorming
- Uncovering the Root Problem
- Problem Solving: Process, Tools, and Techniques
- Decisions: Making the Right Move
- Managing Projects with no Direct Authority
- Ensuring Management Buy-in on a Project
- Managing Conflict in Project Team
- Managing Scope on a Project
- Weighing the Costs of Project Change
- Managing Vendor Relationships
- Anticipating and Solving Problems as a Project Champion
- Addressing Stakeholder Conflicts
- Portfolios, Programs, and Projects: What's the Difference?
- Controlling Project Cost
- Project Management Essentials
- Supporting Project Managers

Developing Your Critical Thinking Skills

- Confronting Your Assumptions
- Investigating Arguments
- Reaching Sound Conclusions
- Critical Thinking
- Applying your Best Thinking

Creating Lasting Organizational Change

- Facilitating Sustainable Change
- Moving Forward with Change Planning
- Making Change Stick
- Communicating Properly During Layoffs
- Involving Employees in Corporate Change
- Communicating Organizational Change
- Beyond Change: Working with Agility
- Developing People
- Instituting a Quality Improvement Program

SIX SIGMA GREEN BELT

5 Weeks

6 σ and the Organization

- Organizational Goals
- Lean Principles and Projects
- Design for Six Sigma and FMEA

Define

- Project Identification
- Voice of the Customer
- Basics of Project Management
- Management and Planning Tools
- Performance Metrics
- Project Team Dynamics and Performance

Measure

- Process Documentation and Analysis
- Basic Probability and Statistical Distributions
- Data Classification, Sampling, and Collection
- Statistics and Graphical Presentation
- Measurement System Analysis
- Process and Performance Capability Measurement

Analyze

- Multi-vary Studies, Correlation, and Linear Regression
- Introduction to Hypothesis Testing and Tests for Means
- Hypothesis Tests for Variances and Proportions

Improve

- Design of Experiments
- Root Cause Analysis and Waste Elimination
- Cycle Time Reduction and Kaizen

Control

- Statistical Process Control and Control Plans
- Creating and Using Control Charts
- Lean Tools for Process Control

Mentoring Six Sigma Green Belt (SSGB)

TestPrep Six Sigma Green Belt (SSGB)

Networking Fundamentals

SOCIAL NETWORKING

4 Weeks

Social Networking Technology and Security Fundamentals

- Social Networking for Users

Yammer for Business Users

- Using Yammer

Getting the Most From Social Networking

- Social Networking Fundamentals
- Social Networking Services, Strategy, and Management

Buffer for Business Users

- Sign-In and Account Creation
- Managing Social Media Activity

Flickr for End Users

- Sign-In and Setup
- Photo Storage Tools
- Organizing Photos & Creating Albums
- Editing Photos
- Interacting with the Community

Facebook for Web

- Sign-In and Setup
- Finding and Interacting with Friends
- Using the News Feed
- Posting Updates
- Photo Tools
- Group Tools
- Creating and Managing Pages
- Creating and Organizing Events
- Private Communication Tools
- Privacy and Security Settings

Facebook Messenger

- Sign-In and Setup
- Communication and Connections
- Using Messenger on the Web

YouTube for Web

- Searching and Viewing Videos
- Publishing Videos and Managing Channels
- Creating and Editing Videos

Tumblr for Web

- Getting Started with Blogs
- Blog Authoring Tools
- Finding Blogs

LinkedIn for Web

- Setting Up a Profile
- Managing Contacts and Connections
- Posting Updates and Messages
- Using Networking Tools
- Using Groups
- Configuring an Account

COMPTIA A+ 220-901

3 Weeks

- CompTIA A+ Exam 220-901: Motherboards
- CompTIA A+ Exam 220-901: BIOS and Startup
- CompTIA A+ Exam 220-901: RAM
- CompTIA A+ Exam 220-901: Storage Solutions
- CompTIA A+ Exam 220-901: CPUs
- CompTIA A+ Exam 220-901: Connectors and Connections
- CompTIA A+ Exam 220-901: Peripheral Devices
- CompTIA A+ Exam 220-901: Display Devices
- CompTIA A+ Exam 220-901: Different Computer Form Factors
- CompTIA A+ Exam 220-901: Introduction to Networking
- CompTIA A+ Exam 220-901: Network Protocols and Cabling
- CompTIA A+ Exam 220-901: Wireless Networking
- CompTIA A+ Exam 220-901: Broadband Routers
- CompTIA A+ Exam 220-901: Internet Connections
- CompTIA A+ Exam 220-901: Mobile Computing
- CompTIA A+ Exam 220-901: Portable Computer Hardware
- CompTIA A+ Exam 220-901: Printers
- CompTIA A+ Exam 220-901: Printer Maintenance
- CompTIA A+ Exam 220-901: Troubleshooting Printers
- CompTIA A+ Exam 220-901: Miscellaneous Tools and Connectors
- CompTIA A+ Exam 220-901: Troubleshooting Peripheral and Mobile Devices
- Mentoring 220-901 CompTIA A+
- TestPrep 220-901 CompTIA A+

COMPTIA A+ 220-902

3 Weeks

- CompTIA A+ 220-902: Windows Overview and Installation
- CompTIA A+ 220-902: Windows Interaction and Personalization
- CompTIA A+ 220-902: Windows Utilities and Management
- CompTIA A+ 220-902: Windows Applications and Features
- CompTIA A+ 220-902: Adding Hardware to Windows and Storage Options
- CompTIA A+ 220-902: Networking with the Windows Operating System
- CompTIA A+ 220-902: Monitoring the Windows OS and an Introduction to Other OSs
- CompTIA A+ 220-902: Mac OSX Features and an Introduction to Linux
- CompTIA A+ 220-902: Shell and Terminal Commands for Linux or Mac OSX
- CompTIA A+ 220-902: Introduction to Mobile Operating Systems
- CompTIA A+ 220-902: Introduction to Virtualization and Basic Security Concepts
- CompTIA A+ 220-902: Windows Security Features and Management
- CompTIA A+ 220-902: Common Troubleshooting and Security Practices
- CompTIA A+ 220-902: A Practical Approach to Troubleshooting
- CompTIA A+ 220-902: Safety
- CompTIA A+ 220-902: Various Features and Requirements of Microsoft OS
- Mentoring 220-902 CompTIA A+
- TestPrep 220-902 CompTIA A+

COMPTIA NETWORK+

3 Weeks

- Ports and Protocols and the OSI Model
- Routing, Switching, & IP Addressing
- Network Topologies & Technologies
- Cloud Concepts, Network Services, & Cabling Solutions
- Networking Devices
- Network Storage, Virtualization, & WAN Technologies
- Documentation and Diagrams & Business Continuity
- Network Monitoring & Remote Access Methods
- Policies and Best Practices
- Security Devices, Wireless Security, & Access Control
- Network Attacks & Device Hardening
- Mitigation Techniques
- Troubleshooting Methodology & Tools
- Troubleshooting Connectivity & Performance Issues
- Troubleshooting Common Network Service Issues
- Mentoring CompTIA Network+ N10-007

COMPTIA Server+ 2015

2 Weeks

- CompTIA Server+ SK0-004: Server Architecture
- CompTIA Server+ SK0-004: Server Administration I
- CompTIA Server+ SK0-004: Server Administration II
- CompTIA Server+ SK0-004: Storage
- CompTIA Server+ SK0-004: Security
- CompTIA Server+ SK0-004: Networking and Disaster Recovery
- CompTIA Server+ SK0-004: Troubleshooting I
- CompTIA Server+ SK0-004: Troubleshooting II
- Mentoring SK0-004 CompTIA Server+
- TestPrep SK0-004 CompTIA Server+

NETWORK SECURITY

3 Weeks

IT Security for End Users

- IT Security Fundamentals
- Using Corporate Devices Securely
- Secure Corporate Communications and Networking

Securing User Accounts

- Fundamental Security Concepts
- Authorization, Registration and Passwords
- Logon, Logoff, Account Changes, and Attack Mitigation

Exploring Security Trends

- Attack Vectors and Mitigation
- Vulnerabilities and Exploits

Foundations of Android Security

- Android Architecture, Protection, and Development Best Practices
- Android Security Vulnerabilities, Testing, and Enterprise Considerations

Foundations of iOS Security

- iOS Security Architecture and Application Data Protection
- Securing Against Threats, Securing for Enterprise, and Jailbreaking Devices

Cryptography Fundamentals

- Cryptography Fundamentals: Defining Cryptography
- Cryptography Fundamentals: Applying Cryptography

Securing Mobile Devices in the Enterprise

- Securing Mobile Devices in the Enterprise: Mobile Security Threats
- Securing Mobile Devices in the Enterprise: Mobile Security Technologies
- Securing Mobile Devices in the Enterprise: Mobile Security Threat Mitigation
- Securing Mobile Devices in the Enterprise: Configuring Enterprise-level Security

Microsoft Security Fundamentals

- Mentoring 98-367 Security Fundamentals
- Microsoft Security Fundamentals: Security Layers
- Microsoft Security Fundamentals: Operating System Security
- Microsoft Security Fundamentals: Network Security
- Microsoft Security Fundamentals: Security Software
- TestPrep 98-367 Microsoft Security Fundamentals

CLOUD COMPUTING FUNDAMENTALS

2 Weeks

Cloud Computing for the Business User

- Cloud Computing for the Business User: Concepts and Moving to the Cloud

Cloud Computing Technology Fundamentals

- Cloud Computing Fundamentals: Overview
- Cloud Computing Fundamentals: Virtualization and Data Centers
- Cloud Computing Fundamentals: Storing and Managing Cloud Data
- Cloud Computing Fundamentals: Migrating to the Cloud
- Cloud Computing Fundamentals: Identity, Presence, and Privacy
- Cloud Computing Fundamentals: Cloud Security

Network Security

COMPTIA SECURITY+

2 Weeks

- CompTIA Security+ SY0-401: Control Fundamentals and Security Threats
- CompTIA Security+ SY0-401: Network Protocols, Attacks, and Defenses
- CompTIA Security+ SY0-401: Creating Secure Networks
- CompTIA Security+ SY0-401: Vulnerability Assessment and Penetration Testing
- CompTIA Security+ SY0-401: Secure Account Management, Security Policies, and LDAP
- CompTIA Security+ SY0-401: Securing a Networked Environment
- CompTIA Security+ SY0-401: Remote Access, Mobile, and Wireless Security
- CompTIA Security+ SY0-401: Cryptographic Methods and Public Key Infrastructures
- CompTIA Security+ SY0-401: Securing Applications, Virtualization, and the Cloud
- CompTIA Security+ SY0-401: Continuity, Disaster Recovery, and Computer Forensics
- Mentoring SY0-401 CompTIA Security+
- TestPrep SY0-401 CompTIA Security+

COMPTIA CYBERSECURITY ANALYST (CSA+)

2 Weeks

- CompTIA Cybersecurity Analyst+ CS0-001: Network Architecture and Reconnaissance
- CompTIA Cybersecurity Analyst+ CS0-001: Threat Identification
- CompTIA Cybersecurity Analyst+ CS0-001: Threat Mitigation
- CompTIA Cybersecurity Analyst+ CS0-001: Reducing Vulnerabilities
- CompTIA Cybersecurity Analyst+ CS0-001: Investigate security incidents
- CompTIA Cybersecurity Analyst+ CS0-001: Monitoring for Security Issues
- Mentoring CS0-001 CompTIA Cybersecurity Analyst+

COMPTIA ADVANCED SECURITY PRACTITIONER (CASP)

2 Weeks

- CompTIA CASP CAS-002: Cryptography and Enterprise Storage Concerns
- CompTIA CASP CAS-002: Advanced Network Design, Management, and Controls
- CompTIA CASP CAS-002: Security Controls for Hosts
- CompTIA CASP CAS-002: Application Vulnerabilities and Security Controls
- CompTIA CASP CAS-002: Industry Influences, Risk Planning, Strategy, and Control
- CompTIA CASP CAS-002: Privacy Policies & Procedures and Incident Recovery
- CompTIA CASP CAS-002: Research, Analysis and Assessment
- CompTIA CASP CAS-002: Integration of Computing, Communications, and Disciplines
- CompTIA CASP CAS-002: Technical Integration of Enterprise Components
- Mentoring CAS-002 CompTIA Advanced Security Practitioner
- TestPrep CAS-002 CompTIA Advanced Security Practitioner

Wireless Networks

COMPTIA CLOUD+

2 Weeks

- CompTIA Cloud+ CV0-001: Cloud Fundamentals
- CompTIA Cloud+ CV0-001: Virtualization
- CompTIA Cloud+ CV0-001: Data Center Infrastructure
- CompTIA Cloud+ CV0-001: Cloud Management
- CompTIA Cloud+ CV0-001: Cloud Security
- CompTIA Cloud+ CV0-001: Managing Cloud Systems
- Mentoring CV0-001 CompTIA Cloud+
- TestPrep CV0-001 CompTIA Cloud+

COMPTIA MOBILITY+

2 Weeks

- CompTIA Mobility+ MB0-001: Over the Air Technologies
- CompTIA Mobility+ MB0-001: Network Infrastructure
- CompTIA Mobility+ MB0-001: Mobile Device Management 1
- CompTIA Mobility+ MB0-001: Mobile Device Management 2
- CompTIA Mobility+ MB0-001: Security
- CompTIA Mobility+ MB0-001: Troubleshooting 1
- CompTIA Mobility+ MB0-001: Troubleshooting 2
- Mentoring MB0-001 CompTIA Mobility+
- TestPrep MB0-001 CompTIA Mobility+

Network Hacking

CERTIFIED ETHICAL HACKER (CEH)

3 Weeks

- Hacking and Penetration Testing
- Footprinting and Reconnaissance
- Network Scanning
- Enumeration and Cryptography
- System Hacking
- Malware
- Sniffing
- Social Engineering
- Denial of Service and Session Hijacking
- Hacking Web Servers
- Hacking Web Applications
- SQL Injection
- Hacking Wireless Networks
- Hacking Mobile Platforms
- Evading IDS, Firewalls, and Honeypots
- Buffer Overflow
- Mentoring – 312-50 CEH
- TestPrep 312-50 Certified Ethical Hacker (CEH)

Microsoft Windows Server 2016

INSTALLATION, STORAGE, AND COMPUTE WITH WINDOWS SERVER 2016

2 Weeks

- Mentoring 70-740 Installation, Storage, and Compute with Windows Server 2016
- Installation Options
- Upgrading, Managing, and Monitoring
- Maintaining Servers and Images
- Storage Solutions
- Data Deduplication and Hyper-V Setup
- Hyper-V Configuration
- Hyper-V Networking and Containers
- Containers and Hyper-V Migration
- Implementing Failover Clustering
- Managing High Availability Solutions
- VM Motion and Network Load Balancing
- TestPrep 70-740 Installation, Storage, and Compute with Windows Server 2016

NETWORKING WITH WINDOWS SERVER 2016

2 Weeks

- Mentoring 70-741 Networking with Windows Server 2016
- IPv4 and IPv6 Address Management
- DHCP Management
- DNS Name Resolution
- Configuring DNS Zones
- Implementing IP Address Management (IPAM)
- Network Connectivity and Remote Access
- Securing Remote Authentication
- Supporting Branch Office Technologies
- Advanced Network Infrastructures

IDENTITY WITH WINDOWS SERVER 2016

2 Weeks

- Mentoring 70-742 Identity with Windows Server 2016
- Active Directory Domain Controllers
- Active Directory Accounts and Permissions
- Active Directory Object Management
- Maintaining Active Directory
- Trusts and Site Management
- Defining Group Policy Objects
- Implementing Group Policy Preferences
- Active Directory Certificate Services
- AD Federation Services and Web Application Proxy
- AD Rights Management Services

SECURING WINDOWS SERVER 2016 (70-744)

3 Weeks

- Implementing Disk Encryption
- Implementing File Encryption
- Implementing Server Patching and Updating
- Managing Server 2016 Malware Solutions
- Additional Malware Protection
- Securing a Network Infrastructure with Windows Firewalls
- Securing a Virtualization Infrastructure
- Securing Network Infrastructure Traffic
- Managing Privileged Identities Part I
- Managing Privileged Identities Part II
- PAWs and LAPS
- Threat Detection Solutions
- Implementing Workload-specific Security Part I
- Implementing Workload-Specific Security Part II

DESIGNING AND DEPLOYING MICROSOFT EXCHANGE SERVER 2016 (70-345)

2 Weeks

- Planning for and Deploying Mailbox Servers
- Collaboration in Exchange 2016
- Recovery Strategies and Client Access Services
- Security Strategies
- Design and Secure Remote Access and Multiple Namespaces Solutions
- Understanding Mailflow and Auditing
- Message Records Management
- Exchange 2016 Migration, Federation, and Sharing

ADMINISTERING A SQL 2016 DATABASE INFRASTRUCTURE (70-764)

2 Weeks

- Microsoft SQL Server 2016: Encryption
- Microsoft SQL Server 2016: Data Access and Permissions
- Microsoft SQL Server 2016: Auditing
- Microsoft SQL Server 2016: Backing Up Databases
- Microsoft SQL Server 2016: Restoring Databases
- Microsoft SQL Server 2016: Managing Database Integrity
- Microsoft SQL Server 2016: Monitoring Database Activity and Queries
- Microsoft SQL Server 2016: Monitoring SQL Server Instances
- Microsoft SQL Server 2016: Managing Indexes and Statistics
- Microsoft SQL Server 2016: High Availability and Disaster Recovery