



**Training Proposal for:**  
**Able Disabled Advocacy, Inc.**  
**Agreement Number: ET16-0220**

**Panel Meeting of:** November 5, 2015

**ETP Regional Office:** San Diego

**Analyst:** M. Ray

**PROJECT PROFILE**

Contract Attributes:	New Hire SET Veterans Multiple Barriers At-Risk Youth	Industry Sector(s):	Technology/IT Technology/Other Services  Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	San Diego	Repeat Contractor:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Turnover Rate:	N/A		
Managers/Supervisors: (% of total trainees)	N/A		

**FUNDING DETAIL:**

<b>Program Costs</b>	+	<b>Support Costs</b>	=	<b>Total ETP Funding</b>
\$176,472		\$23,276 (Job 1: 20%/Job 2: 8%)		\$199,748

In-Kind Contribution:	50% of Total ETP Funding Required	N/A
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**TRAINING PLAN TABLE**

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	New Hire SET Veterans	Business Skills, Computer Skills, Continuous Improvement	44	8 - 260	0 - 130	\$3,292	\$13.28
				Weighted Avg: 129			
2	New Hire SET Multiple Barriers At-Risk Youth	Business Skills, Computer Skills, Continuous Improvement	15	8 - 260	0 - 130	\$3,660	\$13.28
				Weighted Avg: 172			

**Minimum Wage by County:** Job Numbers 1 & 2 (New Hire): \$13.28 per hour in San Diego County.

**Health Benefits:**  Yes  No This is employer share of cost for healthcare premiums – medical, dental, vision.

**Used to meet the Post-Retention Wage?:**  Yes  No  Maybe

Although participating employer may provide health benefits, it will not be used to meet Post-Retention Wage.

**Wage Range by Occupation**

Occupation Titles	Wage Range	Estimated # of Trainees
<b>Job Number 1 and 2</b>		
Computer Support Specialist		10
Computer Systems Analyst		1
Computer Network Specialist		15
Network & Systems Administrator		7
Information Security Analyst		2
Financial Analyst		2
Management Analyst		6
Business Operations Specialist		2
Customer Service		7
Administrative Assistant		7

## **INTRODUCTION**

Founded in 1975 and located in San Diego as a 501(c)(3) Private Non-Profit Corporation, Able Disabled Advocacy, Inc. (ADA) ([www.able2work.org](http://www.able2work.org)), provides vocational training, life skills improvement and educational advancement opportunities to low-income youth, adults and Veterans with disabilities. ADA also provides employment placement, as well as personal and financial self-sufficiency services.

ADA serves 800+ low-income individuals (18-65+) a year with all types of barriers to employment at its four San Diego office locations. Demographic populations include individuals with all types of disabilities; at-risk youth (18-24); the long-term unemployed; homeless Veterans; and recently separated Veterans with and without disabilities.

ADA offers clients a comprehensive vocational assessment; on-going career counseling; and Secondary Education Services leading to a High School Diploma. Continuing education includes vocational skills training leading to industry recognized credentials; computer literacy, customer service and financial management training; entrepreneurial training; job readiness training; job placement and job retention services; and a wide variety of supportive services. An Academic Advisor assists each student to develop a career plan, mentor the student and support the academic goal achievement.

Since inception, ADA has offered job training opportunities in a wide variety of occupations. Over the past 21 years, it has developed and expanded its Information Technology (IT) training. In 1994, the Company began offering classroom training in computer operations for business occupations that incorporated the use of Assistive Technology for Blind, Deaf and mobility impaired. In 2000, its Information Technology Specialist classes were registered with the California Bureau of Private Postsecondary & Vocational Education as short-term vocational training courses. In 2009, ADA became an Employment Network of the Social Security Administration for their "Ticket to Work" Program; an "Employment Services" vendor of the Department of Rehabilitation; and a registered Certiport Testing Center for Microsoft credentialing. In 2010, ADA was one of only six national recipients of a Microsoft "Elevate America" Veterans Initiative grant to provide IT training, credentialing and job placement for returning "Wounded Warriors".

## **PROJECT DETAILS**

### **Need for Training/Employer Demand**

San Diego has become a nationally recognized high technology center with more than 4,000 technology firms conducting business in the region. According to a recent survey conducted by the San Diego Workforce Partnership (SDWP), San Diego's current workforce of over 40,000 IT employees is expected to increase by over 15,000 new jobs by 2018, demonstrating a 26% overall growth rate. The SDWP identified four IT occupations experiencing significant labor shortages: Project Managers, Systems Administrators, Software Engineers and Computer Support Specialists.

In addition, SDWP compared employment demand against supply of workers and analyzed the difficulty employers have in filling positions in demand occupations. Two occupations had supply gaps, Software Developers and Computer User Support Specialists, which are projected to experience an 11% growth or 2,288 new jobs. These two occupations will require IT skills/training for job entry, thereby expanding job opportunities for ADA's training graduates.

The projected growth, combined with reported current and future labor shortages are substantiated by employers ADA works with to place their trainees. For over four decades of workforce development, ADA has garnered strong and long-standing relationship placing its graduates with over 500 employers each year. ADA is actively working and meeting with employers that constantly demonstrate employer demand for skilled individuals in IT occupations, as further discussed below under Placement section of the memo.

### **Curriculum Development**

Skillssoft assisted in the development of the IT curriculum. Skillssoft, in collaboration with its computer industry employers, developed a certification process that is recognized throughout the industry. Training programs are updated as technology changes and ADA's IT instructors are knowledgeable and able to provide the Skillssoft certification training.

ADA's training is aligned with attaining industry-recognized certifications and other skills employers need from new workers. Employers utilize current certifications to confirm a job candidate has the skills needed for a specific position. Keeping certifications current is essential for IT professionals. These certifications can set a jobseeker apart from those who lack credentials.

### **Training Plan**

Through ETP funding, ADA will continue to train and place individuals with barriers in secured, high-wage jobs. Trainees will receive classroom/laboratory and Computer-Based Training (CBT) in various Business and Continuous Improvement Skills topics, as well as extensive Computer Skills courses to complete certification/credentials on specific programs. Training will be as follows:

**Business Skills (20%)** – Training will be offered to all occupations. Trainees will receive various project management skills in Project Management Overview, Controlling Changes and Closing a Project, Planning Project Costs, Control Project Communications and Identifying Project Risks. These courses were developed by Project Management Institute using five major process groups which encompass 47 processes and mapped to 10 knowledge areas. Using this model, a trainee will be able to manage projects within any industry. Course topics also include Customer Service Fundamentals and Communication Skills.

**Computer Skills (70%)** – Training will be offered to all occupations. Topics will be specific to the program/s they elect such as A+, Network+, Security+, Windows 7, and Server 2012. All of ADA's IT training courses will result in attaining industry-recognized credentials. Each certification will validate trainee's learning and provide assurance to employers that a level of competency and standard of knowledge have been achieved. Since each program is content-specific, an employer can select candidates with the specific skills sets they desire.

**Continuous Improvement (10%)** – Training will be offered to all occupations. Training content will improve performance in the areas of critical thinking, problem solving, decision making strategies, and time management.

ADA's training program was developed to also include CBT in Business and Computer Skills. Through CBT, trainees will train at their own pace which will be provided prior to or subsequent to a Classroom/Instructor-Led training to ensure learning/skills transfer has occurred. All trainees may receive up to 130 hours of CBT training. ADA confirmed that CBT will not exceed 50% of total training hours per trainee.

## **Special Employment Training**

This project is funded under Special Employment Training (SET) funding category because the trainees do not have a history of Unemployment Insurance payments.

## **Veterans Program**

The Panel has established a higher reimbursement rate and other incentives for training California veterans. Higher support costs are also available to reach participants for this program.

ADA has vocationally trained and placed over 15,000 people into “living-wage” jobs, of which, over 3,500 have been Veterans. The Company serves homeless and recently separated Veterans with and without disabilities. Many transitioning Veterans with disabilities who received technical training in the military find that they do not meet employer requirements for industry-recognized certifications for job entry. With short-term training/skills upgrading and industry-recognized credentials, along with the polishing of their interviewing skills to meet civilian employer protocols, these Veterans should be successful in transitioning into civilian employment.

## **Multiple Barriers/At-Risk Youth**

Job Number 1 will be funded under SET/Multiple Barriers. Job Number 2 will be funded under SET/Multiple Barriers under the At-Risk Youth Guidelines. Trainees have two or more barriers to employment (e.g., mental or physical disability). For At-Risk Youth, the documentation must show that the trainee is between 18 and 23 years of age. They will be deemed at-risk if they are not in school or employed full-time, and meet other criteria specified in the pilot program guidelines.

Individuals with disabilities and at-risk youth face unique employment challenges. Often, they have little or no previous work experience and lack of knowledge of the labor market, employer expectations, and entry-level job requirements. Access to training is not always readily available. Factors contributing to this problem include the following:

- vocational credentialing often requires structured and long-term classroom participation which may be a financial burden for individuals who do not have the resources to support themselves during long-term vocational coursework;
- the waiting period for enrollment into traditional education/training courses can be lengthy, as the demand far outweighs the local supply of vocational providers;
- the high cost of credentialing is most often a hardship;
- entry requirements for credentialed courses can be difficult to achieve for those who have been out of school and/or unemployed for long periods of time;
- keeping pace in traditional classroom settings is difficult for those with disability issues;
- traditional education and other vocational training providers do not always offer soft skills development, work-readiness preparation, or job placement services following training; and they do not provide the comprehensive support services needed by individuals with disabilities who have limited financial resources; and
- physical accessibility to classrooms continues to be a barrier (wheelchair access, etc.).

## **Recruitment/Support Costs**

ADA markets its programs to qualified individuals through brochures, flyers, and PowerPoint presentations; host an “Information Hot Line;” post information on ADA, partner, and community

websites. ADA also posts information at the American Job Centers, "211 San Diego" (directory of emergency services), the San Diego Food Bank and the Regional Task Forceful on the Homeless' directory. ADA also uses Public Service Announcements, local media venues and community newsletters to advertise its programs. In addition, ADA participates in numerous job fairs and conduct orientations hosted at various community sites for trainees and at Veteran-serving organizations. Staff members routinely participate in workshops, conferences, and serve on numerous committees where they perform outreach activities.

ADA requests support costs of 20% for Veterans (Job Number 1) and 8% for (Job Number 2) for trainee outreach, recruitment, job placement, and assessment to ensure trainees are placed with viable, ETP-eligible employers. Staff recommends the support costs.

## **Placement**

Since 1991, the Company's 32-member Business Advisory Council has assisted in professional guidance including outreach to employers, technical guidance, mentoring opportunities, the hiring of our program graduates and other programmatic support. Members represent a crossover of multiple sector industries including defense, finance, entertainment, hotel & destination resort, public non-profit, civil service, communications, education and manufacturing.

Additionally, as a member of the South County Economic Development Council (SCEDC), A-DA networks with SCEDC's 125+ employers. ADA is also a member of the San Diego Industry Liaison Group, which promotes equal employment opportunity and provides leadership in the corporate community. Their membership is comprised of San Diego employers from many different industries that are dedicated to the principles of affirmative action and diversity. Many of their employer members are defense contractors who are under mandate to hire Veterans and individuals with disabilities.

In addition, ADA staff actively participates on the Qualcomm-led California Business Leadership Network, a group of employers who meet to share best practices in hiring and retaining people with disabilities in their workforces.

## **Retention**

To promote employer engagement and feedback, ADA staff offer services to employers at no cost, which include reference checks of job applicants referred; technical assistance regarding accommodations and job modifications; "Americans with Disabilities Act" consulting; assistance with federal bonding and tax credit processing; and more. Staff is also available to resolve issues that arise on the job and/or offer other work-related support.

ADA routinely monitors and reports individual's progress while on-the-job during the follow-up/job retention period and are available to employers to resolve issues if they occur. Employment retention and post-employment monitoring are requirements of the majority of ADA's employment and training grantors such as the Department of Labor. The monitoring period can vary from 90 days to 3 or 4 quarters after placement. In many instances, follow-up is still required after the grant period has expired.

## **Tuition Reimbursement**

In accordance with Title 22, CCR, Section 4412.1, ADA represents that students enrolled in the ETP-funded program will not be charged tuition, fees, or any other costs associated with training. The representation will be made a condition of the Agreement.

**Training Coordinator**

ADA's Executive Director will manage the proposed ETP project. ADA's Program Director will oversee daily project activities, staff, logistics, as well as tracking and reporting outcomes. A number of staff are dedicated for ETP administration: two staff for marketing & recruitment; two for needs assessments; one for scheduling training; and three for program management.

**Other Resources**

ADA is currently receiving workforce incentives from the U. S. Department of Labor and is continually pursuing other similar grants. Currently, ADA has two Workforce Innovation and Opportunity Act grants and, most recently, has been awarded the American Apprenticeship grant. However, ADA reports that ETP funds will not displace or duplicate funding from these resources. In addition, ADA has established systems to ensure appropriate costs are allocated to respective programs.

**RECOMMENDATION**

Staff recommends approval of this proposal.

**DEVELOPMENT SERVICES**

N/A

**ADMINISTRATIVE SERVICES**

N/A

**TRAINING VENDORS**

N/A

## **Exhibit B: Menu Curriculum**

### **Class/Lab Hours**

8 – 260

Trainees may receive any of the following:

#### **BUSINESS SKILLS**

- Managing Project Within Organizations
- Project Management Overview
- Project Management Process Groups
- Integrated Initiation and Planning
- Direct, Monitor and Control Project Work
- Controlling Changes and Closing a Project
- Project Requirements and Defining Scope
- Creating the Work Breakdown Structure
- Monitoring and Controlling Project Scope
- Defining and Sequencing Project Activities
- Estimating Activity Resources and Durations
- Developing and Controlling the Project Schedule
- Planning Project Costs
- Quality Assurance and Quality Control
- Planning Project Human Resources
- Managing Project Human Resources
- Plan and Manage Project Communications
- Control Project Communications
- Risk Management Planning
- Identifying Project Risks
- Performing Risk Analysis
- Risk Response and Control
- Planning Project Procurement Management
- Managing Procurements
- Project Stakeholder Management
- Managing and Controlling Stakeholder Engagement
- The Role of Ethics in Project Management
- Core PMI Ethical Standards
- Customer Service Fundamentals
  - Building Rapport in Customer Relationships
  - Customer Service Confrontation and Conflict
  - Customer Service in the Field
  - Customer Service in the Workplace
- Communications Skills
  - Interpersonal Communications
  - Workplace Conflict
  - Fundamentals of Working with Difficult People
  - Diversity in the Workplace

**COMPUTER SKILLS**

- A+ Application Skills
  - BIOS and Motherboards
  - Memory, Expansion Cards and Storage Devices
  - CPU's, Connections, and Power Supplies
  - Configurations, Displays, Connectors & Peripherals
  - Network Cabling, IP Addressing, Ports and Protocols
  - Networking Technologies
  - Networking Devices and Tools
  - Laptops
  - Printers
  - Operational Procedures
  - Introducing Microsoft Windows
  - Installing and Configuring Windows
  - Optimizing Windows
  - Managing Windows
  - Security and Data Disposal
  - Mobile Devices
  - System Troubleshooting
  - General Troubleshooting
  - Computer Components
  - Operating Systems
  - Laptop Disassembly/Assembly
  - Printers and Hard Drives
  - Network Printers
  - User Accounts/Permissions
  - Remote Assistance
  - Troubleshoot Systems
- Network+ Application Skills
  - Network Concepts
  - Network Installation and Configuration
  - Network Media and Topologies
  - Network Management
  - Network Security
  - Sharing Printers and Hard Drives
  - Network Printers
  - Networking/IP Addressing
  - Networking/IP Addressing 2
  - User Accounts/Permissions
  - Remote Assistance
  - Sharing Network Devices
  - Simple Networks (wireless)
  - Networking Concepts
  - Network Media and Topologies
  - Network Management

- Network Security
- Security+ Application Skills
  - Control Fundamentals & Security Threats
  - Network Protocols, Attacks & Defenses
  - Creating Secure Networks
  - Vulnerability Assessment & Penetration
  - Authentication, Biometric & Security Controls
  - Security a Networked Environment
  - Remote Access, Mobile & Wireless Security
  - Cryptography & Public Key Infrastructures
  - Securing Applications, Virtualization & the Cloud
  - Continuity, Disaster Recovery & Computer Forensics
  - Set-Up Firewalls
  - Network Pen Testing
  - Malware Identification
  - Authentication Concepts
- Windows 7 Configuring
  - Upgrading to Windows 7
  - Migrating User Profiles
  - Installing Windows 7
  - Capturing of Reference Image
  - Deploying a Captured Image
  - Working With Disks
  - Configuring Network Connections
  - Working With Shares
  - Working With Printers
  - Configuring Applications
  - Managing & Monitoring Performance
  - Working With Workgroups and Domains
  - Configuring Security Settings
  - Remote Windows 7 Administration
  - Administering Windows 7
  - Configuring Mobile Operations
  - Configuring Mobile Connectivity
  - Troubleshooting Windows 7
- Windows 7 Advanced
  - Installing Windows 7
  - Configuring Network Connections
  - Troubleshooting Login Problems
  - Capturing VPN Connections
  - Troubleshooting Hardware Issues
  - Troubleshooting Boot Issues
  - Recovery Folders & Files
  - Working With Printers
  - Dealing With Software Issues

- Managing & Monitoring Performance
- Configuring Applications
- Recovering Security Settings
- Identifying and Resolving Windows 7 Application Issues
- Management and Maintenance of Windows 7 Client Systems
- Resolving Windows 7 Network Connectivity Issues
- Troubleshooting IE8 & Encryption Issues in Windows 7
- Server 2012 Configuring
  - Installing Servers
  - Configuring Servers
  - Configuring Local Storage
  - Configuring File and Share Access
  - Configuring Print and document Services
  - Configuring Remote Access
  - Creating and Configuring VM Settings
  - Creating and Configuring VM Storage
  - Creating and Configuring Virtual Networks
  - Configuring IPV4 IPV6 Addressing
  - Deploying and Configuring DHCP Services
  - Deploying and Configuring DNS Service
  - Installing Domain Controllers
  - Creating and Managing AD Users and Computers
  - Creating and Managing Groups and OUs
  - Creating Group Policy Objects
  - Configuring Security Policies
  - Configuring Application Restriction Policies
  - Configuring Windows Firewall
- Server 2012 Administration
  - Deploying and Managing Server Images
  - Implementing Patch Management
  - Monitoring Servers
  - Configuring DFS Distributed File System
  - Configuring File Server Resource Manager
  - Configuring File Services and File Encryption
  - Configuring Advanced Audit Policies
  - Configuring DNS Zones
  - Configuring DNS Records
  - Configuring VPN and Routing
  - Configuring Direct Access
  - Configuring a Network Policy Server
  - Configuring NPS Policies
  - Configuring NAP Protection
  - Configuring Server Authentication
  - Configuring Domain Controllers

- Maintaining Active Directory
- Configuring Account Policies
- Configuring Group Policy Processing
- Configuring Group Policy Settings
- Managing Group Policy Objects
- Configuring Group Policy Preferences
- Server 2012 Advanced
  - Configuring Network Load Balancing
  - Failover Clustering
  - Managing Failover Clustering
  - Managing VM Movement
  - Configuring Advanced File Solutions
  - Implementing Dynamic Access Control
  - Configuring and Optimizing Storage
  - Configuring and Managing Backups
  - Recovering Servers
  - Configuring Site Level Fault Tolerance
  - Implementing Advanced DHCP Solution
  - Implementing Advanced DNS Solution
  - Deploying and Managing IPAM
  - Configuring a Domain and Forest
  - Configuring Trust
  - Configuring Sites
  - Maintaining AD Federation Service
  - Managing Sysvol and AD Service
  - Managing Certificates
  - Configuring Group Policy Settings
  - Installing AD Rights
- Computing Fundamentals
  - Lesson 1: Operating Systems
  - Lesson 2: Files and Folders
  - Lesson 3: Hardware
  - Lesson 4: Control Panel
  - Lesson 5: Software
  - Lesson 6: Troubleshooting
- Key Applications
  - Lesson 1: Common Features
  - Lesson 2: Microsoft Word
  - Lesson 3: Microsoft Excel
  - Lesson 4: Microsoft PowerPoint
  - Lesson 5: Microsoft Access
- Living Online
  - Lesson 1: World Wide Web
  - Lesson 2: Getting Connected
  - Lesson 3: Digital Communication

- Lesson 4: Digital Citizenship
- Lesson 5: Finding Information

### **CONTINUOUS IMPROVEMENT**

- Doing Business Professionally
- Optimizing Work/Life Balance
- Managing Your Career
- Time Management
- Performance Under Pressure
- Business Ethics
- Critical Thinking
- Problem Solving
- Dealing With Change
- Decision Making Strategies
- Personal Productivity Improvement
- Business Etiquette and Professionalism

### **CBT Hours**

0 – 130

### **BUSINESS SKILLS**

- Managing Project within Organizations – 2 hrs.
- Project Management Overview – 1.5 hrs.
- Project Management Process Groups – 2 hrs.
- Integrated Initiation and Planning – 2 hrs.
- Direct, Monitor and Control Project Work – 1.5 hrs.
- Controlling Changes and Closing a Project – 1 hr.
- Project Requirements and Defining Scope – 2 hrs.
- Creating the Work Breakdown Structure – 1.5 hrs.
- Monitoring and Controlling Project Scope – 1.5 hrs.
- Defining and Sequencing Project Activities – 2 hrs.
- Estimating Activity Resources and Durations – 2 hrs.
- Developing and Controlling the Project Schedule – 2 hrs.
- Planning Project Costs – 2 hrs.
- Controlling Project Costs – 1.5 hrs.
- Planning Quality Management – 2 hrs.
- Quality Assurance and Quality Control – 2 hrs.
- Planning Project Human Resources – 2 hrs.
- Managing Project Human Resources – 2 hrs.
- Plan and Manage Project Communications – 2 hrs.
- Control Project Communications -1 hr.
- Risk Management Planning – 1.5 hrs.
- Identifying Project Risks – 1.5 hrs.
- Performing Risk Analysis – 2 hrs.
- Risk Response and Control – 2 hrs.

- Planning Project Procurement Management – 1.5 hrs.
- Managing Procurements – 2 hrs.
- Project Stakeholder Management – 1.5 hrs.
- Managing and Controlling Stakeholder Engagement – 1.5 hrs.
- The Role of Ethics in Project Management – 1.5 hrs.
- Core PMI Ethical Standards – 2 hrs.
- Customer Service Fundamentals
  - Building Rapport in Customer Relationships – 1 hr.
  - Customer Service Confrontation and Conflict – 1 hr.
  - Customer Service in the Field – 1 hr.
  - Customer Service in the Workplace – 1 hr.
- Communications Skills
  - Interpersonal Communications 5.5 hrs.
  - Workplace Conflict – 3.25 hrs.
  - Fundamentals of Working with Difficult People – 7.5 hrs.
  - Diversity on the Job – 2 hrs.

### **COMPUTER SKILLS**

- A+ Application Skills
  - BIOS and Motherboards – 1.5 hrs.
  - Memory, Expansion Cards and Storage Devices – 2 hrs.
  - CPU's, Connections, and Power Supplies – 1.5 hrs.
  - Configurations, Displays, Connectors & Peripherals – 2 hrs.
  - Network Cabling, IP Addressing, Ports and Protocols – 1.5 hrs.
  - Networking Technologies – 1.5 hrs.
  - Networking Devices and Tools – 1 hr.
  - Laptops – 1 hr.
  - Printers – 1 hr.
  - Operational Procedures – 1 hr.
  - Introducing Microsoft Windows – 2 hrs.
  - Installing and Configuring Windows - 1 hr.
  - Optimizing Windows – 1 hr.
  - Managing Windows – 2.5 hrs.
  - Security and Data Disposal – 2 hrs.
  - Mobile Devices – 1.5 hrs.
  - System Troubleshooting – 2.5 hrs.
  - General Troubleshooting – 2.5 hrs.
- Network+ Application Skills
  - Network Architecture Part 1 – 3 hrs.
  - Network Architecture Part 2 – 2.5 hrs.
  - Network Operation Part 1 – 1.5 hrs.
  - Network Operation Part 2 – 1.5 hrs.
  - Network Security – 2.5 hrs.
  - Troubleshooting Part 1 – 1.5 hrs.
  - Troubleshooting Part 2 – 1.5 hrs.
  - Industry Standards, Practices, & Network Theory – 2.5 hrs.
- Security+ Application Skills
  - Control Fundamentals & Security Threats – 1.5 hrs.

- Network Protocols, Attacks & Defenses – 2 hrs.
- Creating Secure Networks – 1.5 hrs.
- Vulnerability Assessment & Penetration – 1 hr.
- Authentication, Biometric, & Security Controls - 1 hr.
- Security in a Networked Environment – 0.5 hr.
- Remote Access, Mobile & Wireless Security – 1 hr.
- Cryptography & Public Key Infrastructures – 1.5 hrs.
- Securing Applications, Virtualization & the Cloud – 1 hr.
- Continuity, Disaster Recovery, & Computer Forensics – 2 hrs.
- Windows 7 Configuring
  - Installing, Upgrading, and Migrating to Windows 7 – 1.5 hrs.
  - Deploying Windows 7 – 1.5 hrs.
  - Configuring Hardware and Applications in Windows 7 – 1.5 hrs.
  - Configuring Network Connectivity in Windows 7 – 2 hrs.
  - Configuring Access to Resources in Windows 7 – 2 hrs.
  - Configuring Mobile Computing in Windows 7 – 1.5 hrs.
  - Monitoring, Backing Up, and Restoring Windows 7 – 2.5 hrs.
- Windows 7 Advanced
  - Identifying & Resolving Windows 7 Application Issues – 1.5 hrs.
  - Management and Maintenance of Windows 7 Client Systems – 2 hrs.
  - Troubleshooting Logon and Resource Access Issues in Windows 7 – 2 hrs.
  - Resolving Windows 7 Network Connectivity Issues – 2 hrs.
  - Troubleshooting IE8 & Encryption Issues in Windows 7 – 2 hrs.
  - Protecting Windows 7 Against Malware and Vulnerabilities – 1.5 hrs.
- Server 2012 Installing & Configuring
  - Servers – 1.5 hrs.
  - Storage – 2 hrs.
  - Print Services – 1.5 hrs.
  - Hyper V – 1.5 hrs.
  - Networking – 1.5 hrs.
  - DNS – 1 hr.
  - Active Directory – 2.5 hrs.
  - Ad Groups & GPOs – 2 hrs.
  - Security - 2.5 hrs.
- Server 2012 Administration
  - Deploying and Managing WDS – 1 hr.
  - Updating and Monitoring – 1.5 hrs.
  - File Services & Encryption – 2.5 hrs.
  - Network Services & Access – 2 hrs.
  - RADIUS, NPS, & NAP – 2 hrs.
  - Service Accounts & Policies – 1.5 hrs.
  - Group Policy Processing - 2 hrs.
  - Managing GPOs & Preferences – 1 hr.
- Server 2012 Configuring Advanced
  - HA – 2 hrs.
  - VMs & DR – 1 hr.
  - Storage – 1 hr.

- DAC – 1.5 hrs.
- DHCP & DNS – 1.5 hrs.
- AD Domains – 1 hr.
- AD Replication – 1.5 hrs.
- PKI – 1.5 hrs.
- Federation – 2 hrs.

Note: Reimbursement for new hire training is capped at 260 total training hours per trainee. CBT is capped at 50% of total training hours, per trainee.