

**DELEGATION ORDER**



**Training Proposal for:**

**Mitchell International, Inc.**

**Agreement Number: ET15-0415**

**Approval Date:** March 27, 2015

**ETP Regional Office:** San Diego

**Analyst:** M. Ray

**PROJECT PROFILE**

Contract Attributes:	Retrainee Priority Rate	Industry Sector(s):	Technology/IT  Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	San Diego, Orange, San Francisco	Repeat Contractor:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Number of Employees in:	CA: 1,100	U.S.: 1,300	Worldwide: 1,700
<u>Turnover Rate:</u>	2%		
<u>Managers/Supervisors:</u> (% of total trainees)	14%		

**FUNDING DETAIL**

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	<b>Total ETP Funding</b>
\$79,920		\$0	\$0		\$79,920

<b>In-Kind Contribution:</b>	<b>100% of Total ETP Funding Required</b>	<b>\$122,153</b>
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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	Retrainee Priority Rate	Business Skills, Computer Skills, Continuous Improvement	185	8 - 200	0 - 20	\$432	\$15.93
				Weighted Avg: 24			

**Minimum Wage by County:** \$15.93 per hour for San Diego County; \$16.02 per hour for Orange County; and \$16.44 per hour for San Francisco 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  
Up to \$1.49 per hour may be used to meet the Post-Retention Wage.

Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
Corporate Support		50
Customer Support		15
Engineer/Product Developer/Information Technology		25
Senior Engineer/Senior Product Developer/Senior Information Technology		50
Sales/Marketing		10
Senior Sales/Marketing		10
Manager/Supervisor		25

**INTRODUCTION**

Founded in 1946 and headquartered in San Diego, Mitchell International, Inc. (Mitchell) ([www.mitchell.com](http://www.mitchell.com)) is a software service provider. The Company provides technology, connectivity and information solutions to property/casualty claims and collision repair industries. Services include claims management solutions; medical claims processing and workflow software; and workers compensation management software, which are built on Mitchell’s Extended Enterprise Platform (Platform). The Platform’s capabilities and modules provide connectivity between various participants including insurance carriers, bill processors, value-added providers, repair and care facilities, and end users.

This project will target training for workers in Mitchell’s three California locations in San Diego, Irvine and San Francisco.

## **PROJECT DETAILS**

This will be the second Agreement between Mitchell and ETP within the last five years. In its first project (ET13-0232 - training completed in September 2014), the Company provided its trainees with Computer and Continuous Improvement Skills training specifically in Lean/Agile methodologies to support the Company's new software inspired by Lean Manufacturing approaches. Training enabled the Company to keep current with the latest software and programming technology.

As a large provider for this industry of technology solutions across North America, Mitchell processes over 50 million transactions annually for over 300 insurance companies/claims payers and over 30,000 collision repair facilities. Customers demand a comprehensive and growing portfolio of products, services and solutions that will simplify and accelerate processes to enable them to efficiently and effectively settle claims and repair vehicles.

Mitchell is committed to investment in new product development and process improvement initiatives. The Company has designed and developed its latest generation proprietary product offering, Third Party Solution, for insurance claims processors. Expected to roll out at the end of 2015, this new product will introduce innovative features that serve to improve, automate and optimize third-party insurance claims. This will require Mitchell to provide extensive training to enable design, implement, sales and service of the new product.

In addition to new products, the Company has developed a set of integrated processes and analytical toolset to provide a consistent method to plan product development. This will enable Mitchell to plan strategic product development priorities. Mitchell also launched a new product portfolio process to align, prioritize and manage its product delivery.

The Company's need for training is also driven by its recent acquisition. In late 2013, a private equity firm acquired Mitchell and began implementing company-wide process improvements. The acquisition resulted in extensive organizational changes to ensure employees work efficiently between multiple systems.

### **Training Plan**

**Business Skills (30%)** – Training will be offered to all job occupations. Course topics such as Business Acumen, Customer Service, Product Design and Time Management will improve the trainee's ability to provide exemplary customer service and better manage the overall business while implementing new products and processes.

**Computer Skills (30%)** – Training will be offered to all occupations as it relate to their job function. Training in Software Application/Development Skills as well as Computer Language Skills will improve skills necessary to successfully design, develop, implement, sell, or service products.

The Company also plans to use Computer-Based Training (CBT) as a delivery method. Computer Skills in CBT will allow self-paced reinforcement of Class/Lab training at a trainee's workstation.

**Continuous Improvement (40%)** – Training will be offered to all occupations. Course topics such as Agile/Project/Process Management, Leadership Development, Problem Solving/Troubleshooting, and Process Improvement/Innovation Skills training will allow trainees to work efficiently in the changing environment and have the necessary skills to perform their specific job function. Continuous Improvement Skills training is critical to improve the Company's overall efficiencies and productivity.

## Commitment to Training

Mitchell represents that ETP funds will not displace the existing financial commitment to training. Safety training is provided in accordance with all pertinent requirements. Its current annual training budget in California is approximately \$620,000 for 2015/2016. ETP training is designed for advanced job skills, which will allow Mitchell to implement new curriculum related to the new products and process improvements.

### ➤ Training Infrastructure

Mitchell plans to contract with an administrative subcontractor to assist with ETP project administration. In addition, the Company has designated an individual to oversee and manage the scheduling, delivery, and documentation of training for all California facilities. The person will meet with ETP staff and work with the Company's administrative subcontractor.

## Impact/Outcome

A comprehensive training program has been developed to equip Mitchell's workers with the skills needed to achieve overall business goals. Through training, the Company will forge new customer relationships as well as strengthen existing client relationships by delivering effective multi-line solutions, industry-leading integrations, and superior customer support. Further, supplemental training will support the expanded product line to continue to lead the industry in providing the most advanced suite of enterprise-wide claims management solutions.

## Temporary to Permanent Hiring

Some trainees come under Panel guidelines for "temporary to permanent" employment. Mitchell has retained these employees through a temporary agency, with the intention of hiring them into full-time, permanent positions after training.

These trainees must be determined eligible to participate in ETP-funded training before the start of training, while on payroll with the temporary agency. (Unemployment Insurance Code Section 10201(c).) However, the retention and post-retention wage requirements cannot be satisfied until after they have been hired by Mitchell. Until then, Mitchell will not receive progress payments.

## RECOMMENDATION

Staff recommends approval of this proposal.

## PRIOR PROJECTS

The following table summarizes performance by Mitchell under an ETP Agreement that was completed within the last five years:

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET13-0232	San Diego and Irvine	12/19/12 – 12/18/14	\$99,900	\$78,918 (79%)

### **DEVELOPMENT SERVICES**

Training Funding Partners (TFP) in Fountain Valley assisted with development of this proposal for a flat fee of \$6,500.

### **ADMINISTRATIVE SERVICES**

TFP will also perform administrative services in connection with this proposal for a fee not to exceed 13% of payment earned.

### **TRAINING VENDORS**

To Be Determined

**Exhibit B: Menu Curriculum****Class/Lab Hours**

8 - 200 Trainees may receive any of the following:

**BUSINESS SKILLS**

- Business Acumen
- Communication/Collaboration Skills
- Conflict Resolution
- Customer Service Skills
- Marketing/Sales
- Negotiation
- New/Updated Product Skills
- Product Design Skills
- Time Management
- Workers Compensation Product Solutions Training

**COMPUTER SKILLS**

- Software Application/Development Skills
- Computer Language Skills:
  - .Net/C#
  - J2EE
  - Enterprise Java Beans
  - MuleSoft ESB/ Sonic ESB
  - Service Oriented Architecture
  - Restful Web Services
  - XML Schema
  - Java Messaging Services
  - Language Integrated Query
  - WCF
  - NoSQL (Not Only SQL)
  - Amazon Web Services
  - Puppet
  - Chef
  - Selenium
  - Bamboo
  - Maven
  - Jenkins
  - Sonar
  - Docker
  - Categorical Abstract Machine Language

**CONTINUOUS IMPROVEMENT**

- Agile/Project/Process Management
- Goal Setting/Career Development
- Leadership Development Skills
- Problem Solving/Troubleshooting
- Process Improvement/Innovation Skills
- Project Management
- Teambuilding

**CBT Hours**

0-20

**COMPUTER SKILLS**

- Adobe:
  - ActionScript and Multimedia in Flash CS4 (2 hours)
  - ActionScript and Multimedia in Flash CS5 (2 hours)
  - Adding Links and Images in Dreamweaver CS4 (2 hours)
  - Adding Links and Images in Dreamweaver CS5 (2 hours)
  - Adobe Acrobat 9: Fundamentals (2 hours)
  - Adobe Air 3 for Flash CS5.5 Developers (1 hour)
  - Adobe Air for Flash CS4 Developers (1 hour)
  - Adobe Captivate 4 (1.5 hours)
  - Adobe Fireworks CS4: Fundamentals (2 hours)
  - Adobe InDesign CS4: Fundamentals (2 hours)
  - Adobe InDesign CS5: Fundamentals (2.5 hours)
  - Adobe Reader 9 (1.5 hours)
  - Adobe Reader X (1 hour)
  - Advanced Features of Adobe Acrobat 8 (2 hours)
  - Animation in Flash CS4 (2.5 hours)
  - Animation in Flash CS5 (2 hours)
  - Cascading Style Sheets in Dreamweaver CS4 (2.5 hours)
  - Cascading Style Sheets in Dreamweaver CS5 (2.5 hours)
  - Creating and Working with PDFs in Adobe Acrobat 8 (2.5 hours)
  - Creating Interactive Web Pages in Dreamweaver CS4 (2.5 hours)
  - Creating Interactive Web Pages in Dreamweaver CS5 (2.5 hours)
  - Creating Navigation and Publishing Movies in Flash CS4 (1.5 hours)
  - Creating Navigation and Publishing Movies in Flash CS5 (1.5 hours)
  - Drawing and Working with Images in Flash CS4 (2.5 hours)
  - Drawing and Working with Images in Flash CS5 (3 hours)
  - Dreamweaver CS4 Site Maintenance and Advanced Concepts (2 hours)
  - Editing and Reviewing in Adobe Acrobat 8 (1 hour)
  - Forms and Document Security in Adobe Acrobat 8 (1.5 hours)
  - Illustrator CS4: Beyond the Basics (2.5 hours)
  - Illustrator CS4: Getting Started (2.5 hours)
  - Introduction to Adobe Flash CS4 Professional (2 hours)
  - Introduction to Adobe Flash Professional CS5 (1.5 hours)
  - Photoshop CS4: Beyond the Basics (3 hours)
  - Photoshop CS4: Getting Started (2 hours)
  - Photoshop CS5: Beyond the Basics (3 hours)
  - Photoshop CS5: Getting Started (2 hours)
  - Reusing Content in Dreamweaver CS4 (2 hours)
  - Reusing Content in Dreamweaver CS5 (1.5 hours)
  - Setting up a Site and Adding Content in Dreamweaver CS4 (2.5 hours)
  - Setting up a Site and Adding Content in Dreamweaver CS5 (2.5 hours)
  - Tables, Accessibility and Standards in Dreamweaver CS4 (1.5 hours)
  - Tables, Accessibility and Standards in Dreamweaver CS5 (1.5 hours)
  - Using Adobe Reader 8 (2.5 hours)
  - Using Flash CS4 Libraries, Text and Components (3 hours)
  - Using Flash CS5 Libraries, Text and Components (3 hours)
  - Workflow and Adobe Integration in Flash CS4 (2 hours)

- Crystal Reports:
  - Getting Started with Crystal Reports 2011 (2.5 hours)
  - Managing Data and Distributing Reports with Crystal Reports XI (3 hours)
  - Reporting Basics with Crystal Reports XI (3 hours)
- Information Technology Security:
  - Introduction to Information Security (1 hour)
  - Using E-mail, the Internet, and Social Media Safely in a Corporate Environment (1 hour)
  - Using your Desktop Computer and Mobile Devices Safely (1 hour)
- Intermediate/Advanced Microsoft Office:
  - Access 2010 Macros and VBA (1 hour)
  - Accessing Exchange Remotely and Using Forms in Outlook 2010 (1 hour)
  - Adding Graphics to Presentations in PowerPoint 2007 (1.5 hours)
  - Adding Images to Presentations in PowerPoint 2010 (1 hour)
  - Adding Lists and Objects in Word 2013 (0.5 hour)
  - Adding Multimedia and Animations to Presentations in PowerPoint 2007 (1 hour)
  - Adding Tables of Contents, Footnotes, Hyperlinks and Bookmarks in Word 2010 (1 hour)
  - Adding Visuals, Themes, and Styles to Excel 2010 Workbooks (1 hour)
  - Adjusting Document Views and Customizing the Appearance of Word 2013 (1 hour)
  - Advanced Customization in Excel 2007 (2 hours)
  - Advanced Data Management in Access 2007 (3.5 hours)
  - Advanced Data Management in Excel 2007 (1.5 hours)
  - Advanced Data Manipulation Features in Word 2007 (1 hour)
  - Advanced Document Features in Word 2007 (1.5 hours)
  - Advanced Document Navigation and Document Reviews in Word 2007 (2.5 hours)
  - Advanced Formats and Layouts in Excel 2013 (1 hour)
  - Advanced Formatting in Excel 2007 (2 hours)
  - Advanced Formatting in Word 2007 (1.5 hours)
  - Advanced Formatting in Word 2013 (1 hour)
  - Advanced Formulas and Functions in Excel 2013 (1 hour)
  - Advanced Importing and Exporting with Access 2010 (1 hour)
  - Advanced Slide Shows Tools in PowerPoint 2013 (1 hour)
  - Advanced Table Customization in Word 2013 (1 hour)
  - Analyzing Data in Excel 2007 (3.5 hours)
  - Analyzing Data with What-if Analysis in Excel 2010 (1 hour)
  - Animations and Media in PowerPoint 2013 (1 hour)
  - Applying Basic Data Formatting in Excel 2010 (1 hour)
  - Attending a Microsoft Office 2007 Live Meeting (1 hour)
  - Automating Excel 2010 Tasks Using Macros (1 hour)
  - Basic Access 2007 Forms (2 hours)
  - Basic Access 2007 Tables (2.5 hours)
  - Business Contact Manager with Outlook 2007 (3 hours)
  - Collaborating and Sharing Presentations in PowerPoint 2010 (1 hour)
  - Collaboration and Customization with the Calendar, Contacts and Tasks in Outlook 2013 (1 hour)
  - Collaborative Features in Word 2007 (2 hours)

- Completing Searches, Printing Items and Working with RSS Feeds in Outlook 2007 (2 hours)
- Configuring Rules, Alerts and Junk E-mail Settings in Outlook 2007 (2 hours)
- Creating and Customizing Visual Elements in Excel 2013 (1 hour)
- Creating and Formatting Tables in Word 2010 (1 hour)
- Creating and Modifying Forms in Access 2013 (1 hour)
- Creating and Modifying Queries in Access 2013 (1 hour)
- Creating and Modifying Reports in Access 2013 (1 hour)
- Creating and Populating a Database in Access 2013 (1 hour)
- Creating Basic Tables in Access 2010 (1 hour)
- Creating Custom Slide Shows in PowerPoint 2007 (1 hour)
- Creating Presentations in PowerPoint 2013 (1 hour)
- Creating Visio 2007 Diagrams (2.5 hours)
- Creating Workbooks, Worksheets and Data in Excel 2013 (1 hour)
- Customizing Document Layout in Word 2013 (1 hour)
- Customizing Options and Views in Excel 2013 (1 hour)
- Customizing Outlook 2007 and Using the Journal (2 hours)
- Customizing Outlook 2010 and Managing Accounts (1 hour)
- Customizing the Behavior and Appearance of Word 2010 (1 hour)
- Customizing Visual Elements in Excel 2010 (1 hour)
- Data Files, Archiving and Send/Receive Groups in Outlook 2010 (1 hour)
- Data Manipulation and Simple Relationships in Access 2010 (1 hour)
- Data Search, Data Validation and Macros in Excel 2013 (1.5 hours)
- Data Security, Archiving and Working Offline in Outlook 2007 (3 hours)
- Database Administration in Access 2007 (3 hours)
- Distributing Presentations in PowerPoint 2007 (1 hour)
- Drawing and Inserting Graphics in Word 2010 (1 hour)
- Embedding Charts and Tables into Word 2010 (1 hour)
- Enhancing PowerPoint 2013 Presentations (1 hour)
- Excel 2007 Charts, Pictures, Themes and Styles (1.5 hours)
- Excel 2007 Formulas and Functions (2 hours)
- Exchanging Data with Excel 2007 (3 hours)
- Finalizing a PowerPoint 2013 Presentation (1 hour)
- Formatting Cells and Worksheets in Excel 2013 (1 hour)
- Formatting Data in Excel 2013 (1 hour)
- Formatting E-Mail and Configuring Message Options in Outlook 2010 (1 hour)
- Forms, Fields and Mail Merge in Word 2010 (1 hour)
- Getting Started with Access 2010 (1 hour)
- Getting Started with PowerPoint 2010 (1 hour)
- Hosting a Microsoft Office 2007 Live Meeting (1.5 hours)
- Implementing Security with Outlook 2010 (1 hour)
- Importing and Exporting Data and Data Presentation in Access 2007 (2 hours)
- Inserting and Formatting Graphics in Word 2013 (1 hour)
- Instant, Text and Unified Messaging in Outlook 2007 (1 hour)
- Introduction to Forms in Access 2010 (1 hour)
- Introduction to Queries in Access 2010 (1 hour)
- Introduction to Reports in Access 2010 (1 hour)
- Joins, SQL and Action Queries in Access 2010 (1 hour)
- Mail Automation, Cleanup and Storage in Outlook 2013 (1 hour)
- Management and Customization in Outlook 2013 (1 hour)
- Managing Attachments, Graphics, Signatures and Autoreplies in Outlook 2010 (1 hour)

- Managing E-Mail in Outlook 2013 (1 hour)
- Managing E-Mail with Rules, Automatic Replies and Alerts in Outlook 2010 (1 hour)
- Managing, Inspecting and Recovering Word 2010 Documents (1 hour)
- Manipulating Data in Excel 2013 (1 hour)
- Manipulating Formulas and Using Forms in Excel 2010 (1 hour)
- Manipulating Tables in Word 2010 (1 hour)
- Microsoft Access 2007 and Microsoft Publisher 2007 (1 hour)
- Microsoft Excel for Mac 2011: Navigating the Interface and Viewing Workbooks (1 hour)
- Microsoft Office 2007: Collaborating with Groove and Communicator (2.5 hours)
- Microsoft Office 2007: Sharing Information with OneNote 2007 (1 hour)
- Microsoft Office 2010: Getting Started with Lync (1 hour)
- Microsoft Office 2010: Lync Meetings, Calls, Sharing and Collaboration (1 hour)
- Microsoft Office 2010: Managing Information with OneNote (1 hour)
- Microsoft Office 2010: Sharing Information with OneNote (1 hour)
- Microsoft Office Excel, PowerPoint and Outlook 2007 (1.5 hours)
- Microsoft PowerPoint for Mac 2011: Animations and Presentation Tools (1 hour)
- Microsoft PowerPoint for Mac 2011: Using Media Files in a Presentation (1 hour)
- Microsoft Word for Mac 2011: Creating and Formatting Tables (1 hour)
- Microsoft Word for Mac 2011: Moving Around a Document (1 hour)
- Microsoft Word for Mac 2011: Structuring and Organizing Documents (1 hour)
- Modifying Basic Forms in Access 2010 (1 hour)
- Modifying Tables in Access 2013 (1 hour)
- Moving and Getting Around in Excel 2010 (1 hour)
- Moving Beyond E-Mail to Maximize Microsoft Outlook's Potential (1 hour)
- Moving Data and Modifying Worksheets in Excel 2010 (1 hour)
- Navigating and Reviewing Documents in Word 2013 (1 hour)
- New Features for End Users in Microsoft Office 2007 (1.5 hours)
- New Features for PowerPoint, Publisher and Access in Office 2010 (1 hour)
- New Messaging and Collaboration Features in Office 2010 (1 hour)
- Office 2010 New Core Features (1 hour)
- Office 2010 Web Apps and New Features in Publisher and Mobile (1 hour)
- Optimizing, Securing and Sharing Access 2010 Databases (1 hour)
- Organizing Data and Objects in Excel 2010 (1 hour)
- Outlook 2010 and Collaboration in Office 2010 (1 hour)
- Outlook 2010 Social Connector and Messaging (1 hour)
- Outlook Web Access 2007 Advanced Features (1 hour)
- Performing Calculations Using Functions in Excel 2013 (1 hour)
- PivotTable Filters, Calculations, and PowerPivot (1 hour)
- PivotTables and PivotCharts in Access 2010 (1 hour)
- PivotTables and PivotCharts in Excel 2010 (1 hour)
- Presenting Data in Tables and Charts in Excel 2013 (1 hour)
- Presenting Data using Conditional Formatting and Sparklines in Excel 2013 (1 hour)
- Programmability and Administration in Access 2007 (1.5 hours)
- Protecting and Sharing Excel 2007 Workbooks (2 hours)
- Queries and Reports in Access 2007 (2.5 hours)
- Reference Tools and Mail Merge in Word 2013 (1 hour)

- Retrieving, Validating, and Attaching Data in Access 2010 (1 hour)
- Reviewing and Protecting Content in Excel 2010 (1 hour)
- Reviewing and Protecting Content in Excel 2013 (1 hour)
- Saving and Printing Data in Excel 2013 (1 hour)
- Scheduling with Appointments, Events and Tasks in Outlook 2013 (1 hour)
- Sharing and Collaboration in Microsoft Office Enterprise 2007 (2 hours)
- Sharing and Collaboration in Word 2013 (1 hour)
- Sharing and Linking Data, and Adding Office Apps to Excel 2013 (0.5 hour)
- Sharing Excel 2010 Workbooks Online and on a Network (1 hour)
- Sharing, Printing, Protecting and Delivery Presentations In PowerPoint 2013 (1.5 hours)
- Structuring a Document in Word 2013 (1 hour)
- Subforms, Subreports and Conditional Formatting in Access 2010 (1 hour)
- The New Office 2010 Interface, Word 2010 and Excel 2010 (1 hour)
- Using Access 2010 with SharePoint and Access Services (1 hour)
- Using Advanced Slide Show Tools in PowerPoint 2010 (1 hour)
- Using Conditional Formatting, Tables, and Sparklines in Excel 2010 (1 hour)
- Using Excel 2010 Data Connections: Web Queries, XML and Databases (1 hour)
- Using Excel 2010 to Collaborate Online and with Other Office Applications (1 hour)
- Using Financial Functions and What-If Analysis in Excel 2013 (1 hour)
- Using Lookup, Reference, Math, and Text Functions in Excel 2010 (1 hour)
- Using Multimedia and Animations in PowerPoint 2010 (1 hour)
- Using Outlook Web Access 2007 (2 hours)
- Using PivotTables, PivotCharts and Advanced Charts in Excel 2013 (1 hour)
- Using Tables in Word 2013 (0.5 hour)
- Using Tables, Charts and Graphics in Word 2007 (2.5 hours)
- Using the Tasks, Notes and Journal Features in Outlook 2010 (1 hour)
- Using Themes, Backgrounds, Watermarks and Quick Parts in Word 2010 (1 hour)
- Verifying Excel 2010 Data and Formulas (1 hour)
- Visually Enhancing PowerPoint 2010 Presentations (1 hour)
- Workbook Settings, Conditional Formatting and Number Formats in Excel 2010 (1 hour)
- Working with Contacts in Outlook 2010 (1 hour)
- Working with Contacts in Outlook 2013 (1 hour)
- Working with E-mail in Outlook 2013 (1 hour)
- Working with Files and Folders and Using Search and RSS Feeds in Outlook 2010 (1 hour)
- Working with Meetings in Outlook 2013 (1 hour)
- Working with SharePoint, Calendars and Forms in Outlook 2007 (2.5 hours)
- Lotus Notes
  - Managing Mail, Instant Messaging and Contacts in Lotus Notes 7 (2.75 hours)
  - Using Lotus Notes 7 Remotely (1.5 hours)
  - Using Productivity Tools and Accessing Lotus Notes 8 Remotely (3 hours)
  - Working with Databases, the Calendar, and the To Do List in Lotus Notes 7 (3 hours)
- Microsoft Project
  - Advanced Customization with MS Project 2007 (2 hours)

- Advanced Customizing with Project 2010 (1 hour)
- Advanced Reporting and Management Tools in Project 2010 (1 hour)
- Advanced Resource Management with Project 2010 (1 hour)
- Advanced Scheduling Management with Project 2010 (1 hour)
- Advanced Tools for Managing Multiple Projects with Project 2010 (1 hour)
- Building a Schedule with Project 2010 (1 hour)
- Communicate and Finalize Project Information Using Project 2013 (1 hour)
- Communicating Project Information with Project 2010 (1 hour)
- Creating and Designing a Project with Project 2007 (3.5 hours)
- Creating Resources in Project 2010 (1 hour)
- Defining Project Properties in Project 2010 (1 hour)
- Initializing a Project with Project 2010 (1 hour)
- Introduction to Project 2010 (1 hour)
- Introduction to Project Management using Project 2010 (1 hour)
- Managing Resource Assignments with Project 2010 (1 hour)
- Monitoring Schedule Performance with Project 2010 (1 hour)
- Project Data Management and Performance with MS Project 2007 (3.5 hours)
- Resource Management in Project 2013 (0.5 hour)
- Setting-Up a Project in Project 2013 (1 hour)
- Specifying and Assigning Resources in Project 2007 (2.5 hours)
- Task-Based Scheduling in Project 2013 (1 hour)
- TestPrep 70-178 Microsoft Project 2010, Managing Projects (2.75 hours)
- Tools for Tracking Project Performance in Project 2013 (1 hour)
- Tracking and Reporting Progress with Project 2007 (3 hours)
- Creating Customized Publications with Publisher 2007 (3 hours)
- Extending Publisher 2007 Beyond Publications (2 hours)
- Systems, Applications, & Products (SAP):
  - Financial Accounting with SAP (2.5 hours)
  - SAP Administration (2 hours)
  - SAP Business One - Introduction for End Users (2 hours)
  - SAP BusinessObjects: Business Intelligence (1 hour)
  - SAP BusinessObjects: Crystal Reports (1.5 hours)
  - SAP BusinessObjects: Dashboards and Analytics (1 hour)
  - SAP BusinessObjects: InfoView (1.5 hours)
  - SAP BusinessObjects: Overview (1.5 hours)
  - SAP BusinessObjects: Web Intelligence (1.5 hours)
  - SAP Customer Relationship Management (CRM) (2 hours)
  - SAP Enterprise Resource Planning (ERP) (2.5 hours)
  - SAP ERP Architecture (1.5 hours)
  - SAP Logistics Modules (3 hours)
  - SAP NetWeaver Platform (2 hours)
  - SAP Product Lifecycle Management (2 hours)
  - SAP Project Planning and Implementation (2 hours)
  - SAP Supplier Relationship Management (1.5 hours)
  - SAP Supply Chain Management (2 hours)
  - Community Sites, Search, and Office Integration in SharePoint 2013 (1 hour)
  - Configuring Lists, Libraries, E-Mail, and Announcements in SharePoint 2013 (1 hour)
  - Configuring Pages, Sites, and Content in SharePoint 2013 (1 hour)
  - Creating and Managing Personal Sites and Searches in SharePoint 2007 (2.5 hours)

- SharePoint:
  - Getting Started with SharePoint 2010 (1 hour)
  - Managing SharePoint 2010 Pages and Components (1 hour)
  - Managing SharePoint 2010 Sites, Lists, and Libraries (1 hour)
  - Managing Templates, Views, and Versioning in SharePoint 2013 (1 hour)
  - Managing Web Parts, Users, and Groups in SharePoint 2013 (1 hour)
  - Microsoft SharePoint 2010: New Features for Power Users (1 hour)
  - My Site and Social Features in SharePoint 2013 (1 hour)
  - Navigating, Lists, Libraries, Alerts and Document Sets in SharePoint 2013 (1 hour)
  - SharePoint 2007 Essentials (3 hours)
  - SharePoint 2010 New Features for End Users (1 hour)
  - SharePoint 2010 Security and Business Intelligence (1 hour)
  - Using and Configuring Search in SharePoint 2013 (1 hour)
  - Using SharePoint 2010 with Office 2010 (1 hour)
  - Workflows, Collaboration and Analysis in SharePoint 2013 (1 hour)
  
- Visio:
  - Collaborating and Using Visio 2007 With Other Programs (1.5 hours)
  - Collaboration, Evaluation and Printing in Visio 2010 (1 hour)
  - Enhancing and Customizing Diagrams in Visio 2007 (3.5 hours)
  - Getting Started with Visio 2010 (1 hour)
  - Working with Diagrams in Visio 2010 (1 hour)
  
- Windows:
  - Customizing Windows 7 (1 hour)
  - Files and Connectivity in Windows 8 (1 hour)
  - Getting Started with Microsoft Windows XP (4.5 hours)
  - Getting Started with Windows 7 (1.5 hours)
  - Internet Explorer 10, File Sharing, and Recovery in Windows 8 (1 hour)
  - Introducing Windows XP (1.25 hours)
  - Managing Hardware and Advanced Options in Windows 8 (1 hour)
  - Microsoft Windows 7: First Look for End Users (2 hours)
  - Personalizing Windows 8 (1 hour)
  - Setting-Up and Securing Windows 7 (2 hours)
  - Up and Running with Microsoft Windows XP (4 hours)
  - Windows 8: New Features and Common Tasks (1 hour)
  - Windows XP: Advanced (4.5 hours)
  - Windows XP: Fundamentals (3.5 hours)
  - Working with Apps in Windows 8 (1 hour)

Note: Reimbursement for retraining is capped at 200 total training hours per trainee, regardless of the method of delivery. CBT is capped at 50% of total training hours, per trainee.