

GSA  
Training  
Catalog

## Essential Skills for Managing Projects

2 days; Program provides the hands-on knowledge it takes to execute projects of all sizes through the understanding and application of standard project management tools and techniques. A balanced mix of lecture, group exercises, and a project case study are used to develop the skills necessary to manage a project from launch through completion. Particular emphasis is placed on defining the customer's requirements and building a realistic schedule. The tools and principles taught in this program are based on the Project Management Institute's PMBOK (Project Management Body of Knowledge).

Number of Participants: 8 minimum, 20 maximum  
Materials provided include: Notebook with all course materials  
GSA price per person: \$604.50

## A+ Essentials and Technician

10 days; Mapped to the CompTIA A+ 601 & 602 Exams, this series will help prepare you for the industry-recognized A+ certification. Sponsored by CompTIA, this certification indicates that the holder has the skills and training to troubleshoot and repair computers and is a common certification for entry-level hardware technicians. A+ is not vendor-specific, though one core element of the certification is knowledge of the Microsoft Windows operating system. Exam vouchers are included.

Number of Participants: 10 minimum, 16 maximum  
Materials provided include: CompTIA A+ Certification text from CompTIA Press.  
GSA price per person: \$2342.44

## Security +

5 days; This certification preparation class teaches students how to master concepts related to all aspects of system security, including the assessment of network vulnerabilities, virus and spam protection, and intrusion detection. Exam voucher included.

Number of Participants: 8 minimum, 16 maximum  
Materials provided include: CompTIA Security+ Certification text from CompTIA Press  
GSA price per person: \$1606.96

## Cisco ICND1

5 days; This course focuses on providing the skills and knowledge necessary to install, operate, and troubleshoot a small branch office Enterprise network, including configuring a switch, a router, and connecting to a WAN and implementing network security. A Student should be able to complete configuration and implementation of a small branch office network under supervision. Upon completion of this course, you should be able to:

- Describe how networks function, identifying major components, function of network components and the Open System Interconnection (OSI) reference model.
- Using the host-to-host packet delivery process, describe issues related to increasing traffic on an Ethernet LAN and identify switched LAN technology solutions to Ethernet networking issues.
- Describes the reasons for extending the reach of a LAN and the methods that can be used with a focus on RF wireless access.
- Describes the reasons for connecting networks with routers and how routed networks transmit data through networks using TCP / IP.
- Describe the function of Wide Area Networks (WANs), the major devices of WANs, and configure PPP encapsulation, static and dynamic routing, PAT and RIP routing.
- Use the command-line interface to discover neighbors on the network and managing the routers startup and configuration.

Number of Participants: 8 minimum, 16 maximum  
Materials provided include: Text  
GSA price per person: \$1737.94

## Cisco ICND2

5 days; Course focuses on providing the skills and knowledge necessary to install, operate, and troubleshoot a small to medium-size branch office Enterprise network, including configuring several switches and routers, connecting to a WAN and implementing network security. Upon completion of this course, you should be able to:

- Review how to configure and troubleshoot a small network.
- Expand the switched network from a small LAN to a medium-sized LAN with multiple switches, supporting VLANs, trunking, and spanning tree.
- Describe routing concepts as they apply to a medium-sized network and discuss considerations when implementing routing on the network.
- Configure, verify, and troubleshoot OSPF.
- Configure, verify, and troubleshoot EIGRP.
- Determine how to apply ACLs based on network requirements, and to configure, verify, and troubleshoot ACLs on a medium-sized network.
- Describe when to use NAT or PAT on a medium-sized network, and configure NAT or PAT on routers.
- Identify and implement the appropriate WAN technology based on network requirements.

Number of Participants: 8 minimum, 16 maximum  
Materials provided include: Text  
GSA price per person: \$1737.94

## CISSP

5 days; This course provides a review of topics and exam preparation for the CISSP certification. The CISSP is globally recognized as an objective measure of competence and achievement for information security professionals. This course allows students to master concepts and topics related to all aspects of information systems security. Some of the topics include security models, distributed access control methods, DBMS architectures, key cryptography algorithms, intrusion detection systems, and data network components and technologies. This course is designed for information security professionals who want to further their knowledge in the 10 domains of the information systems security industry's best practices. Must be able to document a minimum of 4 years experience in the information security field or 3 years experience and a college degree. An exam voucher is included.

Number of Participants: 12 minimum, 20 maximum  
Materials provided include: Materials supplied by ISC2  
GSA price per person: \$3016.46

## IT Fundamentals

5 days; This course is designed for students who have limited knowledge or comfort in using a computer. Students will learn the basic steps for starting up a computer through the usage of basic formatting capabilities of the mouse and keyboard. The course provides a basic introduction to Windows and the Microsoft Office Suite used by a majority of employers in the area. Course topics include: Concepts of Information Technology, File Management, Word Processing, Spreadsheets, Databases, Presentation, Internet and Email.

Number of Participants: 8 minimum, 16 maximum  
Materials provided include: Practical PC (text)  
GSA price per person: \$1435.69

## ITIL Foundations

2 ½ days; Instruction is led by an accredited and experienced Service Management professional covering the five stages of the ITIL V3. Service Lifecycle and exploring the practice of IT Service Management in preparation for the ITIL Foundation Certification Exam. ITIL V3 Service Lifecycle includes: Service Strategy, Design, Transition, Operation, and Continual Service Improvement. For each lifecycle phase associated objectives, processes, functions, activities and business value will be studied. The course will also discuss the concepts, characteristics and associated terminology relating to IT Service Management as a practice. The course includes sample exams, exam preparation exercises and an exam voucher for the ITIL Foundation certificate.

Number of Participants: 8 minimum, 20 maximum  
Materials provided include: V3 ITIL Foundation Course Material V3 ITIL Foundation Pocket Guide  
GSA price per person: \$1234.19

## **Network +**

5 days; This course introduces networking topics and terminology including topologies, protocols, media and connectors, signaling, and access methods. Participants will also receive an introduction to networking hardware and the OSI model and explore TCP/IP and IP addressing. Additional topics include an introduction to IP subnetting, WAN technologies, and security, and remote access protocols. This class will prepare you for the CompTIA Network + certification. An exam voucher is included.

Number of Participants: 8 minimum, 20 maximum

Materials provided include: CompTIA Network+ Certification text from CompTIA Press

GSA price per person: \$1561.63

## **Word 2007 -Basic**

1 day; Begin by creating a simple document, then investigating the new interface in Word 2007 in order to manipulate the document. Work with text formatting tools to enhance your work. Learn about the various choices for fonts, and paragraphs, as well as learning about themes and styles.

Number of Participants: 8 minimum, 16 maximum

Materials provided include: Microsoft Approved Courseware

GSA price per person: \$156.16

## **Word 2007 - Intermediate**

1 day; Intermediate level tools allow you to add structure to your documents and produce documents more efficiently. You will produce templates for consistent formatting, organize content by using Bullets and numbering, and use the paragraph options for more options. You will add Header and Footer content, as well as incorporate tables and styles to present information for easily read documents. You will finish by creating and implementing mail merge tools to distribute your work.

Number of Participants: 8 minimum, 16 maximum

Materials provided include: Microsoft Approved Courseware

GSA price per person: \$156.16

## **Word 2007 - Advanced**

8 hours; course covers mail merge, objects and backgrounds, forms, macros, toolbar and keyboard customization, long documents, and xml features

Number of Participants: 8 minimum, 20 maximum

GSA price per person: \$156.16

## **Excel 2007 - Basic**

1 day; After an introduction to spreadsheet terminology and Excel's Window components, explore how to use the Help system and navigate worksheets and workbooks. Work with the new interface to perform the typical actions necessary to create worksheets and workbooks. Enter and edit text, values, formulas, and pictures, and save workbooks in various formats. Explore how to move and copy data, and work with rows and columns. This course also covers basic formatting techniques, as well as creating and modifying charts.

Number of Participants: 8 minimum, 16 maximum

Materials provided include: Microsoft Approved Courseware

GSA price per person: \$156.16

## **Excel 2007 - Intermediate**

1 day; Investigate functions and formulas, and the use of named ranges to work more efficiently. Explore the use of Excel worksheets as a database, by using sorts and filters, as well as arrays for data handling. Enhancing workbooks will be covered, by using text boxes, WordArt, and ClipArt, as well as the use of embedding objects in worksheets. Explore the methods to protect data. Investigate the use of Excel in Word, Access, and with other applications. Examine ways to embed Internet resources by using links, saving workbooks as Web Pages, as well as creating a PDF from a workbook, and integrating Web-based into workbooks.

Number of Participants: 8 minimum, 16 maximum

Materials provided include: Microsoft Approved Courseware

GSA price per person: \$156.16

## **Excel 2007 - Advanced**

8 hours; Students will work with advanced formulas, as well as lookup functions such as VLOOKUP, MATCH, and INDEX. In addition, students will learn about data validation and database functions such as DSUM. They will learn how to work with PivotTables and PivotCharts, how to import and export data, and how to query external databases. Finally, students will learn about the analytical features of Excel (such as Goal Seek and Solver), running and recording macros, and sharing Excel data via the Web.

Number of Participants: 8 minimum, 20 maximum

Materials provided include: Microsoft Approved Courseware

GSA price per person: \$156.16

## **Excel 2007 - Advanced**

1/2 day; Advanced Functions, Lookups and Data tables, Advanced list management, PivotTables and PivotCharts, macros and custom functions.

Number of Participants: 8 minimum, 16 maximum

Materials provided include: Microsoft Approved Courseware

GSA price per person: \$89.67

## **PowerPoint 2007 - Basic**

1 day; Create slides for presentations using PowerPoint's new interface. Explore slide formatting, the use of background colors, gradients, textures, and pictures to enhance the presentation. Add information to the headers and footers, and rearrange slides to best present information. Format the text content by using font formatting, lists, and SmartArt tools. Finally, learn how to distribute presentations.

Number of Participants: 8 minimum, 16 maximum

Materials provided include: Microsoft Approved Courseware

GSA price per person: \$156.16

## **PowerPoint 2007 - Advanced**

1 day; Adjust PowerPoint's default behavior, and then work with multiple presentations to combine presentations or link presentations. You will investigate the techniques to deliver presentations for different situations, and the methods to create photo albums using PowerPoint, as well as using linking tools to manipulate the content. Examine techniques to work on presentations in a team environment. Add voice narration, background music, and finish with using macros to automate the production of your presentation.

Number of Participants: 8 minimum, 16 maximum

Materials provided include: Microsoft Approved Courseware

GSA price per person: \$156.16

## **PowerPoint 2007 - Advanced**

1/2 day; customize PowerPoint by applying themes and templates, and they will work with adding graphs and tables. Students will add multimedia content and interactive elements to slides, and they will learn about presentation distribution options including PDF and HTML. Finally, students will integrate PowerPoint with Word and Excel.

Number of Participants: 8 minimum, 16 maximum

Materials provided include: Microsoft Approved Courseware

GSA price per person: \$89.67

## **Access 2007 - Introduction**

1 day; Learn how to plan and create a database, modify a table's design, set field properties, create input masks, and set validation rules. Then move on to create and modify queries; create modify and work with forms; and then create reports.

Number of Participants: 8 minimum, 16 maximum

Materials provided include: Microsoft Approved Courseware

GSA price per person: \$156.16

### **Access 2007 - Intermediate**

*1 day; Learn to normalize tables, set relationships, and implement referential integrity between related tables. Create lookup fields and modify those field properties; create join queries and use queries to view summarized and grouped data. Create multiple item forms, add header and footers in a report, use functions in the report, and create and modify charts.*

Number of Participants: 8 minimum, 16 maximum  
Materials provided include: Microsoft Approved Courseware  
GSA price per person: \$156.16

### **Access 2007- Advanced**

*8 hours; course covers querying with SQL, advanced queries, macros, advanced macros, importing, exporting, and linking, database management and internet integration*

Number of Participants: 10 minimum, 20 maximum  
Materials provided include: Microsoft Approved Courseware  
GSA price per person: \$156.16

### **Publisher 2007 - Introduction**

*1 day; Begin by creating a basic publication by adding and formatting text. Text boxes are an important tool for page layout, and we will use them in a number of ways to flow text through the layouts. Graphics and images enhance publications, and we will work with WordArt and AutoShapes to quickly add graphic content. Building a consistent look and feel in publications is critical, and we will use several tools to arrange objects in our layouts quickly and easily.*

Number of Participants: 8 minimum, 16 maximum  
Materials provided include: Microsoft Approved Courseware  
GSA price per person: \$156.16

### **Individual Style Awareness**

*4 hours; Myers Briggs Type Indicator(r)workshop introduces you to the most widely used personality instrument in the world. Each participant will complete an assessment prior to the class and will receive their results during the session. Understanding personality preferences is extremely useful for self-awareness, working in teams, managing relationships, problem-solving, and career exploration.*

Number of Participants: 8 minimum, 20 maximum  
GSA price per person: \$196.46

### **Coaching for Improvement**

*½ day; Course equips leaders to help people develop improvement plans, conduct effective improvement discussions, and handle the challenges they may encounter in improvement discussions. Learners follow the coaching process to recognize and approach coaching opportunities and provide the ongoing support people need as they work toward improvement.*

Number of Participants: 8 minimum, 20 maximum  
GSA price per person: \$196.46

### **Delegation for Results**

*½ day; While most leaders understand and appreciate the value of delegating, they still hesitate. There are many reasons, such as reluctance to give up desired tasks, the time required to coach or train people, and the risk of failure. Delegating for Results helps leaders overcome their hesitation by showing them how to easily and effectively delegate work to the right people in a way that benefits everyone.*

Number of Participants: 8 minimum, 20 maximum  
GSA price per person: \$196.46

### **Principles of Interpersonal Communication**

*1 day; Interactive training workshop addresses a variety of concepts and challenges associated with businesses regarding interpersonal communication. There is no skill more important for leaders than being able to effectively communicate. However, because of its complexity, it's a difficult skill to master. This course will provide participants many insights and opportunities to strengthen this fundamentally critical skill.*

Number of Participants: 8 minimum, 20 maximum  
Materials provided include: included  
GSA price per person: \$297.21

### **Essentials of Leadership**

*½ day; This Interactive Management foundation course, covers the leadership concepts that support and can be used in further leadership development initiatives. The basic concepts of leading in today's dynamic and ever-changing environment are discussed and applied to day-to-day circumstances and challenges. This course is a prerequisite to other leadership offerings.*

Number of Participants: 8 minimum, 20 maximum  
GSA price per person: \$196.46

### **Setting Performance Expectations**

*½ day; Participants are shown why it's important for leaders to conduct effective discussions with employees to set clear, achievable expectations that support organizational goals. A successful, productive discussion is most likely to occur when the leader has built a trusting relationship with the employee and knows the organization's performance management process.*

Number of Participants: 8 minimum, 20 maximum  
GSA price per person: \$196.46

### **Dealing with Conflict and Difficult Conversations**

*½ day; Learn the role that conflict plays in healthy teams and relationships when managed well. Participants will learn their primary modes of operation when faced with conflict yet and will identify strategies to strengthen their less used modes. Many conflict situations in the workplace are between others. Participants will learn three key roles they can play to help their direct reports engage in productive interactions.*

Number of Participants: 8 minimum, 20 maximum  
GSA price per person: \$196.46

*1 day; Focus on learning the role that conflict plays in healthy teams and relationships when managed well. Participants will learn their primary modes of operation when faced with conflict yet and will identify strategies to strengthen their less used modes. Many conflict situations in the workplace are between others. Participants will learn three key roles they can play to help their direct reports engage in productive interactions.*

Number of Participants: 8 minimum, 20 maximum  
GSA price per person: \$297.21

### **Communicating and Listening**

*½ day; When people in your organization are communicating effectively, they are informed and able to participate, contribute, and add value to their jobs and the organization. Communicating and Listening is designed to equip employees with the skills they need to communicate clearly and listen carefully.*

Number of Participants: 6 minimum, 20 maximum  
GSA price per person: \$196.46

## Personal Empowerment: Taking Initiative

*½ day; If people see empowerment as something that is given to them, they will miss out on opportunities to take responsibility for action, or to take initiative to solve problems, improve processes, and give your company a competitive edge. This course seeks to change the mind-set that empowerment is something that is given. It helps employees see that they can and should look for improvement opportunities.*

Number of Participants: 8 minimum, 20 maximum  
GSA price per person: \$196.46

## Moving from Peer to Supervisor

*½ day class includes identifying the challenges and changes needed to make the transition from working as a peer and individual contributor to one of front-line supervision. Common situations such as the fear of losing friendships, disciplining a former co-worker, managing older co-workers, communicating unpopular decisions, and building trust and credibility will be examined, discussed, and practiced.*

Number of Participants: 8 minimum, 20 maximum  
GSA price per person: \$196.46

*1 day; Includes identifying the challenges and changes needed to make the transition from working as a peer and individual contributor to one of front-line supervision. Common situations such as the fear of losing friendships, disciplining a former co-worker, managing older co-workers, communicating unpopular decisions, and building trust and credibility will be examined, discussed, and practiced. Another key focus of day 1 will be for participants to learn and understand their personal preferences and style through the use of the Myers Briggs Type Indicator®. These preferences greatly influence how one manages.*

Number of Participants: 8 minimum, 20 maximum  
GSA price per person: \$297.21

## Lean Manufacturing

*12 hours; Course includes Value Stream Mapping, Set-up Reduction, Total Productive Maintenance, and 5S and Visual Controls*

Number of Participants: 8 minimum, 20 maximum  
GSA price per person: \$327.44

## Six Sigma Green Belt

*40 hours; Course focuses on methodology and tools related to Six Sigma and the DMAIC process.*

Number of Participants: 5 minimum, 20 maximum  
GSA price per person: \$1712.75

## Six Sigma Black Belt

*12 day; Course focuses on methodology and tools related to Six Sigma and the DMAIC process. Higher level statistical concepts will be covered.*

Number of Participants: 5 minimum, 20 maximum  
Materials provided include: \$350 in support documentation provided;  
Software available (not included)  
GSA price per person: \$3778.13

## Lean Office for Managers

*8 hours; Course focuses on Value Stream Mapping and other tools to improve your office processes*

Number of Participants: 6 minimum, 20 maximum  
GSA price per person: \$277.06

## Print Reading & Geometric Dimensioning & Tolerancing

*24 hours; Course focuses on the interpretation of engineering drawings.*

Number of Participants: 8 minimum, 20 maximum  
GSA price per person: \$448.34

## Metrology

*24 hour; Course focuses on various measurement techniques involving shop measuring instruments.*

Number of Participants: 8 minimum, 15 maximum  
GSA price per person: \$448.34

## Measurement System Analysis

*24 hours; Course focuses on development and testing of inspection and control plans and the selection of measuring tools and their calibration.*

Number of Participants: 8 minimum, 20 maximum  
GSA price per person: \$448.34