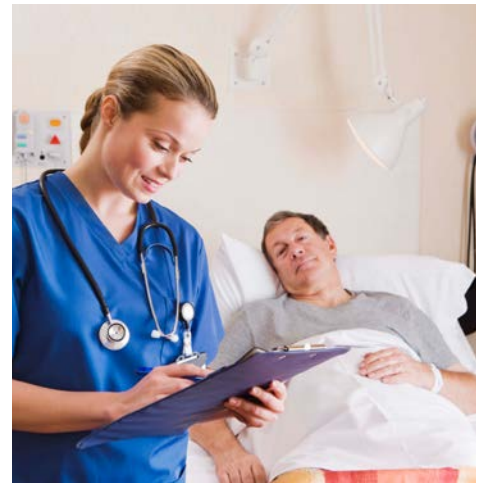
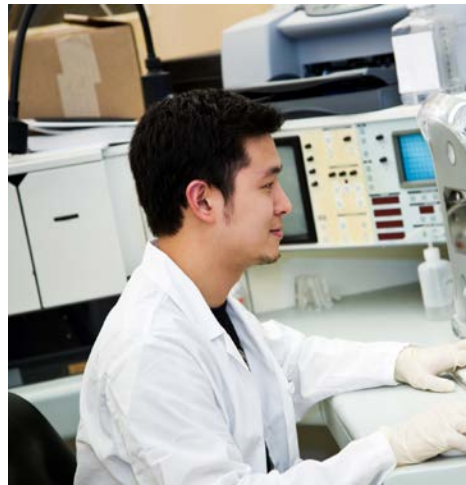


# THE SAGE GROUP CATALOG



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## CONTENTS

VOIP & FIBER OPTICS.....	3
NETWORKING & WIRELESS.....	3
VIRTUALIZATION & CLOUD SERVICE SPECIALIST.....	4
APPLIED NETWORK SPECIALIST.....	4
VERBAL COMMUNICATIONS SKILLS.....	5
WRITTEN COMMUNICATIONS SKILLS.....	5
CALL CENTER AND SALES TRAINING.....	5
OFFICE PROFESSIONALISM COURSES.....	6
BIG DATA – HADOOP.....	7
CITRIX NETSCALER.....	7
CITRIX XENAPP.....	8
CITRIX XENDESKTOP.....	8
MICROSOFT .NET DEVELOPMENT.....	8
MICROSOFT EXCHANGE SERVER 2010 & 2013.....	9
MICROSOFT VIRTUALIZATION.....	9
MICROSOFT POWERSHELL.....	10
MICROSOFT SHAREPOINT 2010 & 2013.....	10
MICROSOFT SQL SERVER 2012.....	11
MICROSOFT SYSTEMS CENTER CONFIGURATION MANAGER 2012.....	11
MICROSOFT WINDOWS 7 and WINDOWS 8.....	11
MICROSOFT WINDOWS SERVER 2012.....	12
MICROSOFT PROJECT AND PROJECT SERVER.....	13
VMware.....	13
RED HAT LINUX.....	14
INFORMATION SECURITY.....	15
ITSM/ITIL.....	16
PRINCE2.....	18
COBIT.....	18
SCRUM.....	18
PROJECT MANAGEMENT.....	18
BUSINESS ANALYSIS.....	19

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## TELECOMMUNICATIONS

### VOIP & FIBER OPTICS

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#### FIBER OPTICS WITH FUSION SPLICING › C082

This course will introduce participants to the fiber optic industry in both inside plant and outside plant applications. Topics will include basic terminology and concepts used in today's telecommunication industry. We will discuss the various components, types of cables, light sources, and theory of operations. Various test equipment will be discussed including the Optical Loss Test Set, VFL, and OTDR. Discussion of where they are used and the techniques used to perform these operations will be included. This class features hands-on labs providing skill practices in preparing optical fiber, polished and pre-polished connectorization, mechanical and fusion splicing, assembly of fan-out kits, and testing fiber optic links.

#### FIBER OPTICS › C080

This course focuses on designing, testing, installing, and troubleshooting fiber optic cable plants and networks. Participants will benefit from interactive lecture, video presentations and fiber optic lab kits all designed to reinforce the fundamentals of fiber optic technology.

#### FIBER OPTICS ADVANCED › C309

This course includes the theory of operation and function of components found in installed fiber optics systems to include LEDs, photodiodes, and lasers. Modulation and demodulation techniques, LAN architectures and protocols used in fiber optics transmission systems will also be covered. Given a statement of work, demonstrate the ability to conduct research and obtain the necessary documentation and technical literature to plan a simple optical fiber installation.

#### VOIP CONVERGENCE TECHNOLOGIES PART 1 – DATA NETWORKING › C216A

Data Networking provides the fundamentals of networking concepts and skills. Topics include network topology, major network operating systems, and the network devices associated with LANs and WANs. This course is designed to be taken in conjunction with the "Convergence Technologies" and the "Telephony Networking" courses.

#### VOIP CONVERGENCE TECHNOLOGIES PART 2 – TELEPHONE NETWORKING › C216B

Telephony Networking is designed to provide detailed coverage of telephony standards and best practices for North America, and for countries that use the same telephony standards and equipment found in the United Kingdom. The course also focuses on specific troubleshooting techniques. Students will learn how to use common troubleshooting tools including a digital multimeter, a tone and probe kit, a lineman's test handset (i.e., butt set), and other tools that allow you to wire analog and digital lines. This course will also help to prepare the student for the Telephony Networking portion of the Telecommunications Industry Association (TIA) CTP exam.

#### VOIP CONVERGENCE TECHNOLOGIES PART 3 – CONVERGENCE TECHNOLOGIES WITH IPTV › C216C

The Convergence Technologies course is designed to teach students fundamental concepts, standards and practices that combine telephony and data networks into convergence networks. Topics include industry standards and protocols, Voice over Internet Protocol (VoIP), and network convergence. This course will teach the vendor-independent networking skills and concepts required for professionals in the information technology or telecommunications industry. This course will also help to prepare students for the Convergence Technologies portion of the Telecommunications Industry Association (TIA) CTP exam. This course also includes a section on basic IPTV technology and how digital television and Internet service offerings are converging to create new business models.

### NETWORKING & WIRELESS

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#### CWNA CERTIFICATION PREPARATION › C219

This CWNA Certification Preparation course prepares participants for the Certified Wireless Network Administrator (CWNA) certification. This is an advanced level course that offers extensive coverage of wireless security and troubleshooting.

#### DATA COMMUNICATIONS › C085

Data Communications is designed to provide participants with a working knowledge of data communications as it pertains to the telecommunications industry. The course includes the following topics: circuitry knowledge, data equipment communications, installation-voice/data communications, general data communications, common electronic equipment, problem resolution/troubleshooting, testing, communication terminals, and digital data communications.

#### DIGITAL TECHNOLOGY SKILLS › C204

Digital Technology Skills is designed to provide participants with a beginning, conceptual level of knowledge in electricity. The primary topics covered in the course include: language of electricity, electrical qualities, Ohm's Law, Watt's Law, electrical formulas, symbol identification, components, circuit configurations, AC/DC current, and measuring circuit values.

#### STRUCTURED CABLING – DATA, VOICE, AND VIDEO CABLING › C221

Structured Cabling is designed to introduce participants to communications cabling. The course focuses on the practical aspects of designing, installing, testing, and troubleshooting premises cable plants and networks. After completing this course, participants will be able to: discuss industry-wide view of communications and cabling business; demonstrate understanding of copper cabling; demonstrate understanding of coax, telephone, and Cat 3 and Cat 5 LAN cabling; perform cable testing; perform cable installations; and perform cable troubleshooting.

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## WIRELESS AND MOBILE SYSTEMS › C279

This course is designed to give participants a clear understanding of how wireless systems work and how mobility is supported. Topics include mathematical formulations for understanding wireless and mobile system applications, discussion of how ad hoc and sensor networks are used in military and commercial applications, Bluetooth standard, wireless mesh networks, Femto Cells, cognitive radio, and heterogeneous networks. Participants need to be familiar with the basic structure of wired and/or wireless networks for optimal performance in the course. A familiarity with the following items is also helpful: the layered network models (OSI, TCP-IP), network protocols, radio frequency and wave propagation fundamentals, wireless LAN topologies, and basic medium access (CSMA/CA).

## VIRTUALIZATION & CLOUD SERVICE SPECIALIST

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### CLOUD ESSENTIALS (COMPTIA) › C324

The Cloud Computing Essentials course is designed for participants interested in understanding cloud computing from both a technical and business perspective. Topics covered include telecommunications fundamental concepts, basics of network design and management, cloud computing fundamental concepts, technical challenges, types of solutions, and implementation risks and benefits.

### CLOUD+ (COMPTIA) › C334

The Cloud+ course covers knowledge and skills needed to understand the different components that make up a cloud environment, along with the best practices to implement those components in the cloud. Topics include: implementing disk configuration and redundancy; implementing storage devices; optimizing network configurations; virtualization; monitoring the cloud environment; securing data in a cloud environment; and building a disaster recovery program.

### MOBILITY+ (COMPTIA) › C327

The mobile age is upon us. More and more people are using tablets, smartphones, and other mobile devices to accomplish things in their personal and professional lives. As businesses embrace this trend, they need to support their employees in the use of mobile devices while protecting their own assets, such as intellectual property. If you are already a traditional network support technician, you're well on the way to having the knowledge and skills needed to support the mobile workforce. This course builds on your existing knowledge and experience to provide you with critical concepts related to over-the-air technologies, wireless networking, and mobile devices.

## LTE: LONG TERM EVOLUTION AND 4G FUNDAMENTALS › C329

The LTE – Long Term Evolution 4G Fundamentals course is designed for participants who are interested in 4G LTE technology evolution, architecture and operation signaling basics. Topics include cellular network evolution; network architecture; signaling, including the basics of Diameter Signaling Protocol; LTE modulation and multiplexing techniques; RF Cell Site hardware elements; TCP/IP and the IP platform; MIMO antenna technology; and the use of small cell and distributed antenna systems in the LTE environment.

## APPLIED NETWORK SPECIALIST

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### NETWORK+ (COMPTIA) › C094

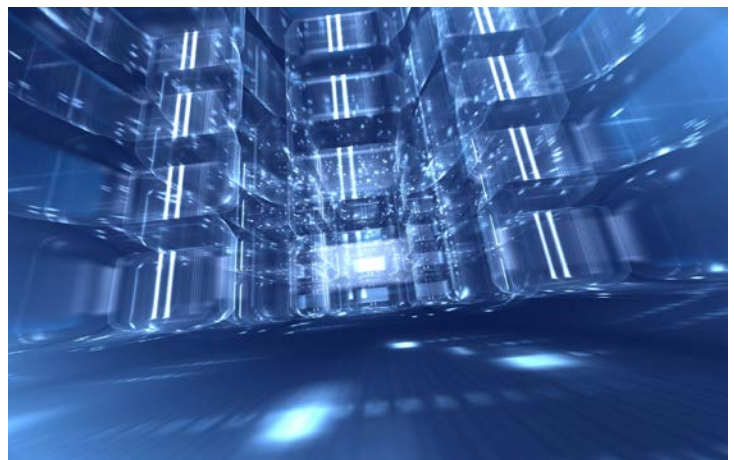
Network+ is designed to prepare individuals for the CompTIA Network+ exam. Based on Windows Server 2003, this course covers the full range of skills and concepts needed for basic network configurations, working with network-related hardware, and network operating system basics. Background in A+ certification and OS technologies is needed for effective participation in this program.

### SECURITY+ (COMPTIA) › C220

This course will prepare students to pass the current CompTIA Security+ SY0-301 certification exam. After taking this course, students will understand the field of network security and how it relates to other areas of information technology. This course also provides the broad-based knowledge necessary to prepare for further study in specialized security fields, or it can serve as a capstone course that gives a general introduction to the field.

### CARRIER ETHERNET › C098

This course is designed for managers and technicians who are new to Ethernet or Carrier Ethernet, or for those that need to reinforce their knowledge of advanced network services. Topics include networking, networking protocols and services with a focus on Ethernet networks and their properties. Current transport networks and the evolution to Carrier Ethernet will be covered in detail. Proper terminology and the reason for benchmarks and Service Level Agreement (SLA) testing will be explored.



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## CCNA: CCNA BOOTCAMP (ICND 1 & ICND 2) › CSC101

Our five-day Cisco CCNA Routing and Switching course is a hands-on intensive course that covers the ability to install, configure, operate, and troubleshoot medium-size routed and switched networks. This knowledge is required to complete the Cisco 200-120 or the 100-101 ICND1/200-101 ICND2 exams. This customized Cisco CCNA exam prep course also incorporates relevant real-world on-the-job situational scenarios, 30+ hours of bonus pre-class/post-class activities, and additional labs that go beyond the content of standard Cisco programs. This exclusive content is not “reconfigured” for 10+ hour days; it is designed from the start for it. Having your CCNA certification has become the foundational knowledge baseline for information technical workers. From start to finish, our CCNA boot camp provides you with everything you will need to take and pass the exams.

## DCUFI: IMPLEMENTING A CISCO DATA CENTER UNIFIED FABRIC › CSC111

Implementing Cisco Data Center Unified Fabric (DCUFI) v5.0 is a five-day instructor-led training course designed for systems and field engineers, consulting systems engineers, technical solutions architects, and Cisco integrators and partners who install and implement the Cisco Nexus 7000 Series, the Cisco Nexus 5000 Series, the Cisco Nexus 2000 Series, and the Cisco MDS. The course covers the key components and procedures needed to install, configure, and manage the Cisco Nexus 7000 Series, the Cisco Nexus 5000 Series, the Cisco Nexus 2000 Series, and the Cisco MDS in the network and SAN environment.

## VERBAL COMMUNICATIONS SKILLS

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### COMMUNICATION STRATEGIES › C345

The major goal of this course is to help participants understand the impact that their communication skills have on other people. Participants will also explore how improving these skills can make it easier to get along in the workplace.

### ACTIVE LISTENING › C347

Active Listening encompasses the best of communication, including listening to what others are saying, processing the information, and responding to it in order to clarify and elicit more information. This course will help participants develop and practice their active listening skills.

### CONQUERING FEAR OF SPEAKING IN PUBLIC › C351

This course is aimed at anybody who wants to improve their speaking skills in informal situations. Participants will gain confidence and the skills to interact with others, to speak in informal situations, and to present in front of small groups.

## PUBLIC SPEAKING – PRESENTATION SURVIVAL SCHOOL › C342

A great presenter has two notable qualities: appropriate skills and personal confidence. Confidence comes from knowing what to say and being comfortable with one’s communication skills. In this course, participants will master the skills that will make them a better speaker and presenter.

## WRITTEN COMMUNICATIONS SKILLS

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### BUSINESS WRITING THAT WORKS › C340

In business writing, the language is concrete, the point of view is clear, and the points are well expressed. Good writing is hard work, and even the best writers get discouraged. However, with practice, one can feel more confident about one’s own writing. This course will give participants the tools to become better writers.

### ADVANCED WRITING SKILLS › C341

This is a course for those who already are good writers. Class time will be devoted to writing letters of recommendation, persuasion, refusal, and action that reflect current work usage and up-to-date formats. Participants will also learn some basics about writing business cases, proposals, and reports.

### ADVANCED WRITING REPORTS AND PROPOSALS › C343

It is essential to understand how to write reports and proposals that get read. Having a method to prepare reports and proposals helps one to be as efficient as possible with the task. This course will build on one’s solid base of writing skills to present information in formal and informal proposal styles.

### WRITING FOR THE WEB › C344

The Internet is full of fascinating places to find information, check out favorite companies and stores, look for deals, read the news, and much more. However, people don’t read information on the web in the same way that they read a printed newspaper, magazine, or a book. Writers have to be very aware of how people approach a web page so that it can be created with interesting and engaging content. This course is for people who write for readers on the web.

## CALL CENTER AND SALES TRAINING

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### CALL CENTER TRAINING › C361

This course will help call center agents learn to make the most of their telephone-based work, including understanding the best ways to listen and be heard. Each phone interaction has elements of sales and customer service skills, which will be explored in detail throughout this energizing and practical course.

# THE SAGE GROUP CATALOG

## CRITICAL ELEMENTS OF CUSTOMER SERVICE › C363

While many companies promise to deliver an incredible customer experience, some are better at delivering than others. This course is designed around six critical elements of customer service that, when the company lives by them, brings customers back to experience service that outdoes the competition.

## TELEMARKETING › C362

Virtually everybody in sales today sells over the phone at least part of the time. This course will show how the telephone can supplement, enhance, and sometimes replace other means of marketing and selling, and how this personal approach can dramatically increase sales success. Honing communication skills, the ability to persuade, and techniques to personalize each sales call will be covered.

## BODY LANGUAGE AS A SALES TOOL › C364

Body language can make or break our efforts to establish long, trusting relationships. Body language can help to reinforce and add credibility to what we say, or it can contradict our words. Understanding what signals are being sent, as well as being able to read the signals that clients send, is an essential skill in sales.

## BUILDING SELF-ESTEEM AND ASSERTIVENESS SKILLS › C370

A healthy self-esteem is essential for growth and achieving success. Of all the judgments made in life, none is as important as the judgments made about one's self. Without some measure of self-worth, life can be painful and unrelenting. In this course, participants will discover, some techniques that can dramatically change how one feels about one's self, and how to approach the world to get the things one desires.

## BUILDING RELATIONSHIPS FOR SUCCESS IN SALES › C367

No one questions that making friends is a good thing. In this session participants discover that the business of business is making friends, and the business of all sales professionals is making friends and building relationships. Strategic friendships will make or break any business, no matter how big and no matter what kind of market.

## SELLING SMARTER › C365

The sales profession is exciting and dynamic, although it is often underrated and misunderstood. The back-slapping, high pressure, joke-telling sales person has disappeared, replaced by a new generation of sales professionals: highly trained and well groomed, with the characteristics of honesty, trustworthiness, and competence. This course will provide you with the skills to transform yourself into one of the new smarter sales professionals.



## OVERCOMING OBJECTIONS TO NAIL THE SALE › C366

Sales professionals are always looking for ways to overcome customer objections and close the sale. This course will help participants work through objections effectively. Participants will learn to plan and prepare for objections so as to address customer concerns, reduce the number of objections encountered, and improve averages at closing sales.

## MARKETING AND SALES › C368

A small marketing budget doesn't mean goals and business objectives can't be met. This course will show how to get maximum exposure at minimum cost by learning effective, low-cost, and non-cost strategies to improve sales, develop a company's image, and build a bottom line.

## DYNAMITE SALES PRESENTATIONS › C369

A great sales presentation does not demand that you have all the bells and whistles to impress the client with your technical skills. Rather, try impressing your clients with your knowledge of the products and services you sell, your understanding of their problems, and your ability to provide them with the solutions they need. This course will show you how to create a winning proposal and how to turn it into a dynamite sales presentation.

## OFFICE PROFESSIONALISM COURSES

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### ANGER MANAGEMENT: UNDERSTANDING ANGER › C372

Anger is a universal experience. The co-worker who can productively confront his teammate about his negative attitude increases his team's chance of success as well as minimizes destructive conflicts. The customer service agent who can defuse the angry customer not only keeps customers loyal but makes the day less troublesome. This course is designed to help give participants and their organization that edge.

### COACHING AND MENTORING › C375

Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentoring is a related skill that is often a part of coaching. It's about being a guide, offering wisdom and advice when it is needed. Knowing how and when to coach (and when to use other tools, like mentoring) is an essential skill that can benefit both employee and the organization. In this course, you will learn how coaching and mentoring can be used to develop an effective team and improve individual performance.

### CONFLICT RESOLUTION › C376

Success comes from how we understand behavior with others, as well as how we can influence them. More often than not, this will lead to more meaningful and significant conversations. In this course, participants will learn to turn difficult situations into opportunities for growth.

### EMPLOYEE ACCOUNTABILITY › C371

Organizations that promote accountability are inherently more successful and more productive. In this course, participants will learn about what accountability is, how to promote it in an organization, and how to become more accountable.

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## MOTIVATION TRAINING: MOTIVATING YOUR WORKFORCE › C374

It's no secret that employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive. This course will help supervisors create a more dynamic, loyal, and energized workplace. It is designed specifically to help busy supervisors understand what employees want, and to give them a starting point for creating champions.

## PROBLEM SOLVING AND DECISION MAKING › C377

The key to finding creative solutions is not just creativity, although that will certainly help. The answer rests in our ability to identify options, research them, and then put things together in a way that works. Having a process to work through can take the anxiety out of problem solving and make decisions easier. In this course, participants will learn to apply problem solving steps and tools and to identify appropriate solutions.

## TEAM BUILDING: DEVELOPING HIGH PERFORMANCE TEAMS › C373

Success as a manager is heavily influenced by how well a team operates and what kind of results they achieve. This course is designed for participants that want to develop team leadership skills and unleash the talent of individual team members.

## TIME MANAGEMENT: GET ORGANIZED FOR PEAK PERFORMANCE › C379

In this course, participants will learn how to make the most of their time by getting a grip on workflow and office space, using a planner effectively, and delegating work to other people.

## INFORMATION TECHNOLOGY

### BIG DATA – HADOOP

#### APACHE HADOOP 2.0 ADMINISTRATION › APAC201

This four-day Apache Hadoop 2.0 training course is designed for administrators who deploy and manage Apache Hadoop 2.0 clusters. Through a combination of lecture and hands-on exercises you will learn how to install, configure, maintain and scale your Hadoop 2.0 environment. At the end of this course you will have a solid understanding of how Hadoop works with Big Data and through the hands-on exercises will have completed the Hadoop deployment lifecycle for a multi-node cluster.

### CITRIX NETSCALER

#### CITRIX NETSCALER 10: IMPLEMENTING CITRIX NETSCALER 10 › CTX101

The objective of Implementing Citrix NetScaler 10 for App and Desktop Solutions is to provide the foundational concepts and skills necessary to implement, configure, secure, and monitor a Citrix NetScaler system with NetScaler Gateway in a desktop virtualization environment such as one containing Citrix XenDesktop 7 or Citrix XenApp, while providing secure application and data access to users. This course is designed specifically for learners who have limited or no previous NetScaler experience. In order to successfully complete this course, learners will have access to hands-on exercises within a virtual lab environment. An optional module on NetScaler SDX appliances is included with reinforcement simulation exercises.

#### ADVANCED ADMINISTRATION FOR CITRIX NETSCALER 9.0 PLATINUM EDITION › CTX105

This course provides the foundation to manage, configure and monitor advanced features and components of Citrix NetScaler 9.0 Platinum Edition. Interactive discussion and hands-on labs guide learners through advanced administration tasks such as troubleshooting, configuring application security with the Citrix Application Firewall™ feature, tuning the NetScaler for high traffic, configuring Authentication and Accounting for system management, and configuring Advanced Policies using service callouts. Advanced monitoring and management tasks such as configuring and using EdgeSight™ for NetScaler, Command Center, and NetScaler Web Logging are also covered. Prior NetScaler knowledge is strongly recommended.

#### CITRIX NETSCALER 10: ESSENTIALS AND NETWORKING › CTX103

The objective of the Citrix NetScaler 10 Essentials and Networking course is to provide the foundational concepts and advanced skills necessary to implement, configure, secure, monitor, optimize, and troubleshoot a Citrix NetScaler system from within a networking framework. This course is designed specifically for learners who have limited or no previous NetScaler experience. In order to successfully complete this course, learners will have access to hands-on exercises within a virtual lab environment. This course is based on the Citrix NetScaler 10.0 product, but the skills and fundamental concepts learned are common to earlier product versions.



# THE SAGE GROUP CATALOG

## CITRIX XENAPP

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### CITRIX XENAPP 6.5 ADVANCED ADMINISTRATION › CTX201

This course provides learners with the skills necessary to monitor, maintain, optimize and troubleshoot Citrix XenApp 6.5 environments running on Windows Server 2008 R2 software. Learners are introduced to the tools used to monitor the XenApp farm, record farm activity and generate reports. In addition, learners take away the skills needed to maintain data and server integrity and to scale, optimize and troubleshoot the XenApp farm. This course encourages learning-by-doing and includes many hands-on exercises that reinforce and expand on the course content.

### BASIC ADMINISTRATION FOR XENAPP 6.5 › CTX203

Citrix XenApp 6.5 Basic Administration training course provides the foundation necessary for administrators to effectively centralize and manage applications in the datacenter and instantly deliver them as a service to users anywhere. Learners will receive training for installing and configuring Citrix XenApp 6.5 for Windows Server 2008 R2, Citrix Receiver and plug-ins, as well as for using administrative consoles and tools to configure resources, policies, server and farm settings, printers, virtualized applications and more.

## CITRIX XENDESKTOP

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### MANAGING APPLICATIONS WITH XENDESKTOP 7 › CTX207

The Managing App and Desktop Solutions with Citrix XenApp and XenDesktop course provides students with the skills required to effectively support a Citrix application and desktop virtualization solution in a Windows Server 2012 R2 environment. During this course, students will learn how to successfully manage, monitor, support and troubleshoot a XenDesktop solution, which includes growing the implementation to accommodate changes in the environment (adding new applications, new users, new desktops, and new policies) and troubleshooting common issues.

### XENDESKTOP 5 ADMINISTRATION › CTX205

This course provides the foundation necessary for administrators to effectively centralize and manage desktops in the datacenter and deliver them as a service to users anywhere. Students will learn how to select a desktop delivery model for each user group based on their needs; build proof-of-concept and production XenDesktop environments; assign virtual desktops to users; and customize the user experience through policies. This course also provides instruction on how to build a Provisioning Services farm to enable single-image desktop management and how to host virtual machines on the client device using Citrix XenClient.

### DEPLOYING APPLICATIONS WITH XENDESKTOP 7 › CTX206

This course provides students with the skills required to successfully deploy a complete Citrix hosted application and desktop virtualization solution in a Windows Server 2012 R2 environment.

Throughout this course, students will learn how to configure an environment that includes the following Citrix components: XenServer, XenDesktop, Citrix License Server, MCS, PVS, Personal vDisk, StoreFront, NetScaler (ICA Proxy, Load Balancing, Endpoint Analysis), and Citrix Receiver. Upon course completion, students will be able to build a XenDesktop environment from scratch and test the implementation to ensure that all components work as expected and that both internal and external end users can access XenDesktop resources successfully.

### XENDESKTOP 7.5 SKILLS UPDATE › CTX209

This course provides experienced Citrix XenDesktop students with the skills required to implement Citrix XenDesktop 7.5. Students will learn how to configure a XenDesktop 7.5 environment that includes the following Citrix components: Delivery Controller, Director, Studio, MCS, NetScaler, Provisioning Services and Receiver. Upon course completion, students will be able to implement and configure a XenDesktop 7.5 solution. This course includes access to a live lab environment.

## MICROSOFT .NET DEVELOPMENT

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### DEVELOPING WEB APPLICATIONS WITH MS VISUAL STUDIO 2010 › MSNET113

In this course, students will learn to develop advanced ASP.NET MVC and Web Forms applications using .NET Framework 4 tools and technologies. The focus will be on coding activities that enhance the performance and scalability of the Web site application. ASP.NET MVC will be introduced and compared with Web Forms so that students know when each should/could be used. This will also prepare the student for exam 70-515.





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## DEVELOPING WINDOWS COMMUNICATION FOUNDATION SOLUTIONS WITH MS VISUAL STUDIO 2010 · MSNET117

This three-day instructor-led course provides participants with the knowledge and skills to develop distributed applications using WCF 4 and Microsoft Visual Studio 2010. Important Note: this course is designed for experienced .NET developers who are interested in becoming Technology Specialists in the area of WCF application development.

## PROGRAMMING IN C# WITH VISUAL STUDIO 2010 · MSNET111

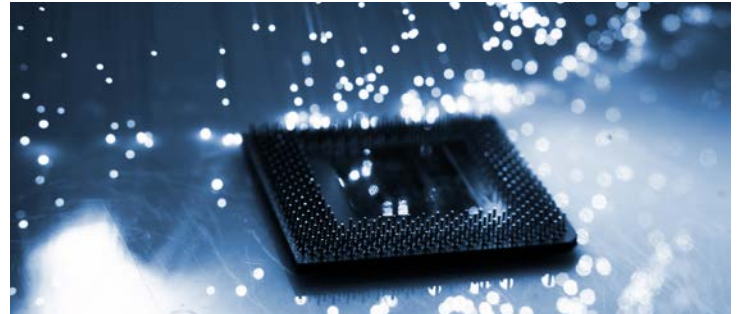
The course focuses on C# program structure, language syntax, and implementation details with .NET Framework 4.0. This course describes the new enhancements in the C# 4.0 language by using Visual Studio 2010. In this course, lower-intermediate level programmers gain the knowledge and skills they need to develop C# applications for the Microsoft .NET Framework 4.0. The course highlights the structure of C# 4.0 programs, language syntax, and implementation details. This course is not mapped to any exam.

## DEVELOPING DATA ACCESS SOLUTIONS WITH MS VISUAL STUDIO 2010 · MSNET119

In this course, experienced developers who know the basics of data access (CRUD) in Windows client and Web application environments will learn to optimize their designs and develop better performing data access code by using the ADO.NET Entity Framework, LINQ, WCF Data Services, the Sync Framework, and ADO.NET.

## DEVELOPING WINDOWS APPLICATIONS WITH MS VISUAL STUDIO 2010 · MSNET115

In this course, experienced developers who know the basics of Windows Forms development gain more advanced Windows Client design and development skills. WinForms and WPF programming models, as well as relative strengths and when to use each technology, are covered.



## MICROSOFT EXCHANGE SERVER 2010 & 2013

### CONFIGURING, MANAGING, AND TROUBLESHOOTING MS EXCHANGE SERVER 2010 · MSEX101

This five-day instructor-led course will provide you with the knowledge and skills to configure and manage a Microsoft Exchange Server 2010 messaging environment. This course does not require previous Exchange Server experience, but does require that students have significant experience in managing Windows Server and Active Directory Services or Active Directory Domain Services (AD DS). This course will teach you how to configure Exchange Server 2010, as well as provide guidelines, best practices, and considerations that will help you optimize your Exchange Server deployment.

### CORE SOLUTIONS OF MS EXCHANGE SERVER 2013 · MSEX103

In this course, students will learn to configure and manage a Microsoft Exchange Server 2013 messaging environment. This course will teach students guidelines, best practices, and considerations that will help them optimize their Exchange Server deployment. It is an instructor-led course and will provide you with the knowledge and skills to plan, install, and manage the mailbox role, client access, transport, and Exchange infrastructure.

## MICROSOFT VIRTUALIZATION

### IMPLEMENTING AND MANAGING WINDOWS SERVER 2008-HYPER-V · MSVIR411

This five-day, instructor-led course will provide you with the knowledge and skills to deploy and manage a server virtualization environment using Microsoft technologies. The course provides details on how to deploy and manage Hyper-V and Remote Desktop Services on Windows Server 2008 R2. The course also provides details on how to manage a server virtualization environment by using System Center products such as System Center Virtual Machine Manager (VMM) 2008, SCVMM 2008 R2, System Center Operations Manager 2007 R2, System Center Data Protection Manager 2007 R2, and System Center Configuration Manager 2007 R2. This course does not require previous server virtualization experience, but does require that students have significant experience in managing Windows Server 2008 or Windows Server 2008 R2.



# THE SAGE GROUP CATALOG

## IMPLEMENTING AND MANAGING MS DESKTOP VIRTUALIZATION ▸ MSVIR415

This five-day instructor-led course provides you with the knowledge and skills to implement and manage desktop virtualization solutions. This course offers an overview of virtualization and the various Microsoft products that you can use to implement and deploy a virtualization solution. The course explains how to configure and manage a MED-V deployment. Then, it describes the procedures for deploying an App-V solution by implementing App-V servers and clients and by sequencing applications. The course then covers the configuration of Remote Desktop Services and RemoteApp programs. Finally, the course describes the concept of user state virtualization and procedures for configuring the Virtual Desktop Infrastructure (VDI).

## ADMINISTERING WINDOWS SERVER 2012 IN ACTIVE DIRECTORY: HYPER-V VIRTUALIZATION WORKSHOP ▸ MSVIR417

This one-day workshop describes the Microsoft Virtualization technologies. It covers installing and configuring Hyper-V virtual machines, configuring virtual storage, and configuring virtual networks. There is also heavy emphasis on configuring XP-Mode to support a virtualized instance of Windows XP within Windows 7. An introduction to the use of virtual hard disks as a boot option is discussed as well.

## MICROSOFT POWERSHELL

### AUTOMATING ADMINISTRATION WITH WINDOWS POWERSHELL 3.0 ▸ MSPOW101

Learn how with Windows PowerShell 3.0, you can remotely manage single or multiple Windows-based servers and automate day-to-day management and administration tasks. This five-day course provides students with the fundamental knowledge and skills to use Windows PowerShell 3.0 for administering and automating administration of Windows-based servers. It focuses on primary Windows PowerShell command-line features and techniques, and will provide prerequisite skills supporting many different Microsoft products. This includes Windows Server, Windows Client, Exchange Server, SharePoint Server, SQL Server, System Center, and more. In keeping with that goal, this course will not focus on any one of those products, although Windows Server (which is the common platform for all of those) will serve as the example for the techniques being taught.

## MICROSOFT SHAREPOINT 2010 & 2013

### SHAREPOINT 2010 END USER LEVEL 1 ▸ MSP101

This three-day instructor-led course explores all the end user features of SharePoint 2010 including all out of the box lists and sites. Learn to use the new ribbon effectively to manage list items and explore the new Office integration features and tools.

### SHAREPOINT 2010 END USER LEVEL 2 ▸ MSP102

This two-day instructor-led course explores several advanced topics of working with SharePoint 2010 sites. Topics include SharePoint Server site definitions (Business Intelligence, Search Center, etc), in-depth coverage of Workflows, My Sites and Social Computing, Site Administration, Site Customization and Site Collection Administration.

### CONFIGURING AND MANAGING SP 2010 ▸ MSP105

This five-day instructor-led course teaches students how to install, configure, and administer Microsoft SharePoint and also how to manage and monitor sites and users by using Microsoft SharePoint 2010. It will also cover the new features and functionality introduced with SharePoint 2010 Sp1 as well as Office 365's SharePoint Online.

### SP 2010 APPLICATION DEVELOPMENT ▸ MSP107

This course provides existing .NET developers with practical information and labs to enable them to build solutions on the Microsoft SharePoint 2010 platform.

### CORE SOLUTIONS OF MS SP 2013 ▸ MSP201

This course will provide you with the knowledge and skills to configure and manage a Microsoft SharePoint Server 2013 environment, as well as provide guidelines, best practices, and considerations that will help you optimize your SharePoint server deployment. This is the first in a sequence of two courses for IT Professionals and will align with the first exam in the SharePoint Server 2013 IT Pro certification.

### ADVANCED SOLUTIONS OF MS SP SERVER 2013 ▸ MSP202

This five-day course examines how to plan, configure, and manage a Microsoft SharePoint Server 2013 environment. Special areas of focus include implementing high availability, disaster recovery, service application architecture, Business Connectivity Services, social computing features, productivity and collaboration platforms and features, business intelligence solutions, enterprise content management, web content management infrastructure, solutions, and apps. The course also examines how to optimize the Search experience, how to develop and implement a governance plan, and how to perform an upgrade or migration to SharePoint Server 2013.



# THE SAGE GROUP CATALOG

## MICROSOFT SQL SERVER 2012

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### QUERYING MS SQL SERVER 2012 › MSSQL401

This five-day instructor-led course provides students with the technical skills required to write basic Transact-SQL queries for Microsoft SQL Server 2012. This course is the foundation for all SQL Server-related disciplines; namely, Database Administration, Database Development and Business Intelligence. This course helps people prepare for exam 70-461. Many of the exercises in this course are SQL Azure enabled.

### ADMINISTERING MS SQL SERVER 2012 › MSSQL402

This five-day instructor-led course provides students with the knowledge and skills to maintain a Microsoft SQL Server 2012 database. The course focuses on teaching individuals how to use SQL Server 2012 product features and tools related to maintaining a database. Also this course helps you prepare for the Exam 70-462.

### DEVELOPING MS SQL SERVER 2012 DATABASES › MSSQL403

This five-day instructor-led course introduces SQL Server 2012 and describes logical table design, indexing and query plans. It also focusses on the creation of database objects including views, stored procedures, along with parameters, and functions. Other common aspects of procedure coding, such as transactions, concurrency, error handling, triggers, and SQL CLR are also covered in this course. Also this course helps you prepare for the Exam 70-464.

### IMPLEMENTING A DATA WAREHOUSE WITH MS SQL SERVER 2012 › MSSQL408

This five-day instructor-led course describes how to implement a BI platform to support information worker analytics. Students will learn how to create a data warehouse with SQL Server 2012, implement ETL with SQL Server Integration Services, and validate and cleanse data with SQL Server Data Quality Services and SQL Server Master Data Services. This course helps people prepare for the exam 70-463.

### IMPLEMENTING DATA MODELS AND REPORTS WITH MS SQL SERVER 2012 › MSSQL409

This five-day instructor-led course describes how to empower information workers through self-service analytics and reporting. Students will learn how to implement PowerPivot and tabular data models, create and deliver rich data visualizations with Power View and SQL Server Reporting Services, and discover business insights by using data mining. This course helps people prepare for exam 70-466.

## MICROSOFT SYSTEMS CENTER CONFIGURATION MANAGER 2012

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### MS SCCM 2012 ADMINISTERING CONFIGURATION MANAGER › MSSCC611

This course describes how to configure and manage a System Center 2012 R2 Configuration Manager site and its associated site systems. The course focuses on day-to-day management tasks for System Center 2012 R2 Configuration Manager.

### PRIVATE CLOUD MONITORING AND OPERATIONS WITH MS SCCM 2012 › MSSCC613

This course describes how to monitor and operate a private cloud with Microsoft System Center 2012. This course focuses on how to manage and administer the private cloud, and it describes how you can monitor key infrastructure elements and applications that run within the private cloud. It does not discuss planning and implementation.

## MICROSOFT WINDOWS 7 AND WINDOWS 8

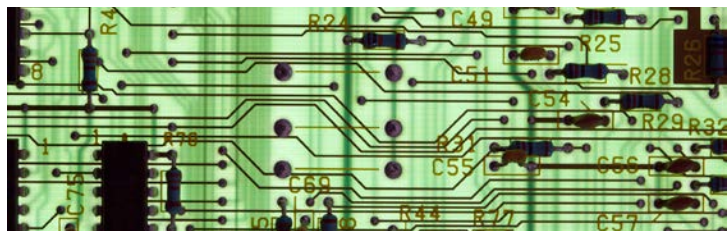
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### IMPLEMENTING AND ADMINISTERING WINDOWS 7 IN THE ENTERPRISE › MSWIN701

This five-day instructor-led course provides students with the knowledge and skills to successfully install, maintain, and troubleshoot Windows 7 computers. Through practical labs, you'll get invaluable experience with installation and upgrades, remote access, and the desktop environment. You will learn how Windows 7 allows for vast improvements to security, overall system performance, and deployment—a robust combination unparalleled in the market. In this Windows 7 training course, you'll focus on successful configuration of the IT Pro tools and applications that ship with Windows 7. You will learn to identify technical problems that can occur on your organization's client computers, and you'll discover the Windows 7 tools used to monitor and maintain those computers. By the end of this course, you will have installed and configured a Windows 7 desktop that is secure and on the network, while focusing on five main troubleshooting areas: operating system, hardware, networking, security, and applications.

### WINDOWS 7, DESKTOP SUPPORT TECHNICIAN › MSWIN705

This five-day instructor-led course provides students with the knowledge and skills needed to isolate, document and resolve problems on a Windows 7 desktop or laptop computer. It will also help test takers prepare for the 70-685 or 70-682 exam.



# THE SAGE GROUP CATALOG



## CONFIGURING WINDOWS 8 ▸ MSWIN801

This course describes how to configure networking to include IPv4, IPv6, connect to wireless networks, and use the networking features included in Windows 8 to troubleshoot networking issues. Students will also learn preventive measures and tools that work together to protect their computers from security threats. The course then covers the features related to file and folder management, which include setting permissions, file/folder compression, and configuring shared folders. Students will also learn about installing and managing printers. Additionally, the course provides an overview of the SkyDrive functionality, and describes the procedures to install and configure applications, including Windows Store Apps.

## SUPPORTING WINDOWS 8.1 ▸ MSWIN803

Gain the knowledge and skills you need to support the Windows 8.1 operating system and solve technical troubleshooting problems in a Windows 8.1 and Windows Server 2012 R2 networking environment. This course is designed for IT professionals who have experience with Windows devices and who work as Windows Enterprise Desktop Support Technicians (EDSTs) in Tier 2 support environments. Through this instructor-led, five-day course, with extensive hands-on labs you will learn how key components of the Windows Operating System work in order to aid in troubleshooting system problems: how to identify and resolve issues with networking; Windows Store Apps; security; group policy; Internet Explorer; remote access; and support of mobile devices. This course uses new versions of Desktop Optimization Package (MDOP), Application Compatibility Toolkit (ACT), Windows Performance Toolkit (WPT), Microsoft Message Analyzer, and is the first course that uses the popular Sysinternals tools, and other tools. This course also helps candidates prepare for Exam 70-688, MCSA: Supporting Windows 8.1.

## MICROSOFT WINDOWS SERVER 2012

### INSTALLING AND CONFIGURING WINDOWS SERVER 2012 ▸ MSWIN201

The five-day course is part one of a series of three courses, which provide the skills and knowledge necessary to implement a core Windows Server 2012 Infrastructure in an existing enterprise environment. The three courses in total will collectively cover implementing, managing, maintaining and provisioning services and infrastructure in a Windows Server 2012 environment. While there is some cross-over in skillset and tasks across the courses this specific course will primarily cover the initial implementation and configuration of those core services, such as Active Directory, networking services and initial Hyper-V configuration. This course is also preparation material, and maps directly to, Exam 70-412: Administering Windows Server 2012.

### ADMINISTERING WINDOWS SERVER 2012 ▸ MSWIN202

The course is part two of a series of three courses, which provide the skills and knowledge necessary to implement a core Windows Server 2012 infrastructure in an existing enterprise environment. The three courses in total will collectively cover implementing, managing, maintaining and provisioning services and infrastructure in a Windows Server 2012 environment. While there is some cross-over in skillset and tasks across the courses, this specific course will primarily cover the administration tasks necessary to maintain a Windows Server 2012 infrastructure, such as user and group management, network access and data security.

### ADMINISTERING WINDOWS SERVER 2012 IN ACTIVE DIRECTORY: ACCOUNT ADMINISTRATION WORKSHOP ▸ MSWIN211

This workshop introduces Active Directory Domain Services (AD DS) in Windows Server 2012. It covers General AD DS infrastructure including forests, trees, schema, Global Catalog, and Operations Masters. It also covers installing and configuring domain controllers. The workshop also covers configuring Active Directory objects such as users, groups and computers. The functionality of AD DS administrative tools is addressed, in addition to the configuration of user profiles and the process of delegating permissions to perform AD DS administration.

### ADMINISTERING WINDOWS SERVER 2012 IN ACTIVE DIRECTORY: FILE AND PRINT SERVICES WORKSHOP ▸ MSWIN212

This workshop covers the storage configuration options for Windows Server 2012, including managing disks and volumes and implementing file systems. It also covers creating and managing storage pools, securing files, folders and network file shares, in addition to using shadow copies to protect network file shares. It also covers configuring network printing and creating a printer pool.

### ADMINISTERING WINDOWS SERVER 2012 IN ACTIVE DIRECTORY: IP NETWORK SERVICES WORKSHOP ▸ MSWIN213

This workshop covers the following: Internet Protocol Version 4 (IPv4) addressing. It details the various IPv4 components, covers subnetting and supernetting, discusses configuring and general troubleshooting of IPv4 addresses, and covers the installation and configuration of DHCP in addition to managing a DHCP database. It also covers security and monitoring of DHCP, including auditing and logging; Name Resolution for Windows Server and clients. It details the installation of a Domain Name System (DNS) server and configuring Active Directory Integrated DNS zones.



# THE SAGE GROUP CATALOG

## ADMINISTERING WINDOWS SERVER 2012 IN ACTIVE DIRECTORY: SECURING THE ENVIRONMENT WORKSHOP › MSWIN214

This workshop explains how to implement a GPO (Group Policy Object) infrastructure. This also teaches how to perform common GPO management tasks, and manage GPOs by using Windows PowerShell. It also focuses on troubleshooting the application of GPOs. In addition the workshop explains how you can use GPOs to implement desktop environments across your organization by using Administrative Templates, Folder Redirection, Group Policy preferences, and where applicable, use software deployment to install and update application programs. It is important to know how to use these various GPO features so that you can configure your users' computer settings properly.

## MICROSOFT PROJECT AND PROJECT SERVER

### MS PROJECT 2010/2013 1 & 2 MSPRJ101/102

You will create and manage a project schedule using Microsoft® Project 2010/2013. You will manage and customize project plans during the implementation stage of a project.

### MS PROJECT SERVER 2013 FOR EXECUTIVES › MSPRJ204

The goal of this one-day, instructor-led course is to prepare executives to effectively review and manage mission-critical projects using Project Server 2013. After completing this course, executives will be proficient in navigating executive-level status reports and documents.

### MS PROJECT SERVER 2013 FOR PROJECT MANAGERS › MSPRJ201

The goal of this course is to provide program managers, project managers, and project planners with the knowledge and skills necessary to effectively create, update and maintain projects with Project Professional and Project Server 2013.

### MS PROJECT SERVER 2013 FOR RESOURCE MANAGERS › MSPRJ202

The goal of this two-day instructor-led course is to provide resource managers with the knowledge and skills necessary to effectively manage their resources, report their time, and manage their respective issues and documents.

### MS PROJECT SERVER 2013 FOR PROJECT ADMINISTRATORS › MSPRJ203

The key emphasis of this four-day instructor-led course is to provide Project Server administrators with all the knowledge and skills necessary to effectively manage a Project Server implementation from day to day. Except for installation, this course covers all aspects for successfully configuring and administrating Project Server 2013.

## VMWARE

### VMWARE VSPHERE: FAST TRACK › VMW801

This intensive, extended-hours training course focuses on installing, configuring, and managing VMware vSphere® 5.5. This course combines the content of the VMware vSphere: Install, Configure, Manage course with advanced tasks and skills for configuring a highly available and scalable virtual infrastructure. The course is based on VMware ESXi™ 5.5 and VMware® vCenter Server™ 5.5.

### VMWARE HORIZON VIEW: INSTALL, CONFIGURE, AND MANAGE › VMW802

This hands-on training course builds your skills in the VMware® Horizon View™ suite of products: VMware View Manager, View Composer, and VMware ThinApp®. This course is based on the View 5.3.

### VMWARE HORIZON VIEW: DESKTOP FAST TRACK › VMW803

This fast-paced, extended-hours training course includes the content of the following courses: VMware Horizon View: Install, Configure, Manage; VMware Horizon View: Design Best Practices. This hands-on training course builds your skills in the VMware® Horizon View™ suite: VMware View Manager, VMware View Composer, and VMware® ThinApp®. The course provides applications-oriented administrators with the knowledge and skills to virtualize Windows applications with ThinApp and to choose the best deployment and updating processes for their environment. The course also presents a methodology for analyzing and designing a View solution for the VMware vSphere® infrastructure.

### APPLICATION VIRTUALIZATION WITH VMWARE THINAPP › VMW810

This course will provide applications-oriented administrators with the knowledge and skills to virtualize Windows applications with VMware® ThinApp™, modify the Package.ini parameters to handle special circumstances, and choose the best deployment and updating processes for their environment.

### VMWARE VCLLOUD AUTOMATION CENTER: INSTALL, CONFIGURE, AND MANAGE V6 › VMW812

This course focuses on installing, configuring, and managing VMware vCloud® Automation Center™. This course covers the configuration and use of the vCloud Automation Center platform, including self-service provisioning and the creation of multivendor cloud services.

### VMWARE VCENTER OPERATIONS MANAGER: ANALYZE AND PREDICT › VMW814

This course for experienced users of VMware® vSphere® teaches skills in the use of VMware® vCenter™ Operations Manager™ as a forensic and predictive tool. The course is based on VMware ESXi™ 5.x, VMware® vCenter Server™ 5.x, and vCenter Operations Manager 5.x.

# THE SAGE GROUP CATALOG



## VMWARE VSPHERE 5.5 WITH ESXI AND VCENTER › VMW815

This powerful five-day class is an intense introduction to virtualization using VMware's vSphere™ 5.5 including VMware ESX™ 5.5 and vCenter™. Assuming no prior virtualization experience, this class starts with the basics and rapidly progresses to more advanced topics. More than 40% of class time is devoted to labs so concepts, skills and best practices are developed and reinforced. Initial labs focus on installation and configuration of stand-alone ESXi servers. As the class progresses, shared storage, networking and centralized management are introduced. The class continues on to more advanced topics including resource balancing, high availability, backup and recovery, and troubleshooting. Disaster recovery, rapid deployment, hot migration and workload consolidation are also covered.

## RED HAT LINUX

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### RED HAT SYSTEM ADMINISTRATION 1 › RED124

Red Hat® System Administration I is designed for IT professionals who are new to Linux® and require core Red Hat Enterprise Linux skills. This course focuses on essential administration tasks that will be encountered in the workplace, including installing the operating system, establishing network connectivity, managing physical storage, and performing basic security administration. Early in the course, GUI-based tools will be featured to build upon the students' existing technical knowledge. As the course progresses, key command-line concepts will be introduced to provide a foundation for students planning to continue to Red Hat System Administration II with the goal of becoming full-time Linux system administrators.

### RED HAT SYSTEM ADMINISTRATION 2 › RED134

Red Hat System Administration II is designed for IT professionals working to become full-time enterprise Linux system administrators. The course is a follow up to System Administration I and continues to utilize today's best-of-breed, contemporary teaching methodology. Students will be actively engaged in task-focused activities, lab-based knowledge checks, and facilitative discussions to ensure maximum skills transfer and retention. Building on the foundation of command line skills covered in System Administration I, students will dive deeper into Red Hat Enterprise Linux to broaden their "tool kits" of administration skills. By the end of this five-day course, students will be able to administer and troubleshoot file systems and partitioning, logical volume management, access control, and package management. Students who attend Red Hat System Administration I & II will be fully prepared to take the Red Hat Certified System Administration (RHCSA) exam.

### RED HAT SYSTEM ADMINISTRATION 2 WITH RHCSA EXAM › RED135

A follow-up course for students that have completed Red Hat® System Administration I, Red Hat System Administration II with RHCSA Exam is designed for IT professionals working to become full-time enterprise Linux® system administrators. Building on the foundation of command-line skills covered in System Administration I, students will dive deeper into Red Hat Enterprise Linux to broaden their toolkits of administration skills. By the end of this course, students will be able to administer and troubleshoot file systems and partitioning, logical volume management, access control, and package management. Students who attend Red Hat System Administration I and II will be fully prepared to take the Red Hat Certified System Administration (RHCSA) exam. Note: This course is intended to be taken following Red Hat System Administration I and does not cover all RHCSA exam tasks. Students with solid Linux command-line skills seeking to take only one course before attempting the RHCSA exam should consider the RHCSA Rapid Track Course.

### RED HAT SYSTEM ADMINISTRATION 3 › RED254

Red Hat System Administration III is designed for experienced Linux® administrators who require networking and security administration skills. With a heavy emphasis on practical, hands-on labs, focus is placed on enhancing automation skills to securely configure, deploy, and manage network services including DNS, Apache, SMTP, and network file sharing. In addition, this course emphasizes security, including monitoring, packet filtering, access controls, and SELinux.

### RED HAT SYSTEM ADMINISTRATION 3 WITH RHCSA & RHCE EXAMS › RED255

Red Hat System Administration III with RHCSA and RHCE Exams is designed for experienced Linux® administrators who require networking and security administration skills. With a heavy emphasis on practical, hands-on labs, focus is placed on enhancing automation skills to securely configure, deploy, and manage network services including DNS, Apache, SMTP, and network file sharing. In addition, this course emphasizes security, including monitoring, packet filtering, access controls, and SELinux.

### RED HAT LINUX TROUBLESHOOTING › RED242

Troubleshooting is both an art and a science. An instinct and a technique. In Red Hat Linux Troubleshooting, system administrators will learn techniques for troubleshooting a Linux system and how to use the troubleshooting tools available on Red Hat Enterprise Linux. This course is a four-day, heavily lab-oriented class designed to help the student learn or improve troubleshooting skills. Students will gain troubleshooting experience by debugging live, virtualized systems.

# THE SAGE GROUP CATALOG

## RED HAT JBOSS APPLICATION ADMINISTRATION 1 › RED248

Red Hat JBoss® Application Administration I teaches you the best practices for installing and configuring Red Hat® JBoss Enterprise Application Platform 6. Through hands-on labs, learn the essential, real-world tasks that a system administrator needs to know to effectively deploy and manage applications on JBoss Enterprise Application Platform.

## RED HAT JBOSS APPLICATION ADMINISTRATION 2 › RED348

JBoss® Application Administration II prepares experienced system administrators to provision and manage Red Hat JBoss Enterprise Application Platform 6 in large-scale production environments. Learn about clustering, performance tuning, and securing enterprise application platform instances, as well as troubleshooting and applying fixes.

## RED HAT COMMAND LINE SKILLS › RED190

Red Hat Command Line Skills is designed for IT professionals who are new to Linux and UNIX administration and require core administration skills using the command line only. Graphical user interface (GUI) administration tools will not be addressed in this course.

## RED HAT ENTERPRISE LINUX FOR SOLARIS ADMINISTRATORS › RED290

When migrating platforms, it's critical to ensure that in-house professionals have the skills to maximize performance and maintain efficiency across the entire system. Red Hat® Enterprise Linux® for Solaris Administrators quickly but completely covers many of the hands-on, practical skills needed when migrating from Sun Solaris to Red Hat Enterprise Linux. The course focuses on the differences between the 2 operating systems, covering Red Hat Enterprise Linux equivalents to Solaris-specific technologies, like applying software patches, automating deployment with Kickstart, and using advanced file-system features. In addition, the course demonstrates how to use RPM, yum, Red Hat Network, and Kickstart to manage your environment.

## RHCSA RAPID TRACK COURSE › RED200

The RHCSA Rapid Track course relates to Red Hat® Enterprise Linux® 7 and is designed for students who already have significant experience with Linux administration. The course reviews the tasks covered in Red Hat System Administration I and II (RH134) at an accelerated pace.

## RHCE RAPID TRACK COURSE › RED300

The RHCE® Certification lab is designed for students seeking a hands-on, lab-based review prior to taking the Red Hat Certified Engineer (RHCE) exam. Students taking this course should have already completed their classroom training and simply be preparing to take or retake the exam.

## INFORMATION SECURITY

### CERTIFIED ETHICAL HACKER (CEH) › SEC101

This is the world's most advanced ethical hacking course with 20 of the most current security domains any ethical hacker will ever want to know when they are planning to beef up the information security posture of their organization. The goal of this course is to help you master an ethical hacking methodology that can be used in a penetration testing or ethical hacking situation. You walk out the door with hacking skills that are highly in demand. Ethical hacking course prepares you for EC-Council Certified Ethical Hacker exam 312-50.

### CERTIFIED COMPUTER FORENSIC INVESTIGATION (CHFI) › SEC102

CHFI v8 Program introduces individuals to the specific security discipline of computer forensics from a vendor-neutral perspective. The C|HFI certification will fortify the application knowledge of law enforcement personnel, system administrators, security officers, defense and military personal, legal professionals, bankers, security professionals, and anyone who is concerned about the integrity of the network infrastructure.

### CERTIFIED SECURITY ANALYST (ECSA) › SEC103

The ECSA Program is a five-day complete hands-on training program. This Penetration Testing training course uses real-time scenarios to train students in penetration testing methodologies. EC-Council's Certified Security Analyst (ECSA) course will help you master a documented penetration testing methodology that is repeatable and that can be used in a penetration testing engagement, globally.

### CERTIFIED SECURITY ANALYST (ENSA) › SEC105

This course looks at the network security in defensive view. The ENSA program is designed to provide fundamental skills needed to analyze the internal and external security threats against a network, and to develop security policies that will protect an organization's information. Students will learn how to evaluate network and Internet security issues and design, and how to implement successful security policies and firewall strategies. In addition, they will learn how to expose system and network vulnerabilities and defend against them.



# THE SAGE GROUP CATALOG

## CERTIFIED INCIDENT HANDLER (ECIH) › SEC107

The EC-Council Certified Incident Handler program is designed to provide the fundamental skills to handle and respond to the computer security incidents in an information system. The course addresses various underlying principles and techniques for detecting and responding to current and emerging computer security threats. Students will learn how to handle various types of incidents, risk assessment methodologies, and various laws and policy related to incident handling. After attending the course, they will be able to create incident handling and response policies and deal with various types of computer security incidents. The comprehensive training program will make students proficient in handling and responding to various security incidents such as network security incidents, malicious code incidents, and insider attack threats. In addition, the students will learn about computer forensics and its role in handling and responding to incidents. The course also covers incident response teams, incident reporting methods, and incident recovery techniques in detail.

## CERTIFIED INCIDENT HANDLER (EDRP) › SEC108

This course teaches you the methods in identifying vulnerabilities and takes appropriate countermeasures to prevent and mitigate failure risks for an organization. It also provides the networking professional with a foundation in disaster recovery principles, including preparation of a disaster recovery plan, assessment of risks in the enterprise, development of policies, and procedures, and understanding of the roles and relationships of various members of an organization, implementation of the plan, and recovering from a disaster. This course takes an enterprise-wide approach to developing a disaster recovery plan. Students will learn how to create a secure network by putting policies and procedures in place, and how to restore a network in the event of a disaster.

## CERTIFIED SECURE PROGRAMMER (ECSP) › SEC113

Software defects, bugs, and flaws in the logic of the program are consistently the cause for software vulnerabilities. Analysis by software security professionals has proven that most vulnerabilities are due to errors in programming. Hence, it has become crucial for organizations to educate their software developers about secure coding practices. Attackers scan for security vulnerabilities in applications and servers and attempt to use these vulnerabilities to steal secrets, corrupt programs and data, and gain control of computer systems and networks. Sound programming techniques and best practices should be used to develop high quality code to prevent web application attacks. Secure programming is a defensive measure against attacks targeted towards application systems.

## CERTIFIED ENCRYPTION SPECIALIST (ECES) › SEC114

The EC-Council Certified Encryption Specialist (E|CES) program introduces professionals and students to the field of cryptography. The participants will learn the foundations of modern symmetric and key cryptography including the details of algorithms such as Feistel Networks, DES, and AES. Other topics introduced: Overview of other algorithms such as Blowfish, Twofish, and Skipjack; Hashing algorithms including MD5, MD6, SHA, Gost, RIPMD 256 and others; asymmetric cryptography including thorough descriptions of RSA, Elgamal, Elliptic Curve, and DSA; significant concepts such as diffusion, confusion, and Kerckhoff's principle.

## CERTIFIED VOIP SPECIALIST (ECVP) › SEC119

VoIP refers to voice calls that are routed over online networks using the Internet Protocol--the IP that serves as the backbone of the Internet and is used to ferry e-mails, instant messages and Web pages to millions of PCs or cell phones. VoIP is unique bundle of technologies that allows Internet-ready devices to transmit voice and other multimedia data over the web instead of over the telephone network. ECVP course covers Voice of IP technologies, concepts, threats and security issues.

## BUSINESS OPTIMIZATION & PROCESS

### ITSM/ITIL

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#### ITIL FOUNDATION › ITIL101

In this exciting and dynamic course, you will get an introduction to the lifecycle of managing IT services to deliver to business expectations. Using an engaging case study, you'll learn the core disciplines of ITIL best practices. Upon completing this course, you'll be well positioned to successfully complete the associated ITIL exam required for entry into the future ITIL intermediate-level training courses. ITIL covers five core disciplines: Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement.

#### ITIL SERVICE LIFECYCLE: CONTINUAL SERVICE IMPROVEMENT › ITIL201

In this course, you will be immersed in the overall concepts, processes, policies, and methods associated with the continual service improvement (CSI) phase of the service lifecycle. You will learn about managing and controlling the activities and techniques within the CSI stage, not the details of each of the supporting processes. This course includes lecture, exercises, and scenario-based exam questions to increase your understanding of the core disciplines of ITIL best practices and position you to successfully complete the associated exam.





# THE SAGE GROUP CATALOG

## ITIL SERVICE LIFECYCLE: SERVICE OPERATION › ITIL204

In this course, you will be immersed in the overall concepts, processes, policies, and methods associated with the service operation phase of the service lifecycle. You will focus on service operation purpose, principles, processes, activities, functions, enabling technology, and implementation considerations. This course utilizes lecture, exercises, and scenario-based exam questions to increase your understanding of the core disciplines of ITIL best practices and position you to successfully complete the associated exam.

## ITIL SERVICE LIFECYCLE: SERVICE STRATEGY › ITIL206

In this course, you will be immersed in the overall concepts associated with the service strategy phase of the service lifecycle. You will get an introduction to the key principles of service strategy, and you will learn about the service strategy processes. You will discover the importance of governance and related frameworks, and you will examine implementation considerations and approaches, including organizational design, the role of technology, and service automation. Through lecture, exercises, and scenario-based exam questions, you'll learn the core disciplines of ITIL best practices. This course positions you to successfully complete the associated exam.

## ITIL SERVICE LIFECYCLE: SERVICE TRANSITION › ITIL207

In this course, you will be immersed in the overall concepts, processes, policies, and methods associated with the service transition phase of the service lifecycle. You'll focus on service transition purpose, principles, processes, activities, functions, technology, and implementation considerations. This course utilizes lecture, exercises, and scenario-based exam questions to increase your understanding of the core disciplines of ITIL best practices and position you to successfully complete the associated exam.

## ITIL SERVICE LIFECYCLE: SERVICE DESIGN › ITIL208

In this course, you will be immersed in the overall concepts, processes, policies, and methods associated with the service design phase of the service lifecycle. You will cover management and control of the activities and techniques within the service design stage, not the detail of each of the supporting processes. Through lecture, exercises, and scenario-based questions, you will learn the core disciplines of the ITIL best practices. This course positions you to successfully complete the associated exam.

## ITIL SERVICE CAPABILITY: OPERATIONAL SUPPORT AND ANALYSIS › ITIL301

In this course, you will be immersed in the practical aspects of the ITIL service lifecycle and processes associated with the operational support and analysis of services and service delivery. You will cover the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This course includes lecture, exercises, and scenario-based exam questions to increase your understanding of the core disciplines of ITIL best practices and position you to successfully complete the associated exam.

## ITIL SERVICE CAPABILITY: PLANNING, PROTECTION, AND OPTIMIZATION › ITIL303

In this course, you will be immersed in the practical aspects of the ITIL service lifecycle and processes associated with the planning, protection, and optimization (PPO) of services and service delivery. You will focus on the operational-level process activities and supporting methods and learn to execute these processes in a practical, hands-on learning environment. This training is intended to enable you to apply the practices throughout the service management lifecycle. This course includes lecture, exercises, and scenario-based exam questions to increase your understanding of the core disciplines of ITIL best practices and position you to successfully complete the associated exam.

## ITIL SERVICE CAPABILITY: RELEASE, CONTROL, AND VALIDATION › ITIL305

In this course, you will be immersed in the practical aspects of the ITIL service lifecycle and processes associated with the release, control, and validation (RCV) of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This course includes lecture, exercises, and scenario-based exam questions to increase your understanding of the core disciplines of ITIL best practices and position you to successfully complete the associated exam.

## ITIL SERVICE CAPABILITY: SERVICE OFFERINGS AND AGREEMENTS › ITIL306

In this course, you will be immersed in the practical aspects of the ITIL service lifecycle and processes associated with service offerings and agreements as they relate to services and service delivery. You will focus on the operational-level process activities and supporting methods and learn to execute these processes in a practical, hands-on learning environment. This course includes lecture, exercises, and scenario-based exam questions to increase your understanding of the core disciplines of ITIL best practices and position you to successfully complete the associated exam.

## PRINCE2

### PRINCE2 FOUNDATION › PRI101

PRINCE2 is a method for managing projects. It helps you work out who should be involved and what they will be responsible for. It gives you a set of processes to work through and explains what information you should be gathering along the way. But PRINCE2 doesn't do the work for you; it cannot guarantee your projects will be successful. Good projects, which deliver quality results, on-time and within budget are dependent on the capability of people involved from Project Board down to individual team members.



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## PRINCE2 PRACTITIONER › PRI102

The Practitioner examination measures whether a candidate would be able to apply PRINCE2 to the running and managing of a project within an environment supporting PRINCE2. To this end candidates need to exhibit the knowledge required for the Foundation qualification, and show that they can apply and tailor PRINCE2 appropriately to address the needs and problems of a specific project scenario.

## COBIT

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### COBIT 5 FOUNDATION › COB101

COBIT 5 provides a comprehensive framework that assists enterprises in achieving their objectives for the governance and management of enterprise IT. It helps enterprises create optimal value from IT by maintaining a balance between realizing benefits, and optimizing risk levels and resource use. COBIT 5 enables IT to be governed and managed in a holistic manner for the entire enterprise, taking in both the full end-to-end business and IT functional areas of responsibility, while considering the IT-related interests of internal and external stakeholders. COBIT 5 is generic and useful for enterprises of all sizes, including commercial, not-for-profit, or public sector. In this course interactive course, you will learn about the need for an IT governance framework and how COBIT addresses this need by providing the latest insights into enterprise-wide governance of IT. Using a logical and example-driven approach, you will cover the elements and supporting materials of the COBIT framework.

## SCRUM

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### SCRUM DEVELOPER › SCR110

This two-day entry-level certification course takes participants through the basic terms and concepts of Scrum. When completed, students will be able to effectively contribute to a Scrum Team or project. This course, accredited by SCRUMstudy, prepares students to sit for the Scrum Developer certification exam. Courses are offered as instructor-led, E-learning or live-over-web opportunities.

### SCRUM MASTER › SCR111

The two-day Scrum Master Certified training program, accredited by SCRUMstudy, provides an in-depth understanding of the Scrum framework as well as the components, roles and processes of Scrum. Students finish the course prepared to take the Scrum Master Certification exam and implement Scrum in their organizations. Courses are offered as instructor-led, E-learning or live-over-web opportunities.

## SCRUM PRODUCT OWNER › SCR112

This two-day Scrum Product Owner certification program educates students in best practices to represent the interests of the stakeholder to the Scrum Team. Students prepare for the certification exam while acquiring valuable insights from instructors with extensive practical experience in Scrum methodology. The program, accredited by SCRUMstudy, features lectures, discussion, team exercises and quizzes. Courses are offered as instructor-led, E-learning or live-over-web opportunities.

## AGILE EXPERT › SCR115

This three-day hands-on Agile Expert certification training introduces the student to multiple Agile methodologies and how to choose the appropriate practices and processes for a given situation. Accredited by SCRUMstudy, this course prepares students for the certification exam along with acquiring valuable insights from instructors with extensive practical experience in Scrum methodology. This course features lectures, discussion, team exercises and quizzes. Courses are offered as instructor-led, E-learning or live-over-web opportunities.

## PROJECT MANAGEMENT

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### PROJECT MANAGEMENT PRINCIPALS FOR IT PROFESSIONALS › PRM511

With your IT experience, you want to successfully manage and deploy an IT project. In this course, you will acquire the necessary skills to plan and implement IT projects that will positively impact your organization. You will initiate a project, develop a project charter, create a scope statement, create management plans, develop a Statement of Work, create a project schedule, manage project relationships, implement a project, and close a project.

### CERTIFIED ASSOCIATE IN PROJECT MANAGEMENT (CAPM) › PRM512

This course provides an in-depth training to the professionals aspiring to be CAPM® certified. The course walks the attendee through topics related to project management that would be part of the examination curriculum. Certified Associate in Project Management (CAPM®) is an excellent first step certification for project professionals.



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## PROJECT MANAGEMENT PROFESSIONAL (PMP) › PRM517

Prepare for your PMI Project Management Professional® credential. All training is delivered according to the PMBOK® Guide 5th Edition. The PMP® Credential is the most famous project management certificate in the world. It is issued by the Project Management Institute, one of the most important organizations in regard to the continuous development of project management as a profession. As an owner of a PMP® credential you are able to prove your profound project management knowledge which open doors to new opportunities for your project management career.

## BUSINESS ANALYSIS

### MODELING TECHNIQUES FOR THE BUSINESS ANALYST › BR310

The business analyst has become a pivotal role for information technology projects, responsible for bridging the gap between IT and the key business participants of any project. The business needs must be communicated in a way that supports business user validation as well as providing the foundation for the technical staff to design and build a successful solution. This class focuses on the many types of modeling techniques that are used by the business analyst in system development and provide hands-on experience for attendees to learn how to develop and interpret the models. Techniques taught are IIBA compliant.

### SOFTWARE QUALITY ASSURANCE › BR311

Proactive SQA™ is a key basis of significant value-enhancing revisions to IEEE SQA Std. 730's often-resisted "traffic cop" enforcement of procedural compliance. SQA also addresses but is not synonymous with tail-end quality control (QC) testing, catching errors right before they go out the door when they are too expensive and risky to fix. Effective systems organizations realize SQA can and should do far more, contributing proactively to assure the software process in fact does the right things well so it truly produces high quality cheaper by catching and preventing errors early. This interactive workshop explains common SQA misconceptions and the six functions SQA should perform that provide far greater value, analyzes why SQA groups so frequently have failed in IS, and presents practical approaches for successfully using SQA effectively throughout any life cycle to produce high quality systems. Exercises enhance learning.

### BUSINESS ANALYSIS FOR THE IT PROFESSIONAL › BR315

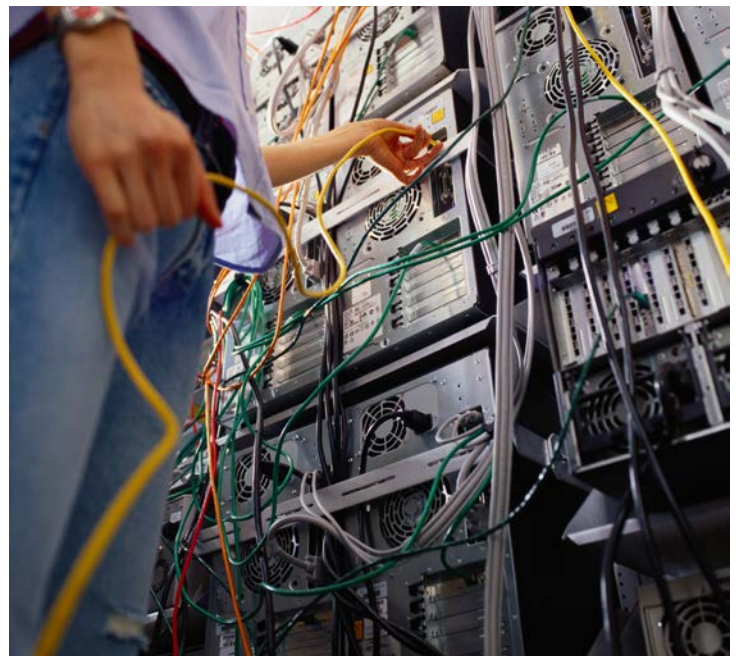
The business analyst role has evolved from that of a business procedures analyst to that of a business liaison between the non-technical user community and the technical solution providers. This course provides proactive, introductory coverage of the knowledge and skills essential to business analysts today and the foreseeable future.

### EFFECTIVE METHODS OF SOFTWARE TESTING WORKSHOP › BR316

Proactive Testing™ enables you to deliver better software in less time by doing more effective testing, while also providing the value that overcomes traditional user, manager, and developer resistance. Applying special strategies and techniques that spot many of the highest yet ordinarily-overlooked risks, Proactive Testing™ makes sure the most important unit/component, integration/assembly, system, and UAT testing is done in limited available time. Moreover, by managing within an overall quality perspective that catches more defects earlier when they are easier to fix, and actually prevents many showstoppers and other errors, Proactive Testing™ also can cut developers' time, effort, and aggravation. After establishing core concepts, this interactive workshop shows Proactive ways to apply powerful proven structured test planning and design techniques that produce value, not busywork. To enhance learning, participants practice each key technique in a series of exercises with various aspects of a real case fact situation.

### EFFECTIVE USE CASE DEVELOPMENT › BR317

This class presents an up-to-date, practical guide to use case writing. The class expands on the classic treatment of use cases to provide software developers with a "nuts-and-bolts" tutorial for writing. The course thoroughly covers introductory, intermediate, and advanced concepts in use case development. During the class the instructor will use examples of both good and bad use cases to reinforce the student's learning.



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## ELEVATING WORKFORCE QUALITY FOR OVER 25 YEARS

The Sage Group has been offering extraordinary workforce training for more than 25 years to Fortune 500 companies all across America.

Key points to know about Sage classes:

- Delivery: Instructor-led, never online (morning, afternoon, and evening class sessions available)
- Style: Hands-on approach to learning
- Location: Held in a close proximity to students home or work location
- Equipment: We maintain the highest possible equipment to student ratio
- Governing body: Classes are part of a regionally accredited degree program
- Other credentials: Courses are aligned with an industry certification when possible.

## THE SAGE DIFFERENCE: SAGE EMPATHIC LEARNING

Our proven, exclusive training method makes learning simple and stress-free, with classes that are on-site, interesting, involving, and thoughtfully designed so that they're easy to understand and absorb. Our powerful teaching method, called Sage Empathic Learning, is unique to The Sage Group.



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