

January 16th, 2015

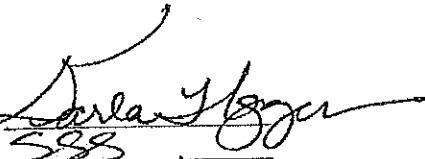
Directions Training Center
Attention: Chris Voss
2625 Butterfield Road, Suite 209E
Oak Brook, IL 60523

Dear Mr. Voss:

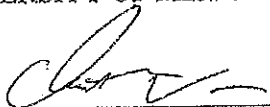
Your bid, dated December 15, 2014 for IT Training for the Curators of the University of Missouri, made under RFP #15-9016-DH-C entitled Request for Bids for Furnishing and IT Training for The Curators of the University of Missouri for the University of Missouri dated November 26, 2014 has been accepted by the University subject to completion and approval of the required contract documents. Directions Training Center RFP response dated December 15, 2014 shall constitute the contractual agreement and all terms and conditions stated in the RFP and Directions Training Center response shall deemed as the legal binding agreement.

Please confirm receipt of this award letter by signing and returning the award letter to my attention within 10 business days. If you have any questions please feel free to contact me at 573-884-8695, or by e-mail at higginsdj@umsystem.edu

Directions Center

Sign: 
Title: SSS
Date: 1.15.16

THE CURATORS OF THE
UNIVERSITY OF MISSOURI

Sign: 
Title: Director of Key Accounts
Date: 1/27/15

Note to Vendors:

- * Provide costs for actual course, excluding travel costs
- * Don't embed formulas
- * don't alter or change columns

Group Name		Option 1: Onsite (UM) carr	
Vendor provides course content and instructor	Course Length	Course Cost up to 5 students	Course Cost 6-10 Students
Group 1 - Microsoft			
IT Pro	1 day	\$ 1,800.00	\$ 2,100.00
	2 day	\$ 3,600.00	\$ 4,200.00
	3 day	\$ 5,400.00	\$ 6,300.00
	4 day	\$ 7,200.00	\$ 8,400.00
	5 day	\$ 9,000.00	\$ 10,500.00
End-User	1 day	\$ 890.00	\$ 1,015.00
	2 day	\$ 1,780.00	\$ 2,030.00
	3 day	\$ 2,670.00	\$ 3,045.00
<i>WBT is for complete Office suite</i>			
Group 2 - IT Security			
	1 day		
	2 day		
	3 day		
	4 day		
	5 day		
Group 3 - VM Ware			
	1 day		
	2 day		
	3 day		
	4 day		
	5 day	\$ 19,500.00	\$ 19,500.00
Group 4 - Red Hat Linux			
NOTE: Red Hat Licensed Curriculum only			
	1 day		
	2 day		
	3 day		
	4 day	\$ 25,000.00	\$ 25,000.00
	5 day	\$ 25,000.00	\$ 25,000.00
Group 5 - CompTIA			
	1 day	\$ 1,800.00	\$ 2,100.00
	2 day	\$ 3,600.00	\$ 4,200.00
	3 day	\$ 5,400.00	\$ 6,300.00
	4 day	\$ 7,200.00	\$ 8,400.00
	5 day	\$ 9,000.00	\$ 10,500.00
Group 6- AudioVisual Training			
(ex: CTS, CTS-D, CTS-I, etc)			
	1 day		
	2 day		

	3 day		
	4 day		
	5 day		
Group 7 - Cisco			
	1 day		
	2 day		
	3 day		
	4 day		
	5 day	\$ 17,500.00	\$ 17,500.00
Group 8 - Oracle			
	1 day	\$ 4,500.00	\$ 6,000.00
	2 day	\$ 7,500.00	\$ 9,000.00
	3 day	\$ 10,500.00	\$ 12,000.00
	4 day	\$ 13,500.00	\$ 15,000.00
	5 day	\$ 16,500.00	\$ 18,000.00
Group 9 - IT Pro Human Resource Soft Skills (ex: Strategic Planning, Cust. Service, etc)			
	1 day	\$ 3,500.00	\$ 3,500.00
	2 day	\$ 7,000.00	\$ 7,000.00
	3 day	\$ 10,500.00	\$ 10,500.00
	4 day	\$ 14,000.00	\$ 14,000.00
	5 day	\$ 17,500.00	\$ 17,500.00
Group 10 - MySQL, Drupal, PHP, web services (ex: user interface design)			
	1 day		
	2 day		
	3 day		
	4 day		
	5 day		
Group 11: Mobile application development			
	1 day		
	2 day		
	3 day		
	4 day		
	5 day		
Group 12 - ITIL, Six Sigma, IT Service Mgmt			
	1 day	\$ 4,000.00	\$ 5,000.00
<i>Six Sigma not recommended as virtual course</i>	2 day	\$ 7,000.00	\$ 8,000.00
	3 day	\$ 10,000.00	\$ 11,000.00
	4 day	\$ 13,500.00	\$ 15,000.00
	5 day	\$ 16,500.00	\$ 18,000.00
Group 13: Other Instructor-led IT Training (list course name) (Ex: PMP, IPV6, PgMP, OPM3, etc)			
	1 day		
	2 day		
	3 day		
	4 day		
<i>PMP 5 Day Class</i>	5 day	\$ 14,750.00	\$ 17,000.00

Group 14 - ILT Course Manuals	Hard copy cost/manual	Electronic copy cost/manual
Note: Respond to any or all that your company offers		
Microsoft IT Pro	\$ 250.00	\$ 225.00
Microsoft End User	\$ 25.00	
Adobe End User		
Security		
VM Ware		
Red Hat Linux		
Audio Visual		
Cisco		
Oracle		
IT Pro Soft Skills		
ITIL		
Web services		
Mobile app development		
Other (please specify)		

 campus location	Option 2: At vendor location			Option 1: At campus location
Cost/additional student 11+ students	Student Cost 1 Student	Student Cost 2 to 5 Students	Student Cost 6+ Students	Student Cost 1 Student
\$ 75.00	\$ 300.00	\$ 275.00	\$ 250.00	\$ 300.00
\$ 150.00	\$ 600.00	\$ 550.00	\$ 500.00	\$ 600.00
\$ 225.00	\$ 900.00	\$ 825.00	\$ 750.00	\$ 900.00
\$ 300.00	\$ 1,200.00	\$ 1,100.00	\$ 1,000.00	\$ 1,200.00
\$ 375.00	\$ 1,500.00	\$ 1,375.00	\$ 1,250.00	\$ 1,500.00
\$ 25.00	\$ 200.00	\$ 175.00	\$ 150.00	\$ 200.00
\$ 50.00	\$ 400.00	\$ 350.00	\$ 300.00	\$ 400.00
\$ 75.00	\$ 600.00	\$ 525.00	\$ 450.00	\$ 600.00
	\$ 1,436.00	\$ 1,436.00	\$ 1,436.00	\$ 1,436.00
	\$ 2,156.00	\$ 2,156.00	\$ 2,156.00	\$ 2,156.00
	\$ 2,636.00	\$ 2,636.00	\$ 2,636.00	\$ 2,636.00
\$ 500.00	\$ 3,076.00	\$ 3,076.00	\$ 3,076.00	\$ 3,076.00
\$ 800.00	\$ 2,900.00	\$ 2,900.00	\$ 2,900.00	\$ 2,900.00
\$ 800.00	\$ 2,900.00	\$ 2,900.00	\$ 2,900.00	\$ 2,900.00
\$ 75.00	\$ 300.00	\$ 275.00	\$ 250.00	\$ 300.00
\$ 150.00	\$ 600.00	\$ 550.00	\$ 500.00	\$ 600.00
\$ 225.00	\$ 900.00	\$ 825.00	\$ 750.00	\$ 900.00
\$ 300.00	\$ 1,200.00	\$ 1,100.00	\$ 1,000.00	\$ 1,200.00
\$ 375.00	\$ 1,500.00	\$ 1,375.00	\$ 1,250.00	\$ 1,500.00

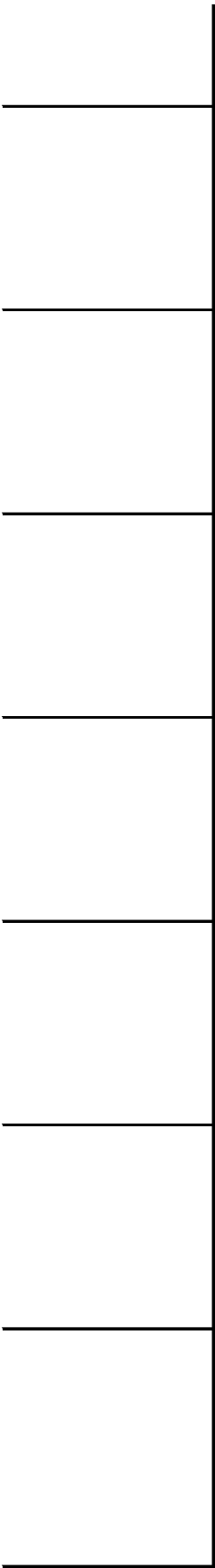
		\$ 1,800.00	\$ 1,800.00	\$ 1,800.00	\$ 1,800.00
		\$ 2,100.00	\$ 2,100.00	\$ 2,100.00	\$ 2,100.00
		\$ 2,400.00	\$ 2,400.00	\$ 2,400.00	\$ 2,400.00
\$ 500.00		\$ 2,700.00	\$ 2,700.00	\$ 2,700.00	\$ 2,700.00
\$ 300.00					
\$ 300.00					\$ 1,680.00
\$ 300.00					\$ 2,520.00
\$ 300.00					\$ 3,360.00
\$ 300.00					\$ 3,500.00
\$ 150.00					
\$ 200.00					
\$ 250.00					
\$ 300.00					
\$ 350.00					
\$ 200.00	\$ 700.00	\$ 630.00	\$ 560.00	\$ 700.00	\$ 700.00
\$ 200.00					
\$ 200.00	\$ 2,100.00	\$ 1,890.00	\$ 1,680.00	\$ 2,100.00	\$ 2,100.00
\$ 300.00					
\$ 300.00	\$ 2,900.00	\$ 2,610.00	\$ 2,320.00	\$ 2,900.00	\$ 2,900.00
\$ 500.00	\$ 1,750.00	\$ 1,750.00	\$ 1,750.00	\$ 1,750.00	\$ 1,750.00

3: Live Virtual Course

Option 4: Web-Based Training

Student Cost 2 to 5 Students	Student Cost 6+ Students	Student Cost 1 Student	Student Cost 2 to 5 Students	Student Cost 6+ Students	OR
\$ 275.00	\$ 250.00				
\$ 550.00	\$ 500.00				
\$ 825.00	\$ 750.00				
\$ 1,100.00	\$ 1,000.00				
\$ 1,375.00	\$ 1,250.00	\$ 495.00	\$ 445.00	\$ 395.00	
\$ 175.00	\$ 150.00				
\$ 350.00	\$ 300.00				
\$ 525.00	\$ 450.00	\$ 495.00	\$ 445.00	\$ 395.00	
\$ 1,436.00	\$ 1,436.00				
\$ 2,156.00	\$ 2,156.00				
\$ 2,636.00	\$ 2,636.00				
\$ 3,076.00	\$ 3,076.00	\$ 495.00	\$ 445.00	\$ 395.00	
\$ 2,900.00	\$ 2,900.00				
\$ 2,900.00	\$ 2,900.00				
\$ 275.00	\$ 250.00				
\$ 550.00	\$ 500.00				
\$ 825.00	\$ 750.00				
\$ 1,100.00	\$ 1,000.00				
\$ 1,375.00	\$ 1,250.00	\$ 495.00	\$ 445.00	\$ 395.00	

\$ 1,800.00	\$ 1,800.00				
\$ 2,100.00	\$ 2,100.00				
\$ 2,400.00	\$ 2,400.00				
\$ 2,700.00	\$ 2,700.00	\$ 495.00	\$ 445.00	\$ 395.00	
\$ 1,680.00	\$ 1,680.00				
\$ 2,520.00	\$ 2,520.00				
\$ 3,360.00	\$ 3,360.00				
\$ 3,500.00	\$ 3,500.00				
\$ 630.00	\$ 560.00				
\$ 1,890.00	\$ 1,680.00				
\$ 2,610.00	\$ 2,320.00				
\$ 1,750.00	\$ 1,750.00				



Directions Training's Course List	
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Course # & Outline	Course Title	Days	SATV Eligibility	Price	Delivery
Please Note: ILT: Instructor-led Training & D2Y: Direct2You (Virtual Instructor-Led Training)					
Microsoft Office 2007					
1004	Office 2007 New Features	1	N	\$295	ILT/D2Y
1006	Excel 2007 Basic	1	N	\$295	ILT/D2Y
1008	Excel 2007 Intermediate	1	N	\$295	ILT/D2Y
1010	Excel 2007 Advanced	1	N	\$295	ILT/D2Y
1021	Word 2007 Basic	1	N	\$295	ILT/D2Y
1023	Word 2007 Intermediate	1	N	\$295	ILT/D2Y
1025	Word 2007 Advanced	1	N	\$295	ILT/D2Y
1031	Access 2007 Basic	1	N	\$295	ILT/D2Y
1033	Access 2007 Intermediate	1	N	\$295	ILT/D2Y
1035	Access 2007 Advanced	1	N	\$295	ILT/D2Y
1041	PowerPoint 2007 Basic	1	N	\$295	ILT/D2Y
1043	PowerPoint 2007 Advanced	1	N	\$295	ILT/D2Y
1051	Outlook 2007 Basic	1	N	\$295	ILT/D2Y
1053	Outlook 2007 Intermediate	1	N	\$295	ILT/D2Y
1054	Outlook 2007 Advanced	1	N	\$295	ILT/D2Y
1061	Publisher 2007 Basic	1	N	\$295	ILT/D2Y
1063	Publisher 2007 Advanced	1	N	\$295	ILT/D2Y
1071	Visio 2007 Basic	1	N	\$295	ILT/D2Y
1073	Visio 2007 Advanced	1	N	\$295	ILT/D2Y
Microsoft Office 2010					
2002	Office 2010 New Features	1	N	\$295	ILT/D2Y
2010	Excel 2010 Basic	1	N	\$295	ILT/D2Y
2012	Excel 2010 Intermediate	1	N	\$295	ILT/D2Y
2014	Excel 2010 Advanced	1	N	\$295	ILT/D2Y
2020	Word 2010 Basic	1	N	\$295	ILT/D2Y
2022	Word 2010 Intermediate	1	N	\$295	ILT/D2Y
2024	Word 2010 Advanced	1	N	\$295	ILT/D2Y
2030	Access 2010 Basic	1	N	\$295	ILT/D2Y
2032	Access 2010 Intermediate	1	N	\$295	ILT/D2Y
2034	Access 2010 Advanced	1	N	\$295	ILT/D2Y
2040	PowerPoint 2010 Basic	1	N	\$295	ILT/D2Y
2042	PowerPoint 2010 Advanced	1	N	\$295	ILT/D2Y
2050	Outlook 2010 Basic	1	N	\$295	ILT/D2Y
2052	Outlook 2010 Intermediate	1	N	\$295	ILT/D2Y
2054	Outlook 2010 Advanced	1	N	\$295	ILT/D2Y
2060	Publisher 2010 Basic	1	N	\$295	ILT/D2Y
2062	Publisher 2010 Advanced	1	N	\$295	ILT/D2Y
2070	Visio 2010 Basic	1	N	\$295	ILT/D2Y
2072	Visio 2010 Advanced	1	N	\$295	ILT/D2Y
2080	OneNote 2010	1	N	\$295	ILT/D2Y
Microsoft Office 2013					
2003	Office 2013 New Features	1	N	\$295	ILT/D2Y
2011	Excel 2013 Basic	1	N	\$295	ILT/D2Y
2013	Excel 2013 Intermediate	1	N	\$295	ILT/D2Y
2015	Excel 2013 Advanced	1	N	\$295	ILT/D2Y
2021	Word 2013 Basic	1	N	\$295	ILT/D2Y
2023	Word 2013 Advanced	1	N	\$295	ILT/D2Y
2031	Access 2013 Basic	1	N	\$295	ILT/D2Y
2033	Access 2013 Intermediate	1	N	\$295	ILT/D2Y
2035	Access 2013 Advanced	1	N	\$295	ILT/D2Y
2041	PowerPoint 2013 Basic	1	N	\$295	ILT/D2Y

2043	PowerPoint 2013 Advanced	1	N	\$295	ILT/D2Y
2051	Outlook 2013 Basic	1	N	\$295	ILT/D2Y
2053	Outlook 2013 Advanced	1	N	\$295	ILT/D2Y
2071	Visio 2013	1	N	\$295	ILT/D2Y
2081	OneNote 2013	1	N	\$295	ILT/D2Y
2090	Developing Data Models and Reports in Power Pivot and Power View for Excel 2013	3	N	\$1,995	ILT
Microsoft Windows 7					
1103	Windows 7 Basic	1	N	\$350	ILT/D2Y
1104	Windows 7 Advanced	1	N	\$350	ILT/D2Y
6292	Installing and Configuring Windows 7	3	Y	\$1,725	ILT/D2Y
6293	Troubleshooting and Supporting Windows 7 in the Enterprise	3	Y	\$1,725	ILT/D2Y
6294	Planning and Managing Windows 7 Desktop Deployments and Environments	5	Y	\$2,875	ILT/D2Y
40349	Windows Operating System Fundamentals	3	N	\$1,725	ILT/D2Y
50292	Administering and Maintaining Windows 7	5	Y	\$2,875	ILT/D2Y
50331	Windows 7, Enterprise Desktop Support Technician	5	Y	\$2,875	ILT/D2Y
Microsoft Windows 8					
1182	Using Microsoft Windows 8	1	N	\$350	ILT/D2Y
1183	Microsoft Windows 8 Transition from Windows 7	1	N	\$350	ILT/D2Y
20687	Configuring Windows 8	5	Y	\$2,875	ILT/D2Y
20688	Managing and Maintaining Windows 8	5	Y	\$2,875	ILT/D2Y
20689	Upgrading Your Skills to MCSA Windows 8	3	Y	\$1,725	ILT/D2Y
Project Management					
1090	Project Management Essentials	1	N	\$295	ILT/D2Y
1093	MS Project 2007	2	N	\$590	ILT/D2Y
2091	MS Project 2010	2	N	\$590	ILT/D2Y
2092	MS Project 2013	2	N	\$590	ILT/D2Y
9314	Project Management Professional Certification	5	N	\$2,995	ILT/D2Y
50413	Mastering Microsoft Project 2010	3	Y	\$1,725	ILT/D2Y
50586	Building Flexible Project Plans with Microsoft Project 2010	2	N	\$1,150	ILT/D2Y
55034	Project Server 2013 Inside Out	5	Y	\$2,875	ILT/D2Y
PRJ02	Managing Projects with Microsoft Project Server 2010	4	N	\$1,895	ILT/D2Y
PRJ100	Project Management for Administrative Professionals	1	N	Onsite	ILT
Microsoft Lync Server 2010					
10533	Deploying, Configuring, and Administering Microsoft Lync Server 2010	5	Y	\$2,995	ILT/D2Y
10534	Planning and Designing a Microsoft Lync Server 2010 Solution	5	Y	\$2,995	ILT/D2Y
Microsoft Lync Server 2013					
20335	Lync Network Readiness Assessment	3	Y	\$1,797	ILT/D2Y
20336	Core Solutions of Microsoft Lync Server 2013	5	Y	\$2,995	ILT/D2Y
20337	Enterprise Voice and Online Services with Microsoft Lync Server 2013	5	Y	\$2,995	ILT/D2Y
Microsoft SharePoint 2007					
50064	Advanced SharePoint Development	5	Y	\$2,875	ILT/D2Y
Microsoft SharePoint 2010					
1801	Microsoft SharePoint Foundation 2010: Level 1	2	N	\$590	ILT/D2Y
1802	Microsoft SharePoint Foundation 2010: Level 2	2	N	\$590	ILT/D2Y
10174	Configuring and Managing Microsoft SharePoint 2010	5	Y	\$2,875	ILT/D2Y
10175	Microsoft SharePoint 2010, Application Development	5	Y	\$2,875	ILT/D2Y
10231	Designing a Microsoft SharePoint 2010 Infrastructure	5	Y	\$2,875	ILT/D2Y
10232	Designing and Developing Microsoft SharePoint Server 2010 Applications	5	Y	\$2,875	ILT/D2Y
10802	Microsoft Enterprise Search for IT Professionals	3	Y	\$1,800	ILT/D2Y
10805	Microsoft SharePoint 2010 Search for Application Developers	3	Y	\$1,800	ILT/D2Y
10806	Microsoft FAST Search Server 2010 for SharePoint for Application Developers	2	Y	\$1,200	ILT/D2Y
50351	SharePoint 2010 Overview Developer	2	Y	\$1,150	ILT/D2Y
50352	SharePoint 2010 Overview-End User	3	N	\$1,725	ILT/D2Y
50353	SharePoint 2010 Overview-IT Pro	3	Y	\$1,725	ILT/D2Y
50354	SharePoint Designer 2010	2	Y	\$1,150	ILT/D2Y

50429	SharePoint 2010 Business Intelligence	5	Y	\$2,875	ILT/D2Y
50433	PowerPivot for End Users	2	N	\$1,150	ILT/D2Y
50465	PerformancePoint 2010 - Designing and Implementing Scorecards and Dashboards	3	Y	\$1,800	ILT/D2Y
50470	Microsoft SharePoint Server 2010 for the Site Owner/Power User	2	Y	\$1,150	ILT/D2Y
50547	Microsoft SharePoint 2010 Site Collection and Site Administration	5	Y	\$2,875	ILT/D2Y
55010	SharePoint Designer 2010 - Customizing and Branding SharePoint 2010 and Office 365	3	Y	\$1,725	ILT/D2Y
SP01	SharePoint 2010 Boot Camp	4	N	\$2,495	ILT/D2Y
SP02	SharePoint 2010 Power User Boot Camp	3	N	\$1,895	ILT/D2Y
SP03	SharePoint 2010 for Project Management	3	N	\$1,895	ILT/D2Y
SP04	SharePoint 2010 Business Process Automation	3	N	\$1,895	ILT/D2Y
SP05	SharePoint 2010 for Business Intelligence	3	N	\$1,895	ILT/D2Y
SP06	SharePoint 2010 for Web Development	3	N	Onsite	ILT
Microsoft SharePoint 2013					
1901	Microsoft SharePoint Foundation 2013: Site Administrator	1	N	\$295	ILT/D2Y
1902	Microsoft SharePoint Foundation 2013: Site Owner	1	N	\$295	ILT/D2Y
1903	Microsoft SharePoint Foundation 2013: Site User	1	N	\$295	ILT/D2Y
20331	Core Solutions of Microsoft SharePoint Server 2013	5	Y	\$2,875	ILT/D2Y
20332	Advanced Solutions of Microsoft SharePoint Server 2013	5	Y	\$2,875	ILT/D2Y
20488	Developing Microsoft SharePoint 2013 Core Solutions	5	Y	\$2,875	ILT/D2Y
20489	Developing Microsoft SharePoint 2013 Advanced Solutions	5	Y	\$2,875	ILT/D2Y
55014	Upgrading your Development Skills to SharePoint 2013	5	Y	\$2,875	ILT/D2Y
55026	Upgrading your End User Skills to SharePoint 2013	3	N	\$1,725	ILT/D2Y
55028	SharePoint 2013 Power User	2	N	\$1,150	ILT/D2Y
55029	Introduction to SharePoint 2013 for Collaboration and Document Management	1	Y	\$575	ILT/D2Y
55031	SharePoint 2013 End User	3	N	\$1,725	ILT/D2Y
55033	SharePoint 2013 Site Collection and Site Administration	5	Y	\$2,875	ILT/D2Y
55035	Microsoft SharePoint Server 2013 for the Site Owner/Power User	2	y	\$1,150	ILT/D2Y
55035	Microsoft SharePoint Server 2013 for the Site Owner/Power User	3	Y	\$1,725	ILT/D2Y
55037	SharePoint 2013 Search Inside Out	5	Y	\$2,875	ILT/D2Y
55042	SharePoint 2013 Business Intelligence	3	Y	\$1,725	ILT/D2Y
55045	Microsoft End to End Business Intelligence Boot Camp	5	Y	\$2,875	ILT/D2Y
55049	PowerPivot, Power View and SharePoint 2013 Business Intelligence Center for Analysts	2	Y	\$1,150	ILT/D2Y
55050	SharePoint 2013 End User Level I	3	N	\$1,725	ILT/D2Y
55052	SharePoint 2013 End User Level II	3	N	\$1,725	ILT/D2Y
55057	SharePoint 2013 PerformancePoint Services	3	Y	\$1,725	ILT/D2Y
SP30	SharePoint 2013 Boot Camp	4	N	\$2,495	ILT/D2Y
SP32	Using SharePoint 2013 for Project Management	3	N	\$1,895	ILT/D2Y
SP33	SharePoint 2013 for Business Intelligence	3	N	\$1,895	ILT/D2Y
SP34	SharePoint 2013 for Developers	3	N	\$1,895	ILT/D2Y
SP35	Developing SharePoint Solutions with Agile	3	N	\$1,895	ILT/D2Y
Microsoft Exchange Server 2010					
10135	Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010	5	Y	\$2,875	ILT/D2Y
10165	Updating Your Skills from Microsoft Exchange Server 2003 or Exchange Server 2007 to	5	Y	\$2,875	ILT/D2Y
10233	Designing and Deploying Messaging Solutions with Microsoft Exchange Server 2010	5	Y	\$2,875	ILT/D2Y
10508	Planning, Deploying, and Managing Microsoft Exchange 2010 Unified Messaging	3	Y	\$1,800	ILT/D2Y
Microsoft Exchange Server 2013					
20341	Core Solutions of Microsoft Exchange Server 2013	5	Y	\$2,875	ILT/D2Y
20342	Advanced Solutions of Microsoft Exchange Server 2013	5	Y	\$2,875	ILT/D2Y
Microsoft Windows Server 2008					
6435	Designing a Windows Server 2008 Network Infrastructure	5	Y	\$2,875	ILT/D2Y
6436	Designing a Windows Server 2008 Active Directory Infrastructure and Services	5	Y	\$2,875	ILT/D2Y
6439	Configuring and Troubleshooting Windows Server 2008 Application Infrastructure	5	Y	\$2,875	ILT/D2Y
50255	Managing, Maintaining and Securing Your Network Through Group Policy	4	Y	\$2,300	ILT/D2Y
50412	Implementing Active Directory Federation Services 2.0	4	Y	\$2,300	ILT/D2Y

Microsoft Windows Server 2008 R2					
6416	Updating your Windows Server 2003 Technology Skills to Windows Server 2008	5	Y	\$2,875	ILT/D2Y
6418	Deploying Windows Server 2008 R2	3	Y	\$1,725	ILT/D2Y
6419	Configuring, Managing and Maintaining Windows Server 2008 Servers	5	Y	\$2,875	ILT/D2Y
6421	Configuring & Troubleshooting a Windows Server 2008 Network Infrastructure	5	Y	\$2,875	ILT/D2Y
6425	Configuring & Troubleshooting Windows Server 2008 Active Directory Domain Services	5	Y	\$2,875	ILT/D2Y
6426	Configuring & Troubleshooting Identity & Access Solutions with Windows Server 2008 Active Directory	3	Y	\$1,725	ILT/D2Y
6433	Planning and Implementing Windows Server 2008	5	Y	\$2,875	ILT/D2Y
10215	Implementing and Managing Microsoft Server Virtualization	5	Y	\$2,995	ILT/D2Y
10324	Implementing and Managing Microsoft Desktop Virtualization	5	Y	\$2,995	ILT/D2Y
Microsoft Windows 2012					
10961	Automating Administration with Windows PowerShell (3.0)	5	Y	\$2,875	ILT/D2Y
10967	Fundamentals of a Windows Server Infrastructure	5	Y	\$2,875	ILT/D2Y
10969	Active Directory Services with Windows Server	5	Y	\$2,875	ILT/D2Y
10970	Networking with Windows Server	5	Y	\$2,875	ILT/D2Y
10972	Administering the Web Server (IIS) Role of Windows Server	5	Y	\$2,875	ILT/D2Y
20409	Server Virtualization with Windows Server Hyper-V and System Center	5	Y	\$2,875	ILT/D2Y
20410	Installing and Configuring Windows Server 2012	5	Y	\$2,875	ILT/D2Y
20411	Administering Windows Server 2012	5	Y	\$2,875	ILT/D2Y
20412	Configuring Advanced Windows Server 2012 Services	5	Y	\$2,875	ILT/D2Y
20413	Designing and Implementing a Server Infrastructure	5	Y	\$2,875	ILT/D2Y
20414	Implementing an Advanced Server Infrastructure	5	Y	\$2,875	ILT/D2Y
20415	Implementing a Desktop Infrastructure	5	Y	\$2,875	ILT/D2Y
20416	Implementing Desktop Application Environments	5	Y	\$2,875	ILT/D2Y
20417	Upgrading Your Skills to MCSA Windows Server 2012	5	Y	\$2,875	ILT/D2Y
55021	Configuring and Administering Hyper-V in Windows Server 2012	3	Y	\$1,725	ILT/D2Y
Microsoft PowerShell					
55039	Windows PowerShell Scripting and Toolmaking	5	Y	\$2,875	ILT/D2Y
50414	Microsoft Windows PowerShell v2 for Administrators	4	Y	\$2,300	ILT/D2Y
Microsoft Visual Studio 2008					
6214	Effective Team Development Using Microsoft Visual Studio Team System	3	Y	\$1,725	ILT/D2Y
6215	Implementing and Administering Microsoft Visual Studio 2008 Team Foundation Server	2	Y	\$1,150	ILT/D2Y
6368	Programming with the Microsoft.NET Framework using Microsoft Visual Studio 2008	5	Y	\$2,875	ILT/D2Y
6460	Visual Studio 2008: Windows Presentation Foundation	3	Y	\$1,725	ILT/D2Y
6461	Visual Studio 2008: Windows Communication Foundation	3	Y	\$1,725	ILT/D2Y
6462	Visual Studio 2008: Windows Workflow Foundation	2	Y	\$1,150	ILT/D2Y
6463	Visual Studio 2008: ASP.NET 3.5	2	Y	\$1,150	ILT/D2Y
6464	Visual Studio 2008: ADO.NET 3.5	2	Y	\$1,150	ILT/D2Y
40361	Software Development Fundamentals	3	N	\$1,725	ILT/D2Y
40362	Windows Development Fundamentals	3	N	\$1,725	ILT/D2Y
40363	Web Development Fundamentals	3	N	\$1,725	ILT/D2Y
Microsoft Visual Studio 2010					
10262	Developing Windows Applications with Microsoft Visual Studio 2010	5	Y	\$2,875	ILT/D2Y
10263	Developing Windows Communication Foundation Solutions with Microsoft Visual Studio 2010	3	Y	\$1,725	ILT/D2Y
10264	Developing Web Applications with Microsoft Visual Studio 2010	5	Y	\$2,875	ILT/D2Y
10265	Developing Data Access Solutions with Microsoft Visual Studio 2010	5	Y	\$2,875	ILT/D2Y
10266	Programming in C# with Microsoft Visual Studio 2010	5	Y	\$2,875	ILT/D2Y
10267	Introduction to Web Development with Microsoft Visual Studio 2010	5	Y	\$2,875	ILT/D2Y
10550	Programming in Visual Basic with Microsoft Visual Studio 2010	5	Y	\$2,875	ILT/D2Y
10953	HTML5 Programming	3	Y	\$1,800	ILT/D2Y
40375	HTML5 Application Development Fundamentals	3	N	\$1,725	ILT/D2Y

50430	Administering Team Foundation Server 2010	3	Y	\$1,800	ILT/D2Y
INT1136	Complete LINQ for .Net 4.0 Training	2	N	\$1,695	D2Y
INT1138	Complete Windows Communication Foundation (WCF) for .NET 4.0 Training	3	N	\$2,050	D2Y
INT1141	Complete Windows Presentation Foundation (WPF) for .Net 4.0 Training	4	N	\$2,595	D2Y
INT1170	Complete Windows Azure Training	4	N	\$2,595	D2Y
INT1203	Complete C# using Visual Studio 2010 Training	4	N	\$2,595	D2Y
INT1303	Complete VB using VS 2010 Training	4	N	\$2,595	D2Y
INT1403	Complete ASP.NET 4.0 Training	5	N	\$2,650	D2Y
INTM110	Developing Applications Using Entity Framework 4.1 Training	1	N	\$995	D2Y
INTM120	ASP.NET 4.0 AJAX and jQuery using Visual Studio 2010 Training	2	N	\$1,695	D2Y
INTM130	ASP.NET MVC 3 using VS 2010 Training	2	N	\$1,695	D2Y
Microsoft Visual Studio 2012					
10958	Programming Fundamentals of Web Applications	5	Y	\$2,875	ILT/D2Y
20480	Programming In HTML5 with JavaScript and CSS3	5	Y	\$2,875	ILT/D2Y
20483	Programming in C#	5	Y	\$2,875	ILT/D2Y
20486	Developing ASP.NET MVC 4 Web Applications	5	Y	\$2,875	ILT/D2Y
20487	Developing Windows Azure and Web Services	5	Y	\$2,875	ILT/D2Y
Microsoft Visual Studio 2013					
20481	Essentials of Developing Windows Store Apps Using HTML5 and JavaScript	5	Y	\$2,875	ILT/D2Y
20482	Advanced Windows Store App Development Using HTML5 and JavaScript	5	Y	\$2,875	ILT/D2Y
20484	Essentials of Developing Windows Store Apps Using C#	5	Y	\$2,875	ILT/D2Y
20485	Advanced Windows Store App Development Using C#	5	Y	\$2,875	ILT/D2Y
Microsoft .Net Framework					
40372	Microsoft .NET Fundamentals	3	N	\$1,725	ILT/D2Y
Microsoft SQL Server 2008					
2778-08	Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	3	Y	\$1,725	ILT/D2Y
6158	Updating your SQL Server 2005 Skills to SQL Server 2008	3	Y	\$1,725	ILT/D2Y
6231	Maintaining a Microsoft SQL Server 2008 Database	5	Y	\$2,875	ILT/D2Y
6232	Implementing a Microsoft SQL Server 2008 Database	5	Y	\$2,875	ILT/D2Y
6234	Implementing and Maintaining Microsoft SQL Server 2008 Analysis Services	3	Y	\$1,725	ILT/D2Y
6235	Implementing and Maintaining Microsoft SQL Server 2008 Integration Services	3	Y	\$1,725	ILT/D2Y
6236	Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	3	Y	\$1,725	ILT/D2Y
6317	Update your SQL 2000 Skills to SQL Server 2008	3	Y	\$1,725	ILT/D2Y
50511	The Microsoft Business Intelligence 2010 Stack	5	Y	\$2,995	ILT/D2Y
50578	MDX with Microsoft Analysis Services	3	Y	\$1,725	ILT/D2Y
50596	Dashboards for Monitoring, Analyzing, Managing	3	Y	\$1,725	ILT/D2Y
Microsoft SQL Server 2012					
10774	Querying Microsoft SQL Server 2012	5	Y	\$2,875	ILT/D2Y
10775	Administering Microsoft SQL Server 2012 Databases	5	Y	\$2,875	ILT/D2Y
10776	Developing Microsoft SQL Server 2012 Databases	5	Y	\$2,875	ILT/D2Y
10777	Implementing a Data Warehouse with Microsoft SQL Server 2012	5	Y	\$2,875	ILT/D2Y
10778	Implementing Data Models and Reports with Microsoft SQL Server 2012	5	Y	\$2,875	ILT/D2Y
40008	Updating your Database Skills to Microsoft SQL Server 2012	3	Y	\$1,725	ILT/D2Y
40009	Updating your Business Intelligence Skills to Microsoft SQL Server 2012	3	Y	\$1,725	ILT/D2Y
40045	Microsoft SQL Server for Oracle DBAs	4	N	\$2,300	ILT/D2Y
55005	Microsoft Report Builder 3.0 with SQL 2008 R2, SQL 2012 Express and SQL2012	2	Y	\$1,150	ILT/D2Y
Microsoft SQL Server 2014					
10977	Updating your SQL Server Skills to Microsoft SQL Server 2014	5	Y	\$2,875	ILT/D2Y
20461	Querying Microsoft SQL Server 2014	5	Y	\$2,875	ILT/D2Y
20462	Administering Microsoft SQL Server 2014 Databases	5	Y	\$2,875	ILT/D2Y
20463	Implementing a Data Warehouse with Microsoft SQL Server 2014	5	Y	\$2,875	ILT/D2Y
20464	Developing Microsoft SQL Server 2014 Databases	5	Y	\$2,875	ILT/D2Y
20465	Designing Data Solution with Microsoft SQL Server	5	Y	\$2,875	ILT/D2Y
20466	Implementing Data Models and Reports with Microsoft SQL Server 2014	5	Y	\$2,875	ILT/D2Y
20467	Designing Self-Service Business Intelligence and Big Data Solutions	5	Y	\$2,875	ILT/D2Y

55069	PowerShell for SQL Server Administrators	2	Y	\$1,150	ILT/D2Y
Microsoft Dynamics					
80289	What's New in Microsoft Dynamics CRM 2011	1	Y	\$575	ILT/D2Y
80290	Marketing Automation in Microsoft Dynamics CRM 2011	1	Y	\$575	ILT/D2Y
80291	Sales Management in Microsoft Dynamics CRM 2011	1	Y	\$575	ILT/D2Y
80292	Service Management in Microsoft Dynamics CRM 2011	1	Y	\$575	ILT/D2Y
80293	Service Scheduling in Microsoft Dynamics CRM 2011	1	Y	\$575	ILT/D2Y
80294	Microsoft Dynamics CRM 2011 Customization and Configuration	3	Y	\$1,725	ILT/D2Y
80295	Extending Microsoft Dynamics CRM 2011	3	Y	\$1,725	ILT/D2Y
80296	Microsoft Dynamics CRM 2011 Installation and Deployment	2	Y	\$1,150	ILT/D2Y
80442	Introduction to Microsoft Dynamics CRM 2011	1	Y	\$575	ILT/D2Y
80444	Workflow and Dialog Processes in Microsoft Dynamics CRM 2011	1	Y	\$575	ILT/D2Y
80445	Reporting in Microsoft Dynamics CRM 2011	1	Y	\$575	ILT/D2Y
80446	Administering Microsoft Dynamics CRM 2011	2	Y	\$1,150	ILT/D2Y
80447	Integrating Microsoft Dynamics CRM 2011 with Microsoft Office SharePoint Server 2010	1	N	\$575	ILT/D2Y
Microsoft Silverlight					
10553	Fundamentals of XAML and Microsoft Expression Blend	3	Y	\$1,800	ILT/D2Y
10554	Developing Rich Internet Applications Using Microsoft Silverlight 4	5	Y	\$2,995	ILT/D2Y
Microsoft Forefront Identity Manager					
50382	Implementing Forefront Identity Manager 2010	4	Y	\$2,400	ILT/D2Y
50383	Upgrading Identity Lifecycle Manager 2007 to Forefront Identity Manager 2010	4	Y	\$2,400	ILT/D2Y
50402	Implementing Forefront Unified Access Gateway 2010	3	Y	\$1,800	ILT/D2Y
50509	Implementing Forefront Endpoint Protection 2010	2	Y	\$1,200	ILT/D2Y
Microsoft Azure					
10978	Introduction to Azure for Developers	5	Y	\$2,875	ILT/D2Y
55065	Microsoft Azure for IT Professionals	3	Y	\$1,725	ILT/D2Y
Microsoft Cloud					
10968	Designing for Office 365 Infrastructure	3	Y	\$1,725	ILT/D2Y
20346	Managing Office 365 Identities and Services	5	Y	\$2,875	ILT/D2Y
50588	Office 365: A day in the life of the End-User	1	N	\$350	ILT/D2Y
10747	Administering System Center 2012 Configuration Manager	5	Y	\$2,875	ILT/D2Y
10748	Deploying System Center 2010 Configuration Manager	3	Y	\$1,725	ILT/D2Y
10964	Cloud & Datacenter Monitoring with System Center Operations Manager	5	Y	\$2,875	ILT/D2Y
10965	IT Service Management with System Center Service Manager	4	Y	\$2,300	ILT/D2Y
10965	IT Service Management with System Center Service Manager	4	Y	\$2,300	ILT/D2Y
20246	Monitoring and Operating a Private Cloud	5	Y	\$2,875	ILT/D2Y
20247	Configuring and Deploying a Private Cloud	5	Y	\$2,875	ILT/D2Y
55004	Installing and Configuring System Center 2012 Operations Manager	5	Y	\$2,875	ILT/D2Y
55006	System Center Operations Manager 2012	5	Y	\$2,875	ILT/D2Y
55009	System Center Service Manager 2012	5	Y	\$2,875	ILT/D2Y
55022	Using Microsoft System Center Service Manager 2012 for IT Analysts	2	Y	\$1,150	ILT/D2Y
55078	Mobile Device Management	2	Y	\$1,150	ILT/D2Y
Boot Camps					
9952	MCSA/MCITP: Enterprise Windows Server 2008	14	N	\$8,995	ILT/D2Y
9962	EC-Council - C EHv8	5	N	\$3,795	ILT/D2Y
9964	SQL Server 2012 MCSE: Business Intelligence	5	N	\$3,995	ILT/D2Y
9965	SQL Server 2012 MCSE: Data Platform	14	N	\$8,995	ILT/D2Y
9966	SQL Server 2012 MCSA	9	N	\$6,995	ILT/D2Y
9972	MCSA/MCITP: Windows Server 2008 Server Administrator	7	N	\$4,995	ILT/D2Y
9977	MCITP: Windows Server 2012 MCSE	14	N	\$8,995	ILT/D2Y
9978	MCITP: Windows Server 2012 MCSA	9	N	\$6,995	ILT/D2Y
Crystal Reports					
1511	Crystal Reports XI Designer 1	2	N	\$890	D2Y
1512	Crystal Reports XI Designer 2	2	N	\$890	D2Y

1513	Crystal Reports XI Designer 3	2	N	\$890	D2Y
1514	Crystal Reports 2011: Fundamentals	2	N	\$1,200	ILT/D2Y
1516	SBO Crystal reports 2011: Report Processing	3	N	\$1,800	ILT/D2Y
Professional Development					
9001	The Art of Impactful Presentations	3	N	Onsite	ILT
9002	Effective Communication Skills for the IT Pro	2	N	Onsite	ILT
9003	Overcoming Barriers to Success: Critical Communication Skills	2	N	Onsite	ILT
9004	Habits for Exceptional Customer Service: Exceeding the Expectations of Internal Customers	2	N	Onsite	ILT
9006	Virtually Speaking: Delivering Excellence in a Virtual World	2	N	Onsite	ILT
9007	Safely Resolving Workplace Conflict & Confrontation	2	N	Onsite	ILT
9008	An Authoritative Problem Solver's Toolkit	3	N	Onsite	ILT
9009	Designing and Leading High Performance Teams	2	N	Onsite	ILT
9011	Maximize Your Employee ROI: A Performance Management Instruction Manual	3	N	Onsite	ILT
9012	Foundations for Outstanding Leadership	2	N	Onsite	ILT
9013	Values for Excellence: Maintaining an Ethical Workplace	2	N	Onsite	ILT
9014	Post, Tweet, or Pin? Basic Business Etiquette for the use of Social Media	1	N	Onsite	ILT
9015	Navigating and Managing The Tides of (Constant) Change	2	N	Onsite	ILT
COM100	Business Writing	1	N	Onsite	ILT
COM101	Critical Thinking	1	N	Onsite	ILT
COM102	Dealing with Conflict and Difficult People	1	N	Onsite	ILT
COM103	Develop your Emotional Intelligence	1	N	Onsite	ILT
COM104	Influencing without Authority	1	N	Onsite	ILT
COM105	Negotiation Skills	1	N	Onsite	ILT
LEAD100	Change Management	1	N	Onsite	ILT
LEAD101	Strategic Planning	1	N	Onsite	ILT
LEAD102	The Leadership Imperative: An "Unofficial" Leader's Roadmap	2	N	Onsite	ILT
PROD100	Finance for Non-Financial Managers	1	N	Onsite	ILT
PROD101	Time Management	1	N	Onsite	ILT
PROD102	Make Meetings Matter: Face to Face Meeting Strategies	1	N	Onsite	ILT
PROD103	Make Meetings Matter: Virtual Meeting Strategies	1	N	Onsite	ILT
Business Analysis					
BA01	Business Analysis Essentials	2	N	\$1,190	D2Y
BA02	Strategic Enterprise Analysis	2	N	\$1,190	D2Y
BA03	Writing Effective Business Cases	2	N	\$1,190	D2Y
BA04	Eliciting and Writing Effective Requirements	3	N	\$1,785	D2Y
BA05	Process Modeling Using BPMN	2	N	\$1,190	D2Y
BA06	Managing and Communicating Requirements for Projects	2	N	\$1,190	D2Y
BA09	Managing Requirements for SharePoint Projects	2	N	\$1,190	D2Y
BA10	Understanding Root Cause Analysis	2	N	\$1,190	D2Y
BA100	Business Analyst Fundamentals	3	N	\$1,395	D2Y
BA101	Business Analyst Boot Camp	5	N	\$2,495	D2Y
BA103	CBAP/CCBA Certification Prep Boot Camp	5	N	\$2,495	D2Y
BA104	Establishing and Maintaining a Business Analyst Center of Excellence (BACOE)	3	N	\$1,395	D2Y
BA105	Developing Requirements with Use Cases	3	N	\$1,395	D2Y
BA106	Requirements Management & Communication Workshop	3	N	\$1,395	D2Y
BA107	Critical Skills for Writing Better Requirements	3	N	\$1,395	D2Y
BACP02	Certified Business Analysis Professional (CBAP) Exam Preparation	4	N	\$2,380	D2Y
BP100	Business Process Analysis & Design	3	N	\$1,395	D2Y
Six Sigma					
9303	Lean Six Sigma (Greenbelt)	5	N	\$2,995	ILT
9304	Lean Leadership Training	5	N	\$2,995	ILT
9305	Lean Six Sigma Black Belt Training	5	N	\$2,995	ILT
CompTIA					
9300	A+ Certification	5	N	\$2,725	ILT/D2Y

9312	Linux +	5	N	\$2,725	ILT/D2Y
9313	Networking +	5	N	\$2,725	ILT/D2Y
9315	Project +	3	N	\$1,635	ILT/D2Y
9316	Security +	5	N	\$2,725	ILT/D2Y
9318	Cloud+	5	N	\$2,725	ILT/D2Y
9319	Server+	5	N	\$2,725	ILT/D2Y
9322	CompTIA Advanced Security Practitioner (CASP)	5	N	\$2,725	ILT/D2Y
ITIL					
100	ITIL Foundation - Service Management Best Practices and Certifications	3	N	\$2,145	D2Y
140	ITIL Executive Briefing	1	N	\$700	D2Y
200	ITIL Intermediate Certification: Service Strategy	3	N	\$2,100	D2Y
210	ITIL Intermediate Certification: Service Design	3	N	\$2,100	D2Y
220	ITIL Intermediate Certification: Service Transition	3	N	\$2,100	D2Y
230	ITIL Intermediate Certification: Service Operation	3	N	\$2,100	D2Y
240	ITIL Intermediate Certification: CSI	3	N	\$2,100	D2Y
300	ITIL Intermediate Certification: Service Offerings and Agreements	5	N	\$2,900	D2Y
310	ITIL Intermediate Certification: Planning, Protection, Optimization	5	N	\$2,900	D2Y
320	ITIL Intermediate Certification: Release, Control, Validation	5	N	\$2,900	D2Y
330	ITIL Intermediate Certification: Operational Support & Analysis	5	N	\$2,900	D2Y
410	ITIL Advanced: Managing Through the Lifecycle	5	N	\$2,900	D2Y
VMware					
4001	VMware vSphere: Design Workshop [V5.x]	3	N	\$2,695	D2Y
4010	VMware vSphere: Install, Configure, Manage [V5.5]	5	N	\$3,845	D2Y
4011	VMware vSphere: Fast Track [V5.5]	5	N	\$6,045	D2Y
4012	VMware vSphere: What's New [V5.5]	2	N	\$1,645	D2Y
4017	VMware vSphere: Optimize and Scale [V5.5]	5	N	\$4,495	D2Y
4019	VMware vCenter Operations Manager: Analyze and Predict [V5.x]	2	N	\$1,645	D2Y
4020	VMware Horizon View: Install, Configure, Manage [v6.0]	4	N	\$3,295	D2Y
4021	VMware vSphere: Troubleshooting Workshop [V5.5]	5	N	\$4,495	D2Y
4022	VMware vCenter Configuration Manager for Virtual Infrastructure and OS Management [V5.x]	5	N	\$4,125	D2Y
4023	VMware vSphere Site Recovery Manager: Install, Configure, Manage [V5.5]	2	N	\$1,795	D2Y
4024	VMware vSphere: Skills for Operators [V5.5]	2	N	\$1,645	D2Y
4025	VMware vSphere with Operations Management: Fast track [V5.1]	5	N	\$4,495	D2Y
4026	VMware View: Desktop Fast Track [V5.1]	5	N	\$4,535	D2Y
4031	VMware vCenter Operations Manager: Advanced Usage and Dashboard Design [V5.x]	3	N	\$2,695	D2Y
4033	VMware vCloud Automation Center: Install, Configure, Manage [V6.0]	5	N	\$4,125	D2Y
4034	VMware vCloud: Design Best Practices [V1.5]	3	N	\$2,695	D2Y
4035	VMware vCloud Director: Install, Configure, Manage [V5.5]	3	N	\$2,475	D2Y
4036	VMware vCloud Networking and Security for vSphere Professionals [V5.5]	3	N	\$2,695	D2Y
Citrix					
CCB200	Implementing WAN Optimization with Citrix CloudBridge 7	3	N	\$3,000	D2Y
CCP300	Implementing Citrix CloudPlatform 4.3 Powered by Apave CloudStack	3	N	\$3,000	D2Y
CHD100	Help Desk Support for Citrix XenDesktop 5.6 and XenApp 6.5	3	N	\$3,000	D2Y
CMB207	Citrix Desktop Virtualization Fast Track	5	N	\$6,000	D2Y
CNS205	Citrix NetScaler 10 Essentials and Networking	5	N	\$5,000	D2Y
CNS207	Implementing Citrix NetScaler 10 for XenDesktop or XenApp Solutions	5	N	\$5,000	D2Y
CNS301	Implementing Citrix NetScaler 10 for App and Desktop Solutions	5	N	\$5,000	D2Y
CVE401	Engineering a Citrix Virtualization Solution	5	N	\$5,000	D2Y
CXA206	Basic Administration for Citrix XenApp 6.5	5	N	\$5,000	D2Y
CXA301	Advanced Administration for Citrix XenApp 6.5	5	N	\$5,000	D2Y
CXD104	XenDesktop 7 Help Desk	2	N	\$2,000	D2Y
CXD202	Citrix XenDesktop 5 Administration	5	N	\$5,000	D2Y
CXD203	Managing Citrix XenDesktop 7 Solutions	5	N	\$5,000	D2Y
CXD300	Deploying Citrix XenDesktop 7 Solutions	5	N	\$5,000	D2Y

CXD400	Designing Citrix XenDesktop 7 Solutions	5	N	\$5,000	D2Y
CXM302	Deploy and Manage Citrix XenMobile Enterprise	5	N	\$5,000	D2Y
CXS203	Citrix XenServer 6.0 Administration	5	N	\$5,000	D2Y
Cisco					
802.1x v1.0	Introduction to 802.1x Operations for Cisco Security Professionals	3	N	\$2,995	D2Y
ACEAP v1.0	Cisco Application Control Engine Appliance	4	N	\$2,995	D2Y
ACESM v2.0	Implementing the Application Control Engine Service Module	4	N	\$2,995	D2Y
ACS v5.2	Cisco Secure Access Control System	3	N	\$2,695	D2Y
ARCH v2.1	Designing Cisco Network Service Architectures	5	N	\$2,895	D2Y
ASCCX v8.0	Advanced Scripting for Cisco Unified Contact Center Express v8.0	5	N	\$3,495	D2Y
AUCC-CVP v8.0	Administering Unified Contact Center Enterprise v8.0 with CVP and IP-IVR	5	N	\$3,695	D2Y
BGP v3.2	Configuring BGP on Cisco Routers	5	N	\$3,195	D2Y
CAPPS v8.0	Integrating Cisco Unified Communications Applications	5	N	\$3,395	D2Y
CCNAX v2.0	Interconnecting Cisco Networking Devices: Accelerated	5	N	\$3,595	D2Y
CMA v9.0	Communications Manager Administration	3	N	\$2,695	D2Y
CUICAU v1.1	Cisco Unified Intelligence Center for Advanced Users	4	N	\$3,295	D2Y
CUICEU v1.1	Cisco Unified Intelligence Center for End Users	2	N	\$2,495	D2Y
CVOICE v8.0	Implementing Cisco Voice Communications and QoS	5	N	\$3,695	D2Y
CVPI v8.0	Cisco Unified Customer Voice Portal Implementation	5	N	\$3,695	D2Y
CWAAS v3.0	Cisco Wide-Area Application Services	5	N	\$3,295	D2Y
CWLMS v4.0	Implementing CiscoWorks LMS	5	N	\$3,395	D2Y
DCICN v1.0	Introducing Cisco Data Center Networking	4	N	\$3,695	D2Y
DCICT v1.0	Introducing Cisco Data Center Technologies	5	N	\$3,895	D2Y
DCMDS v1.0	Configuring Cisco MDS 9000 Series Switches	5	N	\$3,695	D2Y
DCNX1K v2.0	Configuring the Cisco Nexus 1000V	3	N	\$2,995	D2Y
DCNX5K v2.1	Configuring Cisco Nexus 5000 Switches	5	N	\$3,695	D2Y
DCNX7K v2.1	Implementing the Cisco Nexus 7000	5	N	\$3,695	D2Y
DCUCD v5.0	Designing Cisco Data Center Unified Computing	4	N	\$3,295	D2Y
DCUCI v5.0	Implementing Cisco Data Center Unified Computing	5	N	\$3,695	D2Y
DCUCT v5.1	Troubleshooting Cisco Data Center Unified Computing	4	N	\$3,495	D2Y
DCUFD v5.0	Designing Cisco Data Center Unified Fabric	5	N	\$3,695	D2Y
DCUFI v5.0	Implementing Cisco Data Center Unified Fabric	5	N	\$3,695	D2Y
DCUFT v5.0	Troubleshooting Cisco Data Center Unified Fabric	3	N	\$3,695	D2Y
DESGN v2.1	Designing for Cisco Internetwork Solutions	5	N	\$2,895	D2Y
DUCC-CVP v8.0	Deploying Unified Contact Center Enterprise v8.0 with CVP	5	N	\$3,695	D2Y
DUIC v1.1	Deploying Cisco Unified Intelligence Center	3	N	\$2,995	D2Y
FIREWALL v2.0	Deploying Cisco ASA v8.4(1) Firewall Solutions	5	N	\$3,495	D2Y
ICND1 v2.0	Interconnecting Cisco Networking Devices, Part 1	5	N	\$3,195	D2Y
ICND2 v2.0	Interconnecting Cisco Networking Devices, Part 2	5	N	\$3,195	D2Y
ICOMM v8.1	Introducing Cisco Voice and Unified Communications Administration	5	N	\$3,395	D2Y
IINS v2.0	Implementing Cisco IOS Network Security	5	N	\$3,195	D2Y
IP6FD v3.0	IPv6 Fundamentals, Design and Deployment	5	N	\$3,395	D2Y
IPS v7.0	Implementing Cisco Intrusion Prevention System	5	N	\$3,395	D2Y
IPT1 v9.0	Implementing Cisco Unified Communications Manager Part 1	5	N	\$3,395	D2Y
IPT2 v9.0	Implementing Cisco Unified Communications Manager Part 2	5	N	\$3,395	D2Y
IUC v8.0	Implementing Cisco Unity Connection	5	N	\$3,495	D2Y
IUWNE v2.0	Implementing Cisco Unified Wireless Networking Essentials	5	N	\$3,295	D2Y
MCAST v2.0	Implementing Cisco Multicast	5	N	\$3,695	D2Y
MPLS v2.3	Implementing Cisco MPLS	5	N	\$3,495	D2Y
OCDCU v1.0	OpenStack Cloud Deployment on Cisco UCS	3	N	\$3,495	D2Y
QOS v2.3	Implementing Cisco Quality of Service	5	N	\$3,395	D2Y
QOS v2.5	Implementing Cisco Quality of Service	5	N	\$3,395	D2Y
ROUTE v1.0	Implementing Cisco IP Routing	5	N	\$3,295	D2Y
SASAA v1.0	Implementing Advanced Cisco ASA Security	5	N	\$3,595	D2Y
SECURE v1.0	Securing Networks with Cisco Routers and Switches	5	N	\$3,395	D2Y

SENNS v1.0	Implementing Cisco Edge Network Security Solutions	5	N	\$3,495	D2Y
SIMOS v1.0	Implementing Cisco Secure Mobility Solutions	5	N	\$3,495	D2Y
SISAS v1.0	Implementing Cisco Secure Access Solutions	5	N	\$3,495	D2Y
SISE v1.1	Implementing and Configuring Cisco Identity Services Engine	5	N	\$3,750	D2Y
SITCS v1.0	Implementing Cisco Threat Control Solutions	5	N	\$3,495	D2Y
SSECMGT v4.0	Managing Enterprise Security with Cisco Security Manager	5	N	\$3,395	D2Y
SWITCH v1.0	Implementing Cisco Switched Networks	5	N	\$3,295	D2Y
TSHOOT v1.0	Troubleshooting and Maintaining Cisco IP Networks	5	N	\$3,495	D2Y
TVOICE v8.0	Troubleshooting Cisco Unified Communications	5	N	\$3,395	D2Y
UCA v9.0	Unity Connection Administration	2	N	\$1,995	D2Y
UCAD v8.0	Unified Communications Architecture and Design	5	N	\$3,295	D2Y
UCCX v5.0	Deploying Cisco Unified Contact Center Express Software v9.0	5	N	\$3,695	D2Y
UC-UCS v4.5	Installing Cisco UC on UCS in a Virtualized Environment	5	N	\$3,495	D2Y
UEIME v2.0	Cisco Unified E-mail and Web Interaction Manager Enterprise	5	N	\$3,695	D2Y
VPN v2.0	Deploying Cisco ASA VPN Solutions	5	N	\$3,495	D2Y
WDAWL v1.1	Deploying Cisco Advanced Wireless LANs	2	N	\$1,995	D2Y
WDBWL v1.1	Deploying Cisco Basic Wireless LANs	3	N	\$2,395	D2Y
WMNGI V1.2	Managing Cisco Wireless LANs	4	N	\$2,895	D2Y
WMUAPI v1.0	Managing Unified Access Networks with Cisco Prime Infrastructure	3	N	\$2,995	D2Y
Adobe/Apple/Mobile					
A100	Acrobat Fundamentals: An Introduction to Acrobat XI	3	N	\$1,495	ILT
A1000	Illustrator Fundamentals: An Introduction to Illustrator CC	3	N	\$1,495	ILT
A1010	Illustrator CC Advanced	2	N	\$1,195	ILT
A1020	InDesign Fundamentals: An Introduction to InDesign CC	3	N	\$1,495	ILT
A1030	InDesign CC Advanced	2	N	\$1,195	ILT
A1040	Dreamweaver Fundamentals: An Introduction to Dreamweaver CC	4	N	\$1,750	ILT
A1050	Captivate Fundamentals: An Introduction to Captivate	2	N	\$1,195	ILT
A1060	Captivate Fundamentals: An Introduction to Captivate 7	3	N	\$1,495	ILT
A200	Introduction to Premiere Pro CC	3	N	\$1,495	ILT
A300	Premiere Pro CC Advanced	3	N	\$1,495	ILT
A400	Introduction to Adobe After Effects CC	3	N	\$1,495	ILT
A500	Intermediate Adobe After Effects CC	2	N	\$1,195	ILT
A600	Advanced Adobe After Effects CC	2	N	\$1,195	ILT
A700	Photoshop Fundamentals: An Introduction to Photoshop CC	3	N	\$1,495	ILT
A800	Photoshop CC Advanced: Print and Photography	2	N	\$1,195	ILT
A900	Photoshop CC Advanced - Web and Video	2	N	\$1,195	ILT
CAD100	AutoCAD Level 1: Essentials	3	N	\$1,495	ILT
CAD200	AutoCAD Level 2: Intermediate	3	N	\$1,495	ILT
CAD300	AutoCAD Level 3: Creating and Presenting 3D Models	3	N	\$1,495	ILT
FCP101	Introduction to Final Cut Pro X	3	N	\$1,395	ILT
INT4410	Complete iPhone (iOS 6) Training	4	N	\$2,895	D2Y
IOS100	iOS Applications Development with the SDK 6.0	5	N	\$2,995	ILT
iPad 101	iPad Fundamentals	1	N	\$495	ILT
iPad 102	iPad Support & Deployment	2	N	\$1,095	ILT
M LION 100	Mountain Lion 100: Introduction to Mac OS X v10.8	1	N	\$595	ILT
MLION 101	Mountain Lion 101: Mac OS X Support Essentials v10.8	3	N	\$1,645	ILT
MLION 201	Mountain Lion 201: Mac OS X Server Essentials v10.8	3	N	\$1,645	ILT
MLION 301	Mountain Lion 301: Mac OS X Directory Services v10.8	3	N	\$1,795	ILT
MC101	Media Composer 6 Editing Essentials	3	N	\$1,495	ILT
MC110	Media Composer 6 Effects Essentials	2	N	\$1,095	ILT
MC200	MC 101/110 - Comprehensive Study of Editing and Effects with Media Composer 6	5	N	\$1,995	ILT
OBJC101	Comprehensive Study of Objective-C	5	N	\$2,495	ILT
WAS1921	Complete Android Development Training	5	N	\$2,895	D2Y
Oracle					
OR10	Oracle 11g: RAC and Grid Infrastructure Administration Accelerated Release 2	5	N	\$7,560	D2Y

OR11	Oracle Database 11g: Administration Workshop I Release 2	5	N	\$3,500	D2Y
OR12	Oracle Database 11g: Administration Workshop II Release 2	5	N	\$3,500	D2Y
OR13	Oracle Database 11g: Performance Tuning DBA Release 2	5	N	\$3,500	D2Y
OR14	Oracle Database: Introduction to SQL	5	N	\$3,500	D2Y
OR15	Oracle Database 11g: Data Guard Administration Release 2	4	N	\$3,360	D2Y
OR16	Oracle Database 11g: RAC Administration Release 2	4	N	\$3,360	D2Y
OR17	Oracle Application Express: Developing Web Applications	5	N	\$3,500	D2Y
OR18	Oracle Spatial: Essentials	5	N	\$4,200	D2Y
OR19	Oracle Database 10g: SQL Tuning	3	N	\$2,100	D2Y
OR20	Oracle Database 11g: SQL Tuning Workshop Release 2	3	N	\$2,100	D2Y
OR22	Oracle Enterprise Manager 11g: Grid Control Essentials	3	N	\$2,520	D2Y
OR23	Oracle Database 11g: Implement Streams Release 2	5	N	\$4,200	D2Y
OR24	Oracle Database 11g: Security Release 2	5	N	\$4,200	D2Y
OR25	Oracle Database 11g: Data Warehousing Fundamentals	3	N	\$2,100	D2Y
OR26	Oracle Database 10g: RAC for Administrators Release 2	5	N	\$4,200	D2Y
OR27	Oracle Database 11g: Advanced PL/SQL	3	N	\$2,100	D2Y
OR28	Data Integration and ETL with Oracle Warehouse Builder: Part 1	3	N	\$2,100	D2Y
OR29	Oracle Database 11g: Administer a Data Warehouse	4	N	\$2,800	D2Y
OR30	Oracle Database 11g: SQL and PL/SQL New Features	2	N	\$1,400	D2Y
OR31	Oracle Application Express: Advanced Workshop	4	N	\$2,800	D2Y
OR32	Oracle Database: Introduction to SQL/PL SQL Accelerated	5	N	\$3,500	D2Y
OR40	System Administration for Oracle Solaris 10 OS Part 1	5	N	\$3,500	D2Y
OR41	Oracle Database: Program with PL/SQL	5	N	\$3,500	D2Y
OR42	Oracle Database 11g: New Features for Administrators Accelerated Release 2	5	N	\$4,200	D2Y
OR43	Oracle Database 11g: Backup and Recovery Workshop	3	N	\$2,100	D2Y
OR44	Oracle Database 11g: New Features for Administrators DBA Release 2	5	N	\$3,500	D2Y
OR46	XML Fundamentals	2	N	\$1,400	D2Y
OR50	Oracle Linux System Administration	5	N	\$3,500	D2Y
OR51	Oracle Enterprise Manager Cloud Control 12c: Install & Upgrade	2	N	\$1,680	D2Y
OR52	Oracle SQL Tuning for Developers Workshop	3	N	\$2,100	D2Y
OR54	Oracle Database 11g: Use XML DB	4	N	\$2,800	D2Y
OR55	Oracle VM Administration: Oracle VM Server for x86	3	N	\$2,100	D2Y
OR56	Using Oracle Enterprise Manager Cloud Control 12c	3	N	\$2,520	D2Y
OR57	Oracle Grid Infrastructure 11g: Manage Clusterware and ASM Release 2	5	N	\$4,200	D2Y
OR58	Oracle Application Express Workshop I	5	N	\$3,500	D2Y
OR59	Oracle Application Express: Administration	2	N	\$1,400	D2Y
OR60	Oracle Database 11g: 2 Day DBA Release 2	2	N	\$1,400	D2Y
OR61	Oracle Database 12c: New Features for Administrators	5	N	\$3,500	D2Y
OR62	Oracle Enterprise Manager Cloud Control 12c: Advanced Configuration Workshop	3	N	\$2,520	D2Y
OR63	Oracle Database 12c: Administration Workshop	5	N	\$3,500	D2Y
OR64	Oracle Database 12c: High Availability New Features	3	N	\$2,520	D2Y
Internet Marketing					
MKTG01	Google Marketing Boot Camp	4	N	\$1,495	D2Y
MKTG02	Mastering Google Analytics	4	N	\$1,495	D2Y
MKTG03	Mastering Google AdWords	4	N	\$1,495	D2Y
MKTG04	YouTube Marketing Boot Camp	4	N	\$1,495	D2Y
MKTG05	Social Media Boot Camp	4	N	\$1,795	D2Y
MKTG06	Sales Success Utilizing Social Media	3	N	\$1,295	D2Y
MKTG07	High-Impact Email Marketing	3	N	\$1,295	D2Y
MKTG08	Online Lead Generation Boot Camp	4	N	\$1,495	D2Y
MKTG09	Content Marketing Boot Camp	3	N	\$1,295	D2Y
MKTG10	Search Engine Optimization Boot Camp: Getting Found on the Web	4	N	\$1,495	D2Y
MKTG11	Mobile Marketing Boot Camp	3	N	\$1,195	D2Y
MKTG12	Customer Retention	3	N	\$1,295	D2Y
MKTG13	Internet Marketing Implementation	3	N	Onsite	ILT

MKTG14	Product Management Essentials	4	N	\$1,495	D2Y
MKTG15	Agile Marketing Boot Camp	2	N	\$1,495	D2Y
Software Testing					
ST01	Fundamentals of Software Testing	3	N	\$1,395	D2Y
Web Applications					
1411	HTML 4.0 Basic	1	N	\$425	D2Y
1412	HTML 4.0 Advanced	1	N	\$425	D2Y
40373	Mobile Development Fundamentals	3	N	\$1,725	ILT/D2Y
INTH310	Complete HTML5 Training	2	N	\$1,695	D2Y
ROR101	Introduction to Ruby on Rails	5	N	\$3,295	D2Y
ISC2					
9550	CISSP	5	N	\$2,495	D2Y
9551	SSCP	5	N	\$2,495	D2Y
9552	CAP	2	N	\$995	D2Y
9553	CSSLP	5	N	\$2,495	D2Y
9554	CISSP-ISSEP	4	N	\$1,995	D2Y
9555	CISSP-ISSAP	4	N	\$1,995	D2Y
9556	CISSP-ISSMP	4	N	\$1,995	D2Y
Linux/Unix					
UNIX100	UNIX Fundamentals	5	N	\$3,195	D2Y
UNIX101	UNIX System Administration	4	N	\$2,295	D2Y
UNIX104	Advanced UNIX Tools	3	N	\$2,150	D2Y
UNIX105	UNIX Administration I	5	N	\$3,595	D2Y
UNIX106	UNIX Administration II	5	N	\$3,595	D2Y
UNIX107	UNIX Security Administration	5	N	\$3,595	D2Y
UNIX110	Intro to UNIX and More Shell Scripting	5	N	\$3,595	D2Y
UNIX502	Advanced UNIX Programming	4	N	\$2,150	D2Y
IBM					
AN100	UNIX / AIX Basics	4	N	\$2,825	D2Y
AN120	Power Systems for AIX II: AIX Implementation and Administration	5	N	\$3,775	D2Y
AN301	Power Systems for AIX - Virtualization I: Implementing Virtualization	5	N	\$3,975	D2Y
CE031	DB2 Family Fundamentals	2	N	\$1,025	D2Y
CL213	DB2 10 for LUW: Basic Administration for AIX	4	N	\$2,680	D2Y
CL2X3	DB2 10 for LUW: Basic Administration for Linux and Windows	4	N	\$2,680	D2Y
CL413	DB2 for LUW Performance Tuning and Monitoring Workshop - DB2 10.1	4	N	\$2,680	D2Y
CL463	DB2 10.5 for LUW Advanced Database Administration with DB2 BLU Acceleration	5	N	\$3,350	D2Y
CL484	DB2 10.1 for Linux, UNIX, and Windows Quickstart for Experienced Relational DBAs	4	N	\$2,680	D2Y
CL492	DB2 9 for LUW Advanced Database Recovery	4	N	\$2,680	D2Y
CV831	DB2 10 for z/OS Database Administration Workshop Part 1	5	N	\$3,350	D2Y
CV851	DB2 10 for z/OS System Administration	5	N	\$3,350	D2Y
CV871	DB2 10 for z/OS Utilities for Database Administrators	3	N	\$2,010	D2Y
DW522	IBM PureData System for Analytics for Developers and Administrators	5	N	\$3,750	D2Y
KM202	IBM InfoSphere DataStage Essentials 9.1	4	N	\$3,400	D2Y
KM402	IBM InfoSphere Advanced DataStage - Parallel Framework V9.1	3	N	\$2,550	D2Y
NGTB1	IBM PureFlex Systems Fundamentals with Implementation Services	5	N	\$3,250	D2Y
SNV10	SAN Volume Controller (SVC) V6 Planning and Implementation Workshop	4	N	\$3,315	D2Y
TS613	IBM Tivoli Storage Manager 7.1 Implementation and Administration	5	N	\$3,250	D2Y
TS623	IBM Tivoli Storage Manager 7.1 Advanced Administration, Tuning, Troubleshooting	5	N	\$3,750	D2Y
TSX12	IBM Tivoli Storage Manager 6.3 Implementation and Administration (AIX)	5	N	\$3,250	D2Y
TSX22	IBM Tivoli Storage Manager 6.3 Advanced Administration for AIX	5	N	\$3,750	D2Y
WA180	WebSphere Application Server V8 Administration for AIX	5	N	\$3,625	D2Y
WA380	WebSphere Application Server V8 Administration for Windows	5	N	\$3,625	D2Y
WA580	WebSphere Application Server V8 Administration for Linux	5	N	\$3,625	D2Y
WA855	WebSphere Application Server V8.5.5 Administration	5	N	\$3,625	D2Y

WB808	Process Implementing with IBM Business Process Manager Standard V8.5 - I	5	N	\$3,875	D2Y
WB862	Administration of IBM Business Process Manager Advanced V8	5	N	\$3,875	D2Y
WM204	IBM WebSphere MQ V7.1 System Administration (using Windows for labs)	4	N	\$2,900	D2Y
WM206	IBM WebSphere MQ V7.1 System Administration (using Linux for labs)	4	N	\$2,900	D2Y
WM664	IBM WebSphere Message Broker V8 Application Development I	5	N	\$3,625	D2Y
BizTalk					
9880	BizTalk Developer Deep Dive	5	N	\$3,295	D2Y
9881	BizTalk Immersion	5	N	\$3,295	D2Y
9882	BizTalk 2010 Application Architecture and Development	5	N	\$3,295	D2Y
9883	BizTalk Advanced Development	5	N	\$3,295	D2Y
Java					
CAP115	Complete JavaServer Faces (JSF 2.0) Training	5	N	\$2,650	D2Y
INT2101	Complete Java Training	4	N	\$2,595	D2Y
INT2231	Complete AJAX for Java Training	3	N	\$2,050	D2Y
INT2431	Complete Hibernate Training	4	N	\$2,595	D2Y
INT2440	Complete Spring 3.0 Framework Training	5	N	\$2,650	D2Y
INT7510	Express JUnit Training	1	N	\$995	D2Y
INTJ210	Complete Java Web Development Training	4	N	\$2,595	D2Y
INTJ220	Complete Java Web Services Training	4	N	\$2,595	D2Y
WAS1280	Architecting and Designing Java EE Applications Training	4	N	\$2,650	D2Y
WAS1935	Complete jQuery Training	2	N	\$1,695	D2Y
Juniper					
AJER	Advanced Junos Enterprise Routing	3	N	\$2,095	D2Y
AJEX	Advanced Junos Enterprise Switching	2	N	\$1,395	D2Y
AJSEC	Advanced Junos Security	3	N	\$2,095	D2Y
CJFV	Configuring Juniper Networks Firewall/VPNs	3	N	\$2,495	D2Y
IJOS	Introduction to the Junos Operating System	1	N	\$695	D2Y
IPv6	IPv6	2	N	\$1,395	D2Y
JCOS	Junos Class of Service	2	N	\$1,395	D2Y
JEX	Junos Enterprise Switching	2	N	\$1,395	D2Y
JIR	Junos Intermediate Routing	2	N	\$1,395	D2Y
JMV	JunOS MPLS and VPNs	5	N	\$3,495	D2Y
JPAC	Junos Pulse Access Control	3	N	\$2,095	D2Y
JPSA	Junos Pulse Secure Access	4	N	\$2,795	D2Y
JRE	Junos Routing Essentials	1	N	\$695	D2Y
JSEC	JUNOS for Security Platforms	3	N	\$2,095	D2Y
SRX	SRX BootCamp - IJOS, JRE, and JSEC	5	N	\$3,195	D2Y
Agile & Scrum					
AG01	Transitioning from Waterfall to Agile	3	N	\$1,395	D2Y
AG02	Collaborating & Communicating Agile Requirements	3	N	\$1,395	D2Y
AG03	Agile Project Management (3-day virtual)	3	N	\$1,395	D2Y
AG05	PMI Agile Certified Practitioner (PMI-ACP) Boot Camp	4	N	\$1,395	D2Y
AG06	Agile Testing	3	N	\$1,395	D2Y
AG07	Introduction to Agile	2	N	\$795	D2Y
AG08	Certified Scrum Developer (CSD) Workshop: Hands-On Agile Engineering	3	N	Onsite	ILT
AG09	Certified ScrumMaster Workshop	2	N	\$1,495	ILT
NetApp					
ANCDABC87	Accelerated NCDA Boot Camp Data ONTAP 7-Mode	5	N	\$5,850	D2Y
BNCA	Basic NetApp Configuration and Administration	2	N	\$1,800	D2Y
CIFS	Data ONTAP CIFS 8.2 Administration	2	N	\$1,800	D2Y
CMESERIES	Configuring and Monitoring NetApp E-Series Storage Systems	4	N	\$3,600	D2Y
D7ADM	Data ONTAP 7-Mode Administration	5	N	\$4,500	D2Y
DCADM	Clustered Data ONTAP 8.2 Administration	5	N	\$4,500	D2Y
IMPMSHV	Implementing Microsoft Hyper-V on Data ONTAP	2	N	\$1,800	D2Y
IMPVMVS	Implementing VMware vSphere on Data ONTAP	2	N	\$1,800	D2Y

<u>MSEXC</u>	Implementing Microsoft Exchange on NetApp Storage Systems	3	N	\$2,700	D2Y
<u>MSSP</u>	Implementing Microsoft SharePoint on NetApp Storage Systems	5	N	\$4,500	D2Y
<u>MSSQL</u>	Implementing Microsoft SQL Server 2012 on NetApp Storage Systems	3	N	\$2,700	D2Y
<u>NFS</u>	Data ONTAP NFS 8.2 Administration	1	N	\$900	D2Y
<u>NMA</u>	NetApp MultiStore Administration	2	N	\$1,800	D2Y
<u>NPSA8</u>	NetApp Data Protection Software Administration	2	N	\$1,800	D2Y
<u>OCADM</u>	NetApp OnCommand Unified Manager Administration	4	N	\$3,600	D2Y
<u>OCIOBP</u>	NetApp OnCommand Insight Operation and Best Practices	3	N	\$2,700	D2Y
<u>ORONSS</u>	Implementing Oracle on NetApp Storage Systems	3	N	\$2,700	D2Y
<u>PAD</u>	Performance Analysis on Data ONTAP	3	N	\$2,700	D2Y
<u>SANIW</u>	SAN Implementation	3	N	\$2,700	D2Y
<u>SANSA</u>	SAN Scaling and Architecting	2	N	\$1,800	D2Y
<u>SPSA</u>	SnapProtect Solution Administration	3	N	\$2,700	D2Y

VPAT™

Voluntary Product Accessibility Template®

Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date: December 15, 2014

Name of Product: IT Training

Contact for more Information (name/phone/email): Christopher Voss, 630-303-9578, cvoss@directionstraining.com

Summary Table
VPAT™
Voluntary Product Accessibility Template®

<i>Criteria</i>	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Not Applicable	N/A
Section 1194.22 Web-based Internet Information and Applications	Yes	See responses below
Section 1194.23 Telecommunications Products	Not Applicable	N/A
Section 1194.24 Video and Multi-media Products	Yes	See responses below
Section 1194.25 Self-Contained, Closed Products	Not Applicable	N/A
Section 1194.26 Desktop and Portable Computers	Not Applicable	N/A
Section 1194.31 Functional Performance Criteria	Not Applicable	N/A
Section 1194.41 Information, Documentation and Support	Yes	See responses below

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Section 1194.21 Software Applications and Operating Systems – Detail

VPAT™
Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Not Applicable	N/A
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Not Applicable	N/A
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Not Applicable	N/A
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Not Applicable	N/A
(e) When bitmap images are used	Not Applicable	N/A

to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.		
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Not Applicable	N/A
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Not Applicable	N/A
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	N/A
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Not Applicable	N/A
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	N/A
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	N/A
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Not Applicable	N/A

**Section 1194.22 Web-based Internet
information and applications – Detail**

VPAT™

Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Yes	This will be provided for the WBT.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Yes	We will provide these alternatives.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Yes	This option will be provide for the WBT.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Yes	We will organize the documents in this way.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Yes	This will be provided.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Yes	We will work to provide the client-side image maps.
(g) Row and column headers shall be identified for data tables.	Yes	This will be identified
(h) Markup shall be used to	Yes	This will be

associate data cells and header cells for data tables that have two or more logical levels of row or column headers.		used wherever applicable.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Yes	We will use titled frames.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Yes	Pages will be designed to avoid screen flicker.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Yes	Text-only pages will be created to comply with this requirement.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Yes	We will meet this requirement wherever necessary.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Yes	Any necessary links to plug-ins or applets will be provided.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Yes	Any created forms will be useable by assistive technology.
(o) A method shall be provided that permits users to skip repetitive	Yes	This will be provided

navigation links.		
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Yes	Alerts will notify users that a time response is required and they will be provide sufficient time to respond.

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

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Section 1194.23 Telecommunications Products
– Detail
VPAT™
Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable	N/A
(b) Telecommunications products	Not Applicable	N/A

which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.		
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	N/A
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Not Applicable	N/A
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not Applicable	N/A
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Not Applicable	N/A
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	N/A
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be	Not Applicable	N/A

provided.		
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not Applicable	N/A
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Not Applicable	N/A
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not Applicable	N/A
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Not Applicable	N/A
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate	Not Applicable	N/A

shall be adjustable to 2 seconds per character.		
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Not Applicable	N/A

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**Section 1194.24 Video and Multi-media
Products – Detail**

VPAT™

Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8	Not Applicable	N/A

<p>inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>		
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	<p>Not Applicable</p>	<p>N/A</p>
<p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.</p>	<p>Yes</p>	<p>Closed caption will be provided for all multimedia productions that we create.</p>
<p>(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the</p>	<p>Yes</p>	<p>Audio descriptions will be provided for all multimedia productions that we create.</p>

comprehension of the content, shall be audio described.		
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Yes	We will create the presentation materials to meet this requirement.

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Section 1194.25 Self-Contained, Closed Products – Detail

VPAT™

Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not Applicable	N/A
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	N/A
(c) Where a product utilizes touchscreens or contact-sensitive	Not Applicable	N/A

controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).		
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable	N/A
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	Not Applicable	N/A
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	N/A
(g) Color coding shall not be used as the only	Not Applicable	N/A

means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.		
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	Not Applicable	N/A
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	N/A
(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.	Not Applicable	N/A
(j)(2) Products which are freestanding, non-portable, and intended to	Not Applicable	N/A

<p>be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>		
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>	<p>Not Applicable</p>	<p>N/A</p>
<p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p>	<p>Not Applicable</p>	<p>N/A</p>

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Section 1194.26 Desktop and Portable

Computers – Detail

VPAT™

Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Not Applicable	N/A
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable	N/A
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable	N/A
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not Applicable	N/A

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Section 1194.31 Functional Performance

Criteria – Detail

VPAT™

Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Yes	We will provide this requirement.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Yes	We will provide this requirement.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Yes	We will provide this requirement.
(d) Where audio	Yes	We will provide this

information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.		requirement.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Yes	We will provide this requirement.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Yes	We will provide this requirement.

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**Section 1194.41 Information, Documentation
and Support – Detail**

VPAT™

Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
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(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Yes	We will work to meet this requirement as necessary.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Yes	We will work to meet this requirement as necessary.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Yes	We will work to meet this requirement as necessary.

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Proposal for University of Missouri

Furnishing and Delivery of IT Training
RFP# 15-9016-DH-C



Submitted by:

Directions Training

Headquarters:
2625 Butterfield Rd., Suite 209E
Oak Brook, IL 60523

Prepared by:

Christopher Voss
Director of Key Accounts
630.303.9578
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www.directionstraining.com

Proposal ID Number:

UOMRFP – December 15, 2014

This proposal contains proprietary and confidential information of Directions Training and shall not be used, disclosed, or reproduced for any purpose other than to evaluate this proposal.

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9.1 DIRECTIONS TRAINING QUALIFICATIONS

9.1.1 DIRECTIONS TRAINING FACT SHEET

- Helping IT and business professionals succeed since 1991
- Delivering premier training programs for:
 - Business professionals
 - Government workers
 - Individuals looking to grow in their field or expand their skill set
- Offering the highest class run-rate in the industry:
 - No one cancels fewer scheduled classes
 - Guaranteed-to-Run class schedule allowing for fewer cancelled classes
- Placing emphasis on our client's training needs:
 - All classes led by certified instructors with deep real world experience
 - Ability to attend training from almost anywhere
 - Training designed to facilitate quick user adoption and provide immediate benefits
 - Flexible scheduling
 - Satisfaction guaranteed
 - Standard and customized courses
 - Public and private classes
- Partnering with leading producers of business productivity software to maximize individual and organizational efficiency and effectiveness.
- Providing leadership for the Mi-Training Partners national training consortium – providing access to training facilities around the world.
- Minority/Women Owned Business certified with:
 - Small, Women and Minority-Owned (SWAM)
 - Women's Business Enterprise National Council (WBENC)
 - Minority Business Enterprise (MBE)

Available Training Resources



Business Skills



9.1.2 BACKGROUND AND HISTORY OF DIRECTIONS TRAINING

Directions was founded in 1991 by entrepreneur Jennifer Didier with the focus to build the business providing a wow experience to our clients and partners every time. The entire Directions Training team is aware of how important effective training is for The University of Missouri – today and in the future.

Directions has extensive experience with the furnishing and delivery of IT training projects. At Directions, our mission is to be the leading provider of quality training solutions that effectively meet client needs, which is born from our belief that organizations invest in training for one reason – to increase productivity. Directions understands this concept, and has built its course competencies accordingly, consistently designing, developing, and delivering innovative training solutions that result in measurable improvements in performance while maintaining the highest degree of flexibility and customer service.

We accomplish this by:

- Striving for operational excellence which allows us to provide outcome-based training and content at a competitive price
- Ensuring our students grasp content material and can successfully implement knowledge upon training completion
- Being creative. We provide out-of-the-box troubleshooting solutions to help clients solve daily challenges
- Paying attention to the details. We offer comfortable learning environments and encourage student/instructor interchange to maximize knowledge transfer.

Every day – with each course and in each classroom – the Directions Training team is dedicated to delivering a WOW experience for our participants and empowering the brilliance every individual can share with their peers, teams, and customers. We believe a WOW is achieved when the needs and objectives of a participant for the entire training experience – curriculum, course content, scheduling, training environment, in-class tools and aids, ease of access, instructor expertise, ability to apply learning to projects or assignments, and post-training resources – are met or exceeded by all of our team members and processes. Our staff is focused on both the big picture and the full range of details necessary to deliver on our commitment to excellence.

Our commitment to you is simple – your total satisfaction with the training we provide.

Delivery Methods

Instructor-led Training:

- *Our classrooms*
- *Your facility*
- *Direct2You – anywhere with an internet connection*

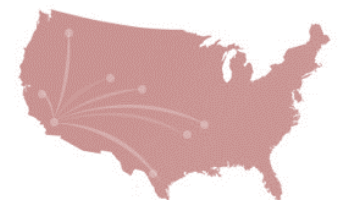
On-Demand Training:

- *Video courses*
- *Online learning*

Accolades & Accomplishments

- *ISC² Govt. Affiliate of the Year Award*
- *MS Customer Experience Award*
- *Top Environment Award*
- *Microsoft Certified Top Instructor Award*

Nationwide Capabilities



9.1.3 CORPORATE HEADQUARTERS

Our corporate headquarters is located at:

- 2625 Butterfield Rd., Suite 209E, Oak Brook, IL 60523

Using our vast network of training locations, partners, mobile classrooms, and our Direct2You virtual classrooms, we are able to deliver nationwide training.

9.2 REFERENCES

Anne Kolaczyk
User education and Transition
University of Notre Dame – Office of Information Technologies
574-631-8679
akolaczy@nd.edu

Laurel Bretz
Workforce Development Program Coordinator
Lincoln Land Community College
217-785-0477
Laurel.Bretz@llcc.edu

Charles “Bunk” Lawley
Information Technology
Department of Homeland Security - FEMA
303-235-4709
Charles.Lawley@dhs.gov

10.1 SINGLE POINT OF CONTACT

Christopher Voss
Director of Key Accounts
cvoss@directionstraining.com
630-303-9578

12.2 COURSE CATALOG

Please see the attached electronic document “Directions’ Master Class List 2014” for our full course catalog.

Note: *pricing listed on the master class list is the regular retail pricing and not the price quoted to the University of Missouri.*

12.7 MODULAR TRAINING

Directions can take modules and/or lessons from a variety of classes and truncate the course content together to form one unique class. There is no additional fees for the training, however if the course materials (book) is customized then additional courseware fees will apply.

12.9 IN-HOUSE DEVELOPED CURRICULUM

Directions does not currently develop any of our own in-house training curriculum. Please refer to the attached electronic document "Directions' Master Class List" for our full course catalog.

12.12 COURSE EVALUATIONS

We believe measurement is the first, fundamental step towards tracking return on investment (ROI) for training. Learning analytics and evaluation tool, Metrics that Matter™ (MTM), provides exactly the data needed to objectively and consistently measure and evaluation training ROI.

The MTM report summarizes

- Participant evaluation scores
- Instructor effectiveness
- Courseware usability
- Comprehensive rating

MTM also provides summaries of all participant comments and allows clients to review real-time reports generated through a robust on-line application. We're committed to measuring client satisfaction, learning effectiveness, and training impact because we're not only committed to training, but also committed to constantly improving our operational excellence and value proposition.

14.1 ENROLLMENT PROCESS

Directions will allow the University to perform its own ILT course registration. The University can provide Directions with the ILT class rosters before class. For WBT, the University can notify the Directions single point of contact of the WBT program that the student would like to enroll. This can be coordinated through a single training coordinator or individually if the students are required to self-enroll. Directions will work with the University to identify the most effective enrollment process.

16 INFORMATION SECURITY REQUIREMENTS

Please see the attached IT Security Questionnaire.

17 ACCESSIBILITY REQUIREMENTS

Please see the attached IT Accessibility requirements document and the ITI-VPAT document. Directions will work diligently to meet each of these requirements. If additional explanation is required about our supporting features and methods we will be happy to discuss this in more detail and provide whatever is necessary.

18.2 QUALITY OF CONTENT AND DELIVERY OF TRAINING

18.2.1 NEW PRODUCT RELEASE SCHEDULE

Directions works hard to be the first to market for any new technology releases. We offer first look clinics on beta software to clients and partners. We time the creation of our lab images with the curriculum availability to meet our client's training needs for early adopters. This focus allows us to have a turnaround time of two weeks or less to launch new training classes.

18.2.2 CUSTOMIZED ILT COURSE CONTENT

Directions has the ability to create customized ILT course content to meet the specific needs of our clients. We have provided this service for The University of Missouri when we created the GIT training classes. When creating customized content there will be fees associated with the development and creation of the course content. We will estimate the time necessary to create the content and provide The University with a flat rate. The rate will vary depending on multiple variables such as duration of the class, the subject of the content, and the instructional design requirements. This flat rate will be a one-time fee. Once the class is created The University can use the created class as necessary.

18.2.3 ILT DELIVERY METHODS

Directions provides multiple ILT delivery methods include live in-person ILT training and live remote ILT using our Direct2You remote option. Our Direct2You remote option allows students to attend classes from wherever is convenient.

18.2.4 ADDITIONAL RESOURCES

Here are some additional benefits to students:

- Extended Lab Access
 - Students will receive six (6) month access to the online lab environments that they are provided in class. This gives them a safe environment to continue using the software and classroom lab exercises even after the class is completed.
- Free Retakes
 - Students attending our public open-enrollment classes will also have access to our free six (6) retake policy in which they can attend a class again for no additional charge.
- Instructor Support
 - The instructor will provide an email address during class that allows students to email any questions they have that pertain to the class they attended.

18.2.5 ADDITIONAL COURSES

Please see the attached electronic document “Directions’ Master Class List” for our full course catalog. The column to the right titled “delivery” identifies classes that are available as ILT training, Direct2You remote training, or both.

18.2.6 WBT REPORTING

For WBT The University of Missouri will be provided an account and login in access to view learner progress on demand. Regular reporting will also be created and provided to The University showing progress, completion, and any knowledge check results that are included in the WBT.

18.2.7 COURSE MANUALS

The learning curriculum for classes class be purchased out-right for student or instructor needs. Courseware can be purchased as either hard copy or electronic documents. The pricing options for this are included in group 14 of the pricing sheet.

18.3 INSTRUCTOR AND CONTRACTOR QUALIFICATIONS

18.3.1 INSTRUCTORS

As a professional training institution, Directions employs over 80 full time and contract instructors. Directions takes pride in the accomplishments of our instructors. We focus on outcome-based education.

Our stringent selection and hiring process ensures that our faculty provides competent, clear, specific and valuable instruction to our students. Our instructors are:

- Certified through Directions for presentation capabilities and adult learning instruction
- Vendor certified in their field of expertise
- Carefully selected and matched to meet individual client/student needs
- Consistent in their teaching approach – Directions instructors are required to complete the Directions Training Certification Program to ensure they meet our training delivery requirements

18.3.2 PARTNERSHIPS

Directions is a Managed Microsoft Gold Partner for Learning. As a Microsoft partner Directions provides authorized technical training using Microsoft Official Curriculum (MOC).



Learning Solutions



Directions is the founding member of Mi-Training Partners. Mi-Training Partners is a nationwide consortium of independently owned and operated Microsoft Certified Learning Partners. Our mission is to provide a corporate nationwide training channel using a network of elite training partners allowing customer to experience unsurpassed training solutions nationally.

University of Missouri

EIT Accessibility Requirements

The University is committed to purchasing or recommending electronic and information technology (EIT) that provides comparable access to, and use of, information and data to individuals with disabilities except when it is technically unfeasible to do so. EIT is information technology and any equipment, interconnected system or subsystem of equipment that is used in the creation, conversion or duplication of data or information. The University of Missouri reserves the right to periodically audit any or all hardware and/or software infrastructure provided by the vendor to ensure compliance with Section 508 standards and best practices. When applicable, the University of Missouri requires compliance with the accessibility requirements of Section 508 of the Rehabilitation Act of 1973 as amended (29 U.S.C. 794d), and its implementing regulations set forth at Title 36, Code of Federal Regulations, Part 1194., and all other applicable state, local and federal laws and regulations.

Accessibility Compliance

Does this solution include any of the following types of Electronic and Information Technology? **Check all that apply. (unable to check in spreadsheet - see below for responses)**

- Software Applications and Operating Systems (1194.21) Web-based Internet Information and Applications (1194.22) Telecommunications (1194.23) Video and Multi-media Products (1194.24) Self-Contained, Closed Products (1194.25) Desktop and Portable Computers (1194.26) Functional Performance Criteria (1194.31) Information, Documentation and Support (1194.41)

For all EIT system/application implementations, respondent must demonstrate compliance with the accessibility criteria stated on the accompanying "Voluntary Product Accessibility Template (VPAT)" spreadsheet by responding in writing to every statement and question. It is the respondent's responsibility to supply sufficient and complete information for a full evaluation of all items in this section, including detailed explanations. A post award technical review and/or assessment may be required. All reviews/assessments will be prescheduled with the vendor and assessment results will be provided to the affected University department's representative and to the vendor.

The University considers accessibility to be an ongoing responsibility and as a result, these accessibility criteria are subject to additions and changes without warning. When appropriate, the successful vendor will be expected to work in good faith with the University to maintain compliance with new laws and regulations and/or to improve the accessibility of the proposed system. Vendors are expected to maintain an awareness of the laws and regulations applicable to the use of the proposed solution in a University environment.

Documentation

The vendor shall provide a complete and accurate VPAT, product testing documentation which validates all of the accessibility information contained in the product(s) VPAT, and an Accessibility Roadmap that describes specific steps and timelines by which known accessibility gaps will be remediated. Failure to provide the necessary information to meet the requirements in this section could lead to disqualification.

VPATS and Documentation

Completion of the VPAT form for every product being purchased is mandatory. If you fail to complete the VPAT form or if columns are left blank, contain inadequate information, or discrepancies are found, your RFP response may be invalid. The Remarks and Explanations column must be completed to further define how accessibility is met or not met for each criteria. The quality of the Remarks and Explanation portion impacts the reviewers' understanding of the accessibility of the proposed product/service. If any criteria states "does not support" in the Supporting Features portion, the vendor must provide an Accessibility Roadmap which provides a description of the specific steps and timelines by which known accessibility gaps will be remediated and a list of any workarounds for the product accessibility gaps. The University has the sole right to determine if a proposed alternative workaround is an acceptable solution.

If more room is needed to provide a complete description, attachments can be included in the bid response so long as such attachments are labeled and cross-referenced in the "Remarks and Explanations" column. The University has the sole right to determine if the details provided describe a solution that truly meets or exceeds the University's needs.

Vendor/Product/Department Information (MUST BE COMPLETED)

University Contact(s) Information	<u>Darla Higgins 573-884-8695</u>
Vendor Name and Contact Information	<u>Directions Training Center, Christopher Voss, 630-303-9578</u>
Product Name and Brief Description	<u>IT Training</u>

Revised 4/16/13

University of Missouri
EIT Accessibility Requirements

Vendor represents and warrants that their responses to the above questions are accurate and that the system configuration will continue to conform to these answers unless mutually agreed upon by the University and the Vendor. Vendor further agrees to work with the University in good faith to maintain compliance with new laws and regulations and/or to improve the accessibility of the system at no cost to the University.

Agreed this __fifteenth (15)____ day of _December_____, 2014__

Directions Training Center
Company Name

Christopher Voss
Signer's Name

Director of Key Accounts
Signer's Title