



## Course Catalogue 2017



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## **OfficePro is a Certified Small Business Specializing in Training and Professional Services**

OfficePro has provided training solutions since 1984 and has trained more than one million professionals globally. We offer the highest quality training in software, technical, and soft skills for end users and the providers who sell to them. Specializing in unified communications, pro AV, telecommunications and Microsoft solutions, the company has unique advantages over the competition.

With over 30 years in the training business, we offer a broad catalogue of training services for end users, technical personnel and administrators. Our training methodology is unique and creates a more dynamic participant experience. Offering flexible training options for onsite and online training solutions, OfficePro offers a comprehensive program of services including post-training support and staff augmentation.

### **Promoting Employee and Customer Excellence Through Training**

Business transformation and workforce development strategies are changing as rapidly as technology. Knowledge transfer is essential to providing your employees and customers the best possible solution to a problem and customer service. How do you keep your employees updated on the technology you sell, much less the new products and services you expect them to use every day to deliver new services? Your competitors are wasting no time in outsourcing the best training partner possible and allocating internal training resources to sales.

### **Qualified Training Specialists**

We are a different type of training company than the large online companies who offer PC-based training solutions. We specialize in on-site instructor-led technology training for end users and technical professionals. Striving to provide the most cost-effective, engaging participant experience, we recruit and interview hundreds of local candidates to ensure they meet our rigorous criteria, and select a few talented individuals to join our team. We guarantee you will be satisfied with our distinctive processes, our knowledgeable instructors, and our content creation.

## OfficePro's Services:

- Comprehensive on-site training designed for end users
- Customized lessons to accommodate all levels of user ability
- Well-researched techniques designed to enhance adult learning
- Leave-behinds like quick reference guides so users aren't left with a 60-page manual
- Short and long-term, on-site, roaming support from a bona fide trainer



## Software Classes

OfficePro offers ILT (instructor-led training) at your office or vILT (virtual instructor-led training) as a half-day course (9am-12pm or 1-4pm). To allow for unlimited individual assistance, we maintain a maximum student-to-instructor ratio of 12:1.

Access Introduction	Outlook Advanced
Access Intermediate	PowerPoint Introduction
Access Advanced	PowerPoint Intermediate
Excel Introduction	PowerPoint Advanced
Excel Intermediate	MS Project Introduction
Excel Advanced	MS Project Intermediate
FrontPage Introduction	MS Project Advanced
FrontPage Advanced	MS Project Professional (Server)
Internet Explorer	MS Project Web Access (Server)
Keyboarding A to Z	Publisher Introduction
Lotus Notes Introduction	Publisher Advanced
Lotus Notes Advanced	SharePoint Designer
Lync	SharePoint for End Users
Skype for Business	SharePoint Server Introduction
Office365	SharePoint Server for Site Owners/Power Users
OneNote Essentials	Visio Introduction
Outlook Introduction	Visio Advanced
Outlook Intermediate	Windows Introduction and Internet Basics

## Task-Specific Workshops

OfficePro offers ILT (instructor-led training) at your office or vILT (virtual instructor-led training) as a half-day workshop (9am-12pm or 1-4pm). To allow for unlimited individual assistance, we maintain a maximum student-to-instructor ratio of 12:1.

Access - Data Entry & Retrieval	Microsoft Office 2003 Overview
Access - Create and Normalize a Database from Excel Data Using Access	MicroSoft Office Integration - Using Tools to Improve Personal Productivity
Access - Queries & Reports	MicroSoft Project for IT Projects
Access - Tables	Outlook - Calendar and Contacts
Create Presentations in the Office Environment	Outlook - Tasks and Notes
Database Modeling	Outlook - Calendar Management
Displaying Data Visually in Excel	Outlook - Special Features
Excel - Building Reports with Your Data	Outlook - Super User
Excel - Building/Managing a Database	Outlook - Email Management
Excel - Data Analysis & Macros	PowerPoint - Charts & Templates
Excel - Formulas and Pivot Tables	PowerPoint - Developing Quality Presentations
Excel for the Legal Environment	PowerPoint - Special Features
Excel - Using Your Data for Presentations	Windows and File Management
Excel - Using Spreadsheets Efficiently	WordPerfect to Word Conversion
Microsoft Office - Maximizing for Direct Sales	Visio - Drawing Skills

# Collaboration Training

OfficePro offers ILT (instructor-led training) at your office or vILT (virtual instructor-led training) as a half-day course (9am-12pm or 1-4pm). To allow for unlimited individual assistance, we maintain a maximum student-to-instructor ratio of 12:1 for software training and 5:1 for hardware training.

Barco Clickshare
Best Practices for Spark Collaboration with Spark Boards
Connect Your Existing Video Solutions with Skype for Business
Increase the Use of Cisco Spark Board Across Your Organization
Leveraging Your Vidyo System
Maximize Your Polycom Room System
Meetings Using the Pexip Infinity Platform
Mobility Challenges Within the Conference Environment
SMART Interactive Whiteboards
Using a Cisco Spark All-in-One Device for Team Collaboration
Using the Videxio Cloud
WePresent Wireless Presentation Device Operation
Working with a MS Surface Hub

# Soft Skills Classes

OfficePro offers ILT (instructor-led training) at your office or vILT (virtual instructor-led training) as a half-day course (9am-12pm or 1-4pm). To allow for unlimited individual assistance, we maintain a maximum student-to-instructor ratio of 12:1.

## Management Training

- |                            |                    |
|----------------------------|--------------------|
| Advanced Leadership Skills | Giving Feedback    |
| Advanced Team Building     | Leadership Skills  |
| Change Management          | Motivating People  |
| Coaching Skills            | Negotiation Skills |
| Communication Skills       | Problem Solving    |
| Creativity and Innovation  | Project Management |
| Delegation Skills          | Supervisory Skills |
| Event Management           | Team Building      |

## Personal Development

- |                        |                   |
|------------------------|-------------------|
| Anger Management       | Goal Setting      |
| Assertiveness Skills   | Learning to Learn |
| Body Language          | Memory Skills     |
| Decision Making        | Time Management   |
| Emotional Intelligence |                   |

## Human Resources

- |                         |                           |
|-------------------------|---------------------------|
| Conducting Interviews   | Handling Difficult People |
| Conflict Management     | Interview Skills          |
| Difficult Conversations | Meeting Skills            |
| Diversity Management    | Performance Management    |

## Sales Training

- |                         |                     |
|-------------------------|---------------------|
| Advanced Customer Care  | Handling Complaints |
| Business Networking     | Sales Skills        |
| Customer Service Skills | Telephone Skills    |

## Specialty, Custom, and Tips & Tricks Classes

### **SPECIALITY CLASSES**

Acrobat  
CSS 2nd Edition  
Dreamweaver: Basic & Advanced  
FileMaker  
Flash: Basic & Advanced  
HTML 4.01 (Levels 1 & 2)  
HTML with XHTML (5th Edition)  
Illustrator: Basic & Advanced  
InDesign: Basic & Advanced  
PageMaker: Basic & Advanced  
Photoshop: Basic & Advanced  
QuickBooks  
SQL: Advanced Queries  
SQL: Fundamentals of Querying  
VBA Programming: Access, Excel,  
Word  
XML

### **CUSTOM CLASSES**

Adobe Acrobat: Getting Started  
Blackberry Essentials  
Googling: Advanced  
iPad: Introduction  
LinkedIn: Advanced  
LinkedIn: Beyond Basics  
LinkedIn: Fundamentals  
Microsoft Surface Pro: Introduction

### **TIPS AND TRICKS CLASSES**

Excel Tips & Tricks with Formatting  
Excel Tips & Tricks with Functions  
MS Office Tips and Tricks with Word, Excel & PowerPoint  
MS Project Tips & Tricks  
Outlook Super Tips  
PowerPoint Tips & Tricks – Creative  
Tools  
Word Tips & Tricks with Formatting



# Technical Course Catalogue

## ILT and vILT

Vendor	Code	Title
Cisco	5500	VND / VIVND / CIVND Video Network Devices
Cisco	5501	VTVS2 - Implementing Cisco TelePresence Video Solutions Part 2
Cisco	5502	CTSW - Collaboration Technical Specialist Workshop
Cisco	5503	CSSW- Collaboration Sales Specialist Workshop
Cisco	5504	CVSS - Cisco Video Solution Sales Course
Cisco	5510	Advanced Cisco Spark Implementation and Support
Cisco	5511	Advanced Cisco Meeting Server (CMS)
Cisco	5505	IX5000 - Series Immersive Solutions (Immersive Video Specialization)
Cisco	5337	VCF Video Communication Fundamentals
Cisco	5338	Network 101
Cisco	5340	Outcome Based Selling for Collaboration
Cisco	5341	Cisco Selling Business Outcomes
Cisco	5342	TelePresence Fundamentals for Sales
Cisco	5343	Usage and Adoption
Cisco	5344	SX10 Endpoint using the Remote Control
Cisco	5345	C-Series/EX/SX/MX/VX using the Remote Control
Cisco	5346	C-Series/EX/SX/MX/VX using the Cisco Touch
Cisco	5347	TMS Scheduling
Cisco	5348	MCU Multipoint Calls
Cisco	5349	TMS Operator Functions
Cisco	5350	MCU Operator Functions
Cisco	5351	Cisco Unified IP Phones
Cisco	5352	C-Series/EX/SX/MX/VX using the Remote Control – Spanish
Cisco	5353	C-Series/EX/SX/MX/VX using the Cisco Touch– Spanish
Cisco	5354	TMS Scheduling– Spanish
Cisco	5355	TMS Operator Functions– Spanish
Cisco	5506	CIVND1- Implementing Cisco Video Network Devices, Part 1
Cisco	5507	CIVND2- Implementing Cisco Video Network Devices, Part 2
Cisco	5001	ICND1 v3.0 - Interconnecting Cisco Networking Devices, Part 1
Cisco	5002	ICND 2 v3.0 Interconnecting Cisco Networking Devices, Part 2
Cisco	5003	CCNAX 3.0- Interconnecting Cisco Networking Devices: Accelerated
Cisco	5004	ROUTE - Implementing Cisco IP Routing v2.0
Cisco	5005	SWITCH - Implementing Cisco IP Switched Networks v2.0
Cisco	5006	TSHOOT - Troubleshooting and Maintaining Cisco IP Networks v2.0
Cisco	5007	CICD - Implementing Cisco Collaboration Devices
Cisco	5008	CIPTV1 Implementing Cisco IP Telephony and Video Part 1
Cisco	5009	CIPTV2 - - Implementing Cisco IP Telephony and Video Part 2
Cisco	5010	WITSHOOT - Troubleshooting Cisco Wireless Enterprise Networks
Cisco	5011	IINS - Implementing Cisco IOS Network Security 3.0
Cisco	5012	CAPPS- Implementing Cisco Collaboration Applications
Cisco	5013	CTCOLLAB - Troubleshooting Cisco IP Telephony and Video
Cisco	5014	AUCCE1 - Administering Cisco Unified Contact Center Enterprise, Part 1 v10.0
Cisco	5100	ACUCW1 - Administering Cisco Unified Communications Workspace Part 1: Basic v10.5
Cisco	5102	Managing Wireless Networks v1.0 with Cisco Prime Infrastructure v2.2 (Labs PI v3.0)

<b>Vendor</b>	<b>Code</b>	<b>Title</b>
Cisco	5103	COTI - Cisco Optical Technology Intermediate OPT200
Cisco	5104	COTA - Cisco Optical Technology Advanced OPT300
Cisco	5200	SISE - Implementing and Configuring Cisco Identity Services Engine v2.1
Cisco	5202	SASAC - Implementing Core Cisco ASA Security v1.0
Cisco	5105	Designing Cisco Network Service Architectures (ARCH)
Cisco	5106	Managing Industrial Networks for Manufacturing with Cisco Technologies (IMINS2)
Cisco	5107	Introducing Cisco Data Center Networking (DCICN) 6.0
Cisco	5108	Introducing Cisco Data Center Technologies (DCICT) v6.0
Cisco	5109	Cisco NA Data Center Boot Camp v6.0 NADCBC
Cisco	5110	Implementing Cisco Data Center Unified Computing (DCUCI) v6.0
Cisco	5113	Implementing Cisco Data Center Infrastructure (DCII) v6.0
Cisco	5117	Implementing Cisco Data Center Virtualization and Automation (DCVAI) v6.0
Cisco	5118	Designing Cisco Data Center Infrastructure (DCID) v6.0
Cisco	5144	Troubleshooting Cisco Data Center Infrastructure (DCIT) v6.0
Cisco	5140	Designing for Cisco Internetwork Solutions (DESGN) v3.0
Cisco	5145	Implementing Cisco Wireless Network Fundamentals
Cisco	5146	Designing Cisco Wireless Enterprise Networks (WIDESIGN)
Cisco	5147	Deploying Cisco Wireless Enterprise Networks (WIDEPLOY)
Cisco	5148	Troubleshooting Cisco Wireless Enterprise Networks (WITSHOOT)
Cisco	5149	Securing Cisco Wireless Enterprise Networks (WISECURE)
Cisco	5119	Implementing Cisco Threat Control Solutions (SITCS)
Cisco	5120	Implementing Cisco Secure Access Solutions (SISAS)
Cisco	5121	Implementing Cisco Edge Network Security Solutions (SENSS)
Cisco	5122	Implementing Cisco Secure Mobility Solutions (SIMOS)
Cisco	5123	Securing Cisco Networks with Threat Detection and Analysis (SCYBER)
Cisco	5124	Implementing Advanced Cisco ASA Security
Cisco	5300	Optimizing and Securing Advanced Cisco Wireless
Cisco	5301	Deploying Cisco Connected Mobile Experiences
Cisco	5302	Deploying Advanced Cisco Wireless LANs
Cisco	5303	CCIE Architecture Design Expert Level
Cisco	5304	CCIE Service Provider Expert Level
Cisco	5305	CCIE Collaboration Expert Level
Cisco	5306	CCIE Route/Switch Expert Level
Cisco	5307	CCIE Security Expert Level September 5
Cisco	5308	CCIE Wireless Expert Level
Cisco	5125	Deploying Cisco Service Provider Advanced Routing (SPADVROUTE)
Cisco	5135	Building Cisco Service Provider Next Generation Networks, Part 2
Cisco	5136	Understanding Cisco Cloud Fundamentals (CLDFND)
Cisco	5137	Introducing Cisco Cloud Administration (CLDADM)
Cisco	5138	Cisco Aggregation Services Router 9000 Series Essentials
Cisco	5139	Implementing and Troubleshooting the Cisco Cloud Infrastructure
Cisco	5141	Designing the Cisco Cloud
Cisco	5142	Automating the Cisco Enterprise Cloud
Cisco	5150	Building the Cisco Cloud with Application Centric Infrastructure
Cisco	5151	Building Cisco Service Provider Next-Generation Networks, Part 1
Cisco	5126	Configuring Cisco Nexus 7000 Switches
Cisco	5127	Cisco Nexus 9000 in ACI Mode

<b>Vendor</b>	<b>Code</b>	<b>Title</b>
Cisco	5128	Cisco Intelligent WAN Essentials
Cisco	5129	Securing Networks with Cisco Firepower Threat Defense NGFW
Cisco	5130	Securing Networks with Cisco Firepower Next-Generation IPS
Cisco	5131	Securing Cisco Networks with Open Source Snort
Cisco	5132	Protecting Against Malware Threats with Cisco AMP for Endpoints
Cisco	5133	Deploying Cisco Service Provider Network Routing (SPROUTE)
Cisco	5134	Implementing Cisco Service Provider Next-Generation Edge Network
Cisco	5111	Implementing Cisco Service Provider Next-Generation Core Network Services (SPCORE)
Cisco	5400	CCNP Security e-Camp
Cisco	5401	CCNP Routing and Switching e-Camp
Cisco	5402	CCNP Collaboration e-Camp
Cisco	5403	CCNA-DC - CCNA Data Center Boot Camp v1.0
Cisco	5405	CCNA Wireless e-Camp
Cisco	5406	CCNA Security e-Camp (1)
Cisco	5407	CCNA Collaboration e-Camp
Cisco	5408	CCDP Design e-Camp
Cisco	5409	CCDA Design e-Camp
Cisco	5410	Configuring BGP on Cisco Routers
Cisco	5411	Implementing Cisco MPLS
Cisco	5412	Digital Network Architecture Implementation Essentials
Cisco	5413	Cisco Digital All-Access Certification BUNDLE
Cisco	5415	Cisco Infrastructure Certification BUNDLE
Cisco	5416	Cisco Security Certification BUNDLE
Cisco	5417	Cisco Collaboration Certification BUNDLE
Cisco	5418	Cisco Cloud Certification BUNDLE
CompTIA	2100	CompTIA® A+
CompTIA	2101	CompTIA Security+
CompTIA	2102	CompTIA Network+
CompTIA	2103	CompTIA CSA+
LOG OPP	2430	CyberSec First Responder
Risk Management	1535	Department of Defense (DoD) Risk Management Framework (RMF) Process
EC Council	2208	Certified Network Defender
EC Council	2209	Certified Ethical Hacker Version 9
EC Council	2210	EC Council Certified Security Analyst
EC Council	2211	Computer Hacking Forensic Investigator
EC Council	2212	Certified Information Security Officer
Microsoft	6001	Automating Administration with Windows PowerShell
Microsoft	6002	Advanced Automated Administration with Windows PowerShell
Microsoft	6003	Storage and High Availability with Windows Server
Microsoft	6004	Enabling and Managing Office 365
Microsoft	6005	Microsoft Azure Fundamentals
Microsoft	6006	Integrating On-Premises Core Infrastructure with Microsoft
Microsoft	6007	Integrating On-Premises Identity Infrastructure with Microsoft Azure
Microsoft	6008	Core Solutions of Skype for Business 2015
Microsoft	6012	Planning and Administering SharePoint 2016
Microsoft	6013	Advanced Technologies of SharePoint 2016
Microsoft	6014	Server Virtualization with Windows Server Hyper-V® and System Center
Microsoft	6015	Installing and Configuring Windows Server® 2012

<b>Vendor</b>	<b>Code</b>	<b>Title</b>
Microsoft	6016	Administering Windows Server® 2012
Microsoft	6017	Configuring Advanced Windows Server® 2012 Services
Microsoft	6018	Configuring and Deploying a Private Cloud (20247)
Microsoft	6019	Installation, Storage, and Compute with Windows Server 2016
Microsoft	6020	Networking with Windows Server 2016
Microsoft	6021	Installing and Configuring Windows 10
Microsoft	6022	Upgrading Your Skills to MCSA: Windows Server 2016
Microsoft	6023	Identity with Windows Server 2016
Microsoft	6024	Microsoft Azure for AWS Experts
Microsoft	6025	Deploying Voice Workloads for Skype for Business Online and Server 2015
Microsoft	6026	Designing and Implementing Cloud Data Platform Solutions
Microsoft	6027	Implementing Forefront Identity Manager 2010
Microsoft	6028	Upgrading Identity Lifecycle Manager 2007 to Forefront Identity Manager 2010
Microsoft	6029	Implementing Forefront Unified Access Gateway 2010
Microsoft	6030	Implementing Forefront Endpoint Protection 2010
Microsoft	6031	Cloud 101 Jump Start
Microsoft	6032	Windows Server Administration Fundamentals
Microsoft	6033	Networking Fundamentals
Microsoft	6034	Security Fundamentals
Microsoft	6092	Cloud Fundamentals
Microsoft	6093	Mobility & Devices Fundamentals
Microsoft	6077	Implementing and Managing Windows 10
Microsoft	6079	Deploying and Managing Windows 10 Using Enterprise Services
Microsoft	6035	Planning and Deploying System Center 2012 Configuration Manager
Microsoft	6036	Administering System Center Configuration Manager and Intune
Microsoft	6037	Designing and Implementing a Server Infrastructure
Microsoft	6038	Implementing an Advanced Server Infrastructure
Microsoft	6039	Core Solutions of Microsoft Exchange Server 2013
Microsoft	6040	Advanced Solutions of Microsoft Exchange Server 2013
Microsoft	6042	Monitoring and Operating a Private Cloud (20246)
Microsoft	6043	Core Solutions of Microsoft SharePoint Server 2013
Microsoft	6044	Advanced Solutions of Microsoft SharePoint Server 2013
Microsoft	6045	Programming in HTML5 with JavaScript and CSS3
Microsoft	6046	Developing ASP.NET MVC 4 Web Applications
Microsoft	6047	Developing Microsoft SharePoint Server 2013 Core Solutions
Microsoft	6048	Developing Microsoft SharePoint Server 2013 Advanced Solutions
Microsoft	6049	Software Development Fundamentals
Microsoft	6050	HTML5 App Development Fundamentals
Microsoft	6051	Windows Operating System Fundamentals
Microsoft	6054	Programming in C#
Microsoft	6056	Advanced Windows Store App Development Using C#
Microsoft	6057	Installing and Configuring Windows® 7 Client
Microsoft	6058	Supporting Windows 8.1
Microsoft	6059	Configuring Windows 8.1
Microsoft	6060	Developing Microsoft Azure and Web Services
Microsoft	6061	Developing Microsoft Azure Solutions
Microsoft	6062	Implementing Microsoft Azure Infrastructure Solutions
Microsoft	6063	MOC Workshop: Architecting Microsoft Azure Solutions (40442)
Microsoft	6064	Database Fundamentals

<b>Vendor</b>	<b>Code</b>	<b>Title</b>
Microsoft	6065	Querying Data with Transact-SQL
Microsoft	6066	Developing SQL Databases
Microsoft	6067	Administering a SQL Database Infrastructure
Microsoft	6068	Provisioning SQL Databases
Microsoft	6069	Implementing a SQL Data Warehouse
Microsoft	6070	Developing SQL Data Models
Microsoft	6071	Querying Microsoft SQL Server
Microsoft	6072	Administering Microsoft SQL Server Databases
Microsoft	6073	Implementing a Data Warehouse with Microsoft SQL Server
Microsoft	6074	Enabling and Managing Office 365
Microsoft	6075	Troubleshooting and Supporting Windows 7 in the Enterprise
Microsoft	6076	Planning and Managing Windows 7 Desktop Deployments and Environments
Microsoft	6078	Software Development Fundamentals with HTML5
Microsoft	6080	Deploying Windows Desktops and Enterprise Applications
Microsoft	6081	Windows® Azure™ Solutions with Microsoft® Visual Studio® 2010
Microsoft	6082	Planning for and Managing Devices in the Enterprise: Enterprise Mobility Suite (EMS) and On-Premises Tools
Microsoft	6084	Securing Windows Server 2016
ITIL	2900	ITIL Foundation
ITIL	2901	ITIL® Release, Control and Validation Capability
ITIL	2902	ITIL® Service Offerings and Agreements Capability
ITIL	2903	ITIL® Service Design Lifecycle
ITIL	2904	ITIL® Service Capability: Planning, Protection and Optimization
ITIL	2905	ITIL® Continual Service Improvement Lifecycle
ITIL	2906	ITIL® Operational Support and Analysis Capability
ITIL	2907	ITIL® Service Operation Lifecycle
ITIL	2908	ITIL® Service Strategy Lifecycle
ITIL	2909	ITIL® Service Transition Lifecycle
ITIL	2910	ITIL® Practitioner
ITIL	2911	ITIL MALC
Red Hat	CEPH125	Red Hat Ceph Storage Architecture and Administration (CEPH125)
Red Hat	CEPH130	Red Hat Ceph Storage for OpenStack Technologies (CEPH130)
Red Hat	CL110	Red Hat OpenStack Administration I (CL110)
Red Hat	CL210	Red Hat OpenStack Administration II (CL210)
Red Hat	CL211	Red Hat OpenStack Administration II with exam (CL211)
Red Hat	CL220	Red Hat CloudForms Hybrid Cloud Management (CL220)
Red Hat	CL221	Red Hat CloudForms Hybrid Cloud Management with exam (CL221)
Red Hat	CL310	Red Hat OpenStack Administration III (CL310)
Red Hat	CL311	Red Hat OpenStack Administration III with exam (CL311)
Red Hat	DO276	Containerizing Software Applications
Red Hat	DO277	Containerizing Software Applications with exam (DO277)
Red Hat	DO280	OpenShift Enterprise Administration (DO280)
Red Hat	DO281	OpenShift Enterprise Administration with Exam (DO281)
Red Hat	DO290	OpenShift Enterprise Development
Red Hat	DO405	Configuration Management with Puppet (DO405)
Red Hat	DO406	Configuration Management with Puppet with exam (DO406)
Red Hat	DO407	Automation with Ansible (DO407)
Red Hat	DO408	Automation with Ansible with exam (DO408)
Red Hat	JB225	Red Hat JBoss Enterprise Application Development I (JB225)

<b>Vendor</b>	<b>Code</b>	<b>Title</b>
Red Hat	JB226	Red Hat JBoss Enterprise Application Development I with exam (JB226)
Red Hat	JB248	Red Hat JBoss Application Administration I (JB248)
Red Hat	JB297	Red Hat JBoss Development: Persistence with Hibernate (JB297)
Red Hat	JB298	Red Hat JBoss Development: Persistence with Hibernate with Exam (JB298)
Red Hat	JB325	Red Hat JBoss Enterprise Application Development II (JB325)
Red Hat	JB348	Red Hat JBoss Application Administration II (JB348)
Red Hat	JB421	Camel Development with Red Hat JBoss Fuse (JB421)
Red Hat	JB422	Camel Development with Red Hat JBoss Fuse with exam (JB422)
Red Hat	JB427	Developing Workflow Applications with Red Hat JBoss BPM Suite (JB427)
Red Hat	JB428	Developing Workflow Applications with Red Hat JBoss BPM Suite with Exam (JB428)
Red Hat	JB435	Enterprise Service Bus Deployment with Red Hat JBoss Fuse (JB435)
Red Hat	JB437	Red Hat JBoss A-MQ Development and Deployment (JB437)
Red Hat	JB439	Red Hat JBoss Fuse Rapid Track (JB439)
Red Hat	JB450	Red Hat JBoss Data Virtualization Development (JB450)
Red Hat	JB451	Red Hat JBoss Data Virtualization Development with exam (JB451)
Red Hat	JB453	Red Hat JBoss Data Grid Development (JB453)
Red Hat	JB461	Authoring Rules with Red Hat JBoss BRMS (JB461)
Red Hat	JB463	Developing Rules Applications with Red Hat JBoss BRMS (JB463)
Red Hat	JB465	Implementing Red Hat JBoss BRMS (JB465)
Red Hat	JB466	Implementing with Red Hat JBoss BRMS with exam (JB466)
Red Hat	JB501	Building Advanced Red Hat Enterprise Applications (JB501)
Red Hat	RH124	Red Hat System Administration I (RH124)
Red Hat	RH134	Red Hat System Administration II (RH134)
Red Hat	RH135	Red Hat System Administration II with RHCSA exam (RH135)
Red Hat	RH199	RHCSA Rapid Track Course (RH199)
Red Hat	RH200	RHCSA Rapid Track Course with exam
Red Hat	RH236	Red Hat Gluster Storage Administration (RH236)
Red Hat	RH237	Red Hat Gluster Storage Administration with Expertise exam (RH237)
Red Hat	RH254	Red Hat System Administration III (RH254)
Red Hat	RH255	Red Hat System Administration III with RHCSA and RHCE exams (RH255)
Red Hat	RH270	Managing Containers with Red Hat Enterprise Linux Atomic Host (RH270)
Red Hat	RH271	Managing Containers with Red Hat Enterprise Linux Atomic Host with exam (RH271)
Red Hat	RH299	RHCE Certification Lab (RH299)
Red Hat	RH300	RHCE Certification Lab with RHCSA and RHCE exams (RH300)
Red Hat	RH318	Red Hat Virtualization (RH318)
Red Hat	RH319	Red Hat Virtualization with exam (RH319)
Red Hat	RH342	Red Hat Enterprise Linux Diagnostics and Troubleshooting (RH342)
Red Hat	RH343	Red Hat Enterprise Linux Diagnostics and Troubleshooting with exam (RH343)
Red Hat	RH401	Red Hat Enterprise Deployment and Systems Management (RH401)
Red Hat	RH402	Red Hat Enterprise Deployment and Systems Management with exam (RH402)
Red Hat	RH403	Red Hat Satellite 6 Administration (RH403)
Red Hat	RH404	Red Hat Satellite 6 Administration with exam (RH404)

<b>Vendor</b>	<b>Code</b>	<b>Title</b>
Red Hat	RH413	Red Hat Server Hardening (RH413)
Red Hat	RH414	Red Hat Server Hardening with Expertise exam (RH414)
Red Hat	RH436	Red Hat High Availability Clustering (RH436)
Red Hat	RH437	Red Hat High Availability Clustering with exam (RH437)
Red Hat	RH442	Red Hat Enterprise Performance Tuning (RH442)
Red Hat	RH443	Red Hat Enterprise Performance Tuning with exam (RH443)
PMI Project Mgmt/ Business	1310	PMP® and CAPM® Certification Exam Preparation
Project Mgmt/ Business	1450	Results Oriented Communication
Project Mgmt/ Business	1101	Project Mgmt Discovery
Project Mgmt/ Business	1400	Leadership Lessons That Work
Project Mgmt/ Business	1300	Practical Project Mgmt in Today's Complex World
Project Mgmt/ Business	1560	Project Risk Mgmt:
Project Mgmt/ Business	1590	Project Portfolio Mgmt:
Project Mgmt/ Business	1591	Project Mgmt Fundamentals
Oracle	1592	Oracle11g Release 2 DBA I (Five days)
Oracle	1593	Oracle11g Release 2 DBA I (Three days)
Oracle	1593	Oracle11g Release 2 PL/SQL (Five days)
Oracle	1594	Oracle11g Release 2 PL/SQL (Three days)
Oracle	1595	Oracle11g Release 2 SQL (Five Days)
Oracle	1596	Oracle11g Release 2 SQL & PL/SQL (Five days)
Oracle	1597	Oracle11g Release 2 SQL (Three Days)
Oracle	1598	Oracle12c Release 1 DBA I (Five Days)
Oracle	1599	Oracle12c Release 1 DBA I (Three Days)
Oracle	1580	Oracle12c Release 1 Multitenant Architecture (Three Days)
Oracle	1581	Oracle12c Release 1 New Features for Administrators (Five Days)
Oracle	1582	Oracle12c Release 1 New Features for Administrators (Three Days)
Oracle	1583	Oracle12c Release 1 PL/SQL (Five Days)
Oracle	1584	Oracle12c Release 1 PL/SQL (Three Days)
Oracle	1584	Oracle12c Release 1 SQL (Five Days)
Oracle	1585	Oracle12c Release 1 SQL & PL/SQL (Five Days)
Oracle	1586	Oracle12c Release 1 SQL & PL/SQL (Three Days)
Oracle	1587	Oracle APEX Version 4.2.5 (Five Days)
Oracle	1588	Oracle Apex Version 5.0.4 (Five Days)
Agile	1589	Implementing Agile Test Driven Development for Java Developers
Agile	1570	Understanding Agile Development - A Non-Technical Overview
Agile	1571	Implementing Agile Test Driven Development for .Net Developers
Agile	1572	Mastering JEE 7 Web Application Development
Java	1574	Mastering Java 8 for Object Oriented Developers
Java	1575	Java 8 and OO Essentials for COBOL, Mainframe, and non-OO Developers
Java	1576	Core Java 8 Essentials for Object Oriented Developers
Java	1577	Mastering Unit Testing Essentials using JUnit and EasyMock
Java	1578	Mastering Test-Driven Development using JUnit

<b>Vendor</b>	<b>Code</b>	<b>Title</b>
SPRING	1579	Mastering Spring 4.2
SPRING	1522	Fast Track to Spring 4.2 Essentials
Java	1561	Transitioning to Java 8
Jave	1562	Implementing Agile Test Driven Development for Non-Developers
SPRING	1563	Mastering Spring 4.2 and the Enterprise
SPRING	1564	Spring 4.2 and the Web
Hibernate	1565	Mastering Hibernate 4.x
Java	1566	Java 8 Performance and Tuning
Java	1567	Advanced Java 8 Programming
Metro Ethernet	1668	MEF 203 - MEF-CECP Recertification from 1.0 to 2.0
Metro Ethernet	1569	MEF 201x - MEF-CECP v2.0 Essentials Accelerated
Metro Ethernet	1550	MEF-CECP v2.0 Essentials
Web Security	1551	Securing Java Web Services
Web Security	1552	Secure .Net Web Application Lifecycle Development (SDL)
Web Security	1553	Secure Java Web Application Development Lifecycle (SDL)
Web Security	1554	Securing .Net Web Applications
Web Security	1555	Securing Java Web Applications
Web Security	1556	Secure Web Application Development Seminar (Language Neutral)
Web Security	1557	Understanding Web Application Security - A Technical Overview
Cyber Security	1558	CyberSec First Responder: Threat Detection and Response
Cyber Security	1559	CyberSAFE - Securing Assets for the End-Users
Wireless Administrator	1540	Certified Wireless Technology Specialist
Wireless Administrator	1541	Certified Wireless Network Administrator
Wireless Professional	1542	Certified Wireless Analysis Professional
Wireless Professional	1543	Certified Wireless Security Professional
Wireless Professional	1544	Certified Wireless Network Expert
Wireless Professional	1545	Certified Wireless Design Professional
NCTA	1546	National Cloud Technologies Association (NCTA) Cloud Operations
NCTA	1547	National Cloud Technologies Association (NCTA) Cloud Architectures
NCTA	1548	National Cloud Technologies Association (NCTA) Cloud Technologies
Juniper	1549	Junos Foundations: JNCIA-Junos Boot Camp (IJOS, JRE)
Juniper	1530	JNCIS Security Certification Boot Camp (JSEC, JUTM)
Juniper	1531	JNCIS Enterprise Routing & Switching Certification Boot Camp (JIR, JEX)
Juniper	1532	Junos Security (JSEC)
Juniper	1533	Junos Enterprise Switching Skills Camp (JEX, AJEX)
Juniper	1534	Junos Enterprise Routing Skills Camp (JIR, AJER)



# Frequently Asked Questions

## HOW DO I SET UP AN ACCOUNT?

Your procurement department completes the following:

- Mutual NDA
- Master Services Agreement
- Blanket purchase order or singular order for classes

You receive a customer number from OfficePro which you include on the OfficePro order form when scheduling a class.

## HOW DO I ORDER A CLASS?

Complete the order form with as much information as possible and email to [officepro@officeproinc.com](mailto:officepro@officeproinc.com). If you have questions from the catalogue listing, please call 301-468-3312.

Please provide:

- Name of the class
- Location of the training
- Date(s) requested
- Customer name, contact information, point person
- Commissioning date and any installation information relevant to the class (if new equipment is being installed)
- Number of trainees

Based on this information, OfficePro will determine:

- Number of instructors (for hardware we provide 1 instructor per 5 students; for software we provide 1 instructor per 12 students)
- Number of training days/hours

## ARE YOUR TRAINERS LOCAL TO MY MARKET OR THE CUSTOMER LOCATION?

We maintain a network of trainers throughout North America and will do our best to assign the most qualified trainer for your customer's class. If we do need to arrange travel, we factor the cost into your quote. In most instances, we have a local qualified trainer available.

## HOW FAR IN ADVANCE DO I NEED TO SCHEDULE A CLASS?

- OfficePro requires a minimum of two weeks' notice to schedule an on-site training class.
- If new equipment is being installed, we recommend scheduling training at least two weeks after commissioning, or movein. Training with incomplete installs does not encourage trust with users; they distrust the trainer, the software, and the company and end up not using the equipment.

## WHERE IS PARTNER PRICING AND MSRP GUIDANCE?

- Prices depend on class size, location, timeline, and content customization. Our standard ILT courses at a company location are \$2,000 per day. Please complete the order form and our coordinator will confirm pricing you can submit to your client.
- If you are working on an RFP or formal bid, please send the bid for review at least one week before it is due. Please call if you have an immediate opportunity and need a bid response.
- Our process: Proposal review > Discovery > Quote > PO > Schedule > Customize > Train
- The standard price is \$150/hour to create quick reference guides (QRGs) custom to user specifications.

## WHAT COURSE DELIVERY FORMATS ARE AVAILABLE?

Successful training is delivered in a variety of formats because everyone learns differently. Some people respond to self-paced online lesson plans, while others need more hands-on training with a qualified trainer.

OfficePro offers both ILT (Instructor Led Training) and vILT (Virtual Led Training) so you can select the best solution for you. And we are flexible – you may need some classes in person and some online; we can help you determine the best possible outcome of your training initiatives.

We specialize in end user training and are experts in collaboration, video conferencing, and Skype for Business, and related technologies. We love when our customers get hands-on training, which allows them to use the solution in their own environment and in the manner

they will ultimately use it. So we hand you the mouse, remote or whatever drives the technology and you use it in your real-world setting.

We think face-to-face training delivers the best results. Our customers tell us they enjoy the engaging content and the personable trainers who understand why you need the technology and how to best help you get up to speed as quickly as possible. Then we leave a handy guide with real information so when on your own you can be productive.