

S/N	Computerized Maintenance Management	Duration (Days)	Duration (Hours)
1	Maintenance Management	2	16
2	Maintenance Planning and Strategy	2	16
3	Maintenance Organization	2	16
4	Maintenance Systems	2	16
5	Maintenance Information	2	16
6	Safety and Environments	2	16
7	Maintenance Materials Management	2	16
8	Creativity and Innovation Strategy	2	16
9	Financial Analysis and Control System	2	16
10	Quality Management	2	16
11	Information Systems Strategy	2	16
12	Business Strategy and Strategic Management	2	16
S/N	Project Management	Duration (Days)	Duration (Hours)
1	Microsoft Project 2000, Level I	1	8
2	Microsoft Project 2000, Level II	1	8
3	Microsoft Project 2003 Level I	1	8
4	Microsoft Project 2003 Level II	1	8
5	Project Management Fundamentals	2	16
6	Project Management Professionals (PMP) (Exam Inclusive)	5	40
S/N	IT Infrastructure Library	Duration (Days)	Duration (Hours)
1	ITIL Foundation (Exam Inclusive)	2+1	16+
2	ITIL Service Manager-Service Support (Exam Inclusive)	5+1	40+
3	ITIL Service Manager-Service Delivery (Exam Inclusive)	5+1	40+

S/N	Microsoft Office Productivity Tools	Duration (Days)
1	Access 2007 - Level 1	2
2	Access 2007 - Level 2	2
3	Access 2007 - Level 3	2
4	Access 2003 - Level 1	2
5	Access 2003 - Level 2	2
6	Access 2003 - Level 3	1
7	Access 2000 - Level 1	2
8	Access 2000 - Level 2	2
9	Access 2000 - Level 3	2
10	Excel 2007 - Level 1	1
11	Excel 2007 - Level 2	1
12	Excel 2007 - Level 3	1
13	Excel 2003 - Level 1	1
14	Excel 2003 - Level 2	1
15	Excel 2003 - Level 3	1
16	Excel 2000 - Level 1	1
17	Excel 2000 - Level 2	1
18	Excel 2000 - Level 3	1
19	PowerPoint 2007 - Level 1	1
20	PowerPoint 2007 - Level 2	1
21	PowerPoint 2003 - Level 1	1
22	PowerPoint 2003 - Level 2	1
23	PowerPoint 2000 - Level 1	1
24	PowerPoint 2000 - Level 2	1
25	Word 2007 - Level 1	1
26	Word 2007 - Level 2	1
27	Word 2007 - Level 3	1
28	Word 2003 - Level 1	1
29	Word 2003 - Level 2	1

30	Word 2003 - Level 3	1
31	Word 2000 - Level 1	1
32	Word 2000 - Level 2	1
33	Word 2000- Level 3	1
34	Lotus Notes R5 - Level 1	1
35	Lotus Notes R5 - Level 2	1
36	Lotus Notes R5 - Level 3	1
37	NetMeeting - Internet Conferencing	0.5
38	Outlook 2000 - Level 1	1
39	Outlook 2000 - Level 2	1
40	Outlook 2000 - Level 3	1
41	Outlook 2003 - Level 1	1
42	Outlook 2003 - Level 2	1
43	Outlook 2003 - Level 3	1
44	Project 2000 - Level 1	2
45	Project 2000 - Level 2	1
46	Project 2000 - Level 3	1
47	Project 2003 - Level 1	1
48	Project 2003 - Level 2	1
49	Visio 2003 Professional - Level 1	1
50	Visio Professional 2000 - Level 1	1
51	Visio Professional 2002 - Level 1	1
52	Visio Professional 2002 - Level 2	1

S/N	Multimedia/AutoCAD	Duration (Days)
1	Introduction to 3D Studio Max	1
2	Modeling with 3D Studio Max	1
3	Animation with 3D Studio Max 3.0	1
4	Rendering and Output in 3D Studio Max 3.0	1
5	Acrobat 7.0 - Level 1	1
6	Acrobat 7.0 - Level 2	1

7	After Effects 6.0 - Level 1	1
8	After Effects 6.5 Creating 2D Compositions - Level 1	1
9	AutoCAD 3D Modeling	2
10	AutoCAD Level 1	4
11	AutoDesk Land Desktop Level 1	4
12	CorelDraw 11 - Level 1	2
13	CorelDraw 11 - Level 2	1
14	CorelDraw 11 - Level 3	1
15	CorelDraw 11 Level 4	1
16	Create and Integrate Web Animation	1
17	Create and Integrate Web Graphics	1
18	Digital Photography - Level 1	1
19	Digital Photography - Level 1	1
20	Director MX - Level 1	1
21	Director MX - Level 2	1
22	Dreamweaver MX - Level 1	1
23	Dreamweaver MX - Level 2	1
24	Dreamweaver MX - Level 3	1
25	Encore DVD 1.0 - Basic DVD Creation	0.5
26	Encore DVD 1.5 - Basic DVD Creation	0.5
27	Fireworks MX - Level 1	1
28	Fireworks MX - Level 2	1
29	Flash MX (Complete Course)	5
30	Flash MX - Level 1	1
31	Flash MX - Level 2	1
32	Flash MX 2004 Designing and Developing Media - Level 1	2
33	Flash MX 2004 Developing Applications - Level 2	2
34	Flash MX Action Script (Complete Course)	5
35	FrontPage 2003 - Level 1	1
36	FrontPage 2003 - Level 2	1
37	FrontPage 2000 - Level 1	1

38	FrontPage 2000 - Level 2	2
39	FrontPage 2000 - Level 3	1
40	HTML - Level 1	1
41	HTML - Level 2	1
42	HTML - Level 3	1
43	HTML: Web Authoring - Level 1	1
44	HTML: Web Authoring - Level 2	1
45	HTML: Web Authoring - Level 3	1
46	Illustrator CS - Level 1 Creating Basic Illustrations	1
47	Illustrator CS - Level 2 Creating Complex Illustrations	1
48	InDesign CS - Level 1 Creating Basic Publications	1
49	InDesign CS - Level 2 Creating Sophisticated Type, Graphics, and Cross-Media Publishing	1
50	Macromedia Dreamweaver MX 2004 - Dynamic Application Developer	3
51	Macromedia Dreamweaver MX 2004 - Web Site Development	3
52	Macromedia Flash MX 2004 - Application Development	3
53	Macromedia Flash MX 2004 - Rich Media Design	2
54	Macromedia Flash MX ActionScript	5
55	PageMaker 7 - Level 1	1
56	PageMaker 7 - Level 2	1
57	PageMaker 7 - Level 3	1
58	Paint Shop Pro 7 - Introduction	1
59	Photoshop CS - Level 1 Basic Image Enhancement	2
60	Photoshop CS - Level 2 Redefined Masking, Image Effects, and Retouching	2
61	Photoshop CS Photo Printing and Color	1
62	Photoshop CS Web Production	1
63	Plan and Create a Web Site	1

S/N	Technical Courses	Duration (Days)
1	Installing and Configuring Microsoft Windows 2000	1
2	Implementing and Managing Microsoft Exchange 2000	5
3	Microsoft Exchange Server 2000 - System Administration	5
4	Troubleshooting Microsoft Exchange Server 2003	3
5	Implementing and Managing Microsoft Exchange Server 2003	5
6	Administering Microsoft SharePoint Portal Server 2003	3
7	Querying Microsoft SQL Server 2000 with Transact-SQL	2
8	Administering a Microsoft SQL Server 2000 Database	5
9	Programming a Microsoft SQL Server 2000 Database	5
10	Administering Microsoft .NET Server	3
11	Introduction to ASP.NET	3
12	Building XML-Based Web Applications	5
13	Programming with C Sharp	5
14	Implementing and Administering Microsoft Windows 2000 Directory Services	5
15	Developing E-Business Solutions Using Microsoft BizTalk Server 2004	5
16	Deploying and Managing E-Business Solutions using Microsoft BizTalk Server 2004	2
17	Deploying and Managing Microsoft Internet Security and Acceleration Server 2000	3
18	Supporting Users Running the Microsoft Windows XP Operating System	3
19	Supporting Users Running Applications on a Microsoft Windows XP Operating System	2
20	Implementing and Supporting Microsoft Windows XP Professional	5
21	Installing, Configuring, and Administering Microsoft Windows XP Professional	2
22	Managing and Maintaining a Microsoft Windows Server 2003 Environment	5
23	Planning a Microsoft Windows Server 2003 Active Directory & Network Infrastructure	5
24	Implementing and Administering Security in a Microsoft Windows Server 2003 Network	5
25	Implementing a Microsoft Windows Server 2003 Network Infrastructure - Network Hosts	2
26	Implementing Managing and Maintaining a Microsoft Windows Server 2003 Network Infrastructure	5
27	Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure	5
28	Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure	5

29	Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure	5
30	Implementing and Supporting Microsoft Internet Information Services 5.0	3
31	C Programming	5
32	C++ Programming Introduction	5
33	Introduction to Programming	3
34	Introduction to Microsoft .NET Framework	2
35	Introduction to C Sharp Programming with Microsoft .NET	5
36	Programming with Microsoft Visual Basic .NET	5
37	Programming with Microsoft ADO.NET	3
38	Developing Secure Web Applications	3
39	Developing Microsoft ASP.NET Web Applications Using Visual Studio .NET	5
40	Advanced Web Application Development using Microsoft ASP.NET	3
41	Programming with the Microsoft.NET Framework (Visual C Sharp.NET)	5
42	Developing and Deploying Secure Microsoft .NET Framework Applications	3
43	Programming with XML in the Microsoft .NET Framework	3
44	Introduction to XML and the Microsoft .NET Technologies	2
45	Developing XML Web Services Using Microsoft ASP.NET	3
46	Developing Microsoft .NET Applications for Windows (Visual C Sharp .NET)	5
47	Introduction to Microsoft Visual Basic .NET Programming with Microsoft.NET	5
48	Developing Microsoft .NET Applications for Windows (Visual Basic.NET)	5
49	Analyzing Requirements and Defining Microsoft .NET Solution Architectures	5
50	ASP.NET - Using Visual Basic.NET, ADO.NET, and XML	5
51	ASP.NET - Using Visual C#.NET, ADO.NET, and XML	5
52	VBScript - Introduction	2
53	Visual Basic .NET	5
54	Visual C#.NET Programming - Introduction for Developers	5
55	Visual Studio.NET - Introduction	1
56	Fundamentals of Network Security	4
57	Implementing and Administering Security in a Microsoft Windows Server 2000 Network	5
58	Deploying and Managing Microsoft Internet Security and Acceleration Server 2004	5

59	Designing Security for Microsoft Windows Server 2003 Network	3
60	Internet Security and Acceleration (ISA) Server 2000 - System Administration	2
61	Designing Microsoft SQL Server 2005 Databases	5
62	Administering and Automating Microsoft SQL Server- 2005 Databases and Servers	1
63	Implementing & Maintaining a Microsoft SQL Server 2005 Database	5
64	Managing a Microsoft Windows 2000 Network Environment	5
65	Deploying and Managing Microsoft Host Integration Server 2000	5
66	Microsoft Windows 2000 Network and Operating System Essentials	3
67	Implementing Microsoft Windows 2000 Professional and Server	5
68	Microsoft Windows 2000 - Active Directory Design	3
69	Microsoft Windows 2000 - Administering the Active Directory	5
70	Microsoft Windows 2000 - Designing a Secure Network	5
71	Microsoft Windows 2000 - Designing Network Services	4
72	Microsoft Windows 2000 - Installation and Administration	5
73	Microsoft Windows 2000 - Network and Operating Systems Basics	3
74	Implementing a Microsoft Windows 2000 Network Infrastructure	5
75	Windows 2003 Server Active Directory and Network Infrastructure Design	5
76	Windows 2003 Server Designing Network Security	3
77	Windows 2003 Server Implementing Active Directory Infrastructure	5
78	Windows 2003 Server Implementing Network Hosts	2
79	Windows 2003 Server Implementing Network Services	5
80	Windows 2003 Server Maintaining a Network Infrastructure	5
81	Windows 2003 Server- Maintaining the Environment	3
82	Windows 2003 Server- Managing the Environment	5
83	Networking Fundamentals	2
84	Introduction to Networking	1
85	Network Security and Firewalls	2
86	TCP/IP for Networking Professionals	3
87	TCP/IP Internetworking	5
88	Novell Network Administration	5
89	Java Programming	5

90	Introduction to JavaScript Scripting	1
91	Sun Certified Java Programming Series	3
92	J2EE Web Component Development	5
93	Java 2 Advanced Programming	3
94	JavaScript Programming	3
95	Advanced JavaScript Programming	1
96	JavaScript Fundamentals	2
97	Java Programming Fundamentals	5
98	Introduction to Unix Operating System	5
99	Lotus Notes R5 Systems Administration	5
100	Web Page Authoring	2
101	Object-Oriented Analysis and Design Series	5
102	Object-Oriented Programming Principles	1
103	Introduction to PHP	1
104	Solaris 10 System Administration I	5
105	Solaris 10 System Administration II	2
106	Solaris 9 Administration I	4
107	Solaris 9 Administration II	4
108	Fundamentals of Solaris System Administration	4
109	Unix Boot Camp	5
110	Fundamentals of UNIX System Administration	5
111	Linux Fundamentals	3
112	Linux Red Hat - System Administration	5
113	Linux+ Certification	5
S/N	CompTIA	Duration (Days)
1	A+ Certification	10
2	A+ Certification - Core Hardware	5
3	A+ Certification - Operating Systems	5
4	N+ Certification	5

5	Project+ Certification	5
6	Server+ Certification	5
7	Security+ Certification	5
S/N	Oracle	Duration (Days)
1	Oracle 10g Database - Introduction to SQL	5
2	Oracle10g Database - Administration Workshop I	5
3	Oracle10g Database - Administration Workshop II	5
4	Oracle10g Database - Programming with PL/SQL	5
5	Oracle Forms Developer 10g - Build Internet Applications	5
6	Oracle 10g J Developer	5
7	Oracle9i - Introduction	3
8	Oracle9i Database - Fundamentals I	5
9	Oracle9i Database - Fundamentals II	5
10	Oracle9i Database - Performance Tuning	5
S/N	Crystal Reports	Duration (Days)
1	Crystal Reports XI - Level 1	2
2	Crystal Reports XI - Level 2	2
3	Crystal Reports XI - Enterprise Edition	5
4	Crystal Reports 10 - Level 1	2
5	Crystal Reports 10 - Level 2	2

S/N	Cisco	Duration (Days)
1	Building Cisco Multilayer Switched Networks (BCMSN)	5
2	Building Cisco Remote Access Networks (BCRAN)	5
3	Building Scalable Cisco Internetworks (BSCI)	5
4	Cisco Advanced Storage Implementation and Troubleshooting	3
5	Cisco Internet Service Node Deployment	3
6	Cisco Internetwork Design (CID)	5

7	Cisco Internetwork Troubleshooting (CIT)	5
8	Cisco IP Telephony Part 1 (CIPT)	5
9	Cisco IP Telephony Part 2 (CIPT)	5
10	Cisco Secure Virtual Private Networks	4
11	Installing Cisco WAN Switches	4
12	Interconnecting Cisco Network Devices (ICND)	5
13	Introduction to Cisco Networking Technologies	4
14	Securing Cisco Network Devices (SND)	5
15	Implementing Secure Converged Wide Area Network (ISCW)	5
16	Optimised Converged Cisco Network (ONT)	5

S/N	Security	Duration (Days)
1	Doing Things Right the first time: Networks and Security	4
2	Business Continuity and Disaster Recovery - Management	4
3	Are You Being Hacked? Countermeasures towards Hacking	4
4	Digital evidence through Forensic Investigation	3
5	The Need for Information Security and the Legal, Ethical and Professional Issues Pertaining to it	5
6	Security Blue Print and Continuity Planning	5
7	Security Technology and Physical Security: IT	3
8	Implementing Security and Information Security Maintenance	5
9	Creating a Security Culture	5
10	Network Security Hacks	2
11	Advanced Network Security	3
12	Hacking into Windows Server	2

S/N	Business Skills	Duration in Days
1	Accountability	
2	Achieving Life Balance	
3	Achieving Job Satisfaction	

4	Achieving Results	1
5	Adapting to Change	
6	Attitude	
7	Building Trust	
8	Business of Listening	
9	Business Etiquette & Professionalism	
10	Building and Closing the Sale	
11	Basics of Inventory Management	2
12	Be Your Own Coach	
13	Beyond Customer Service	
14	Balancing Home and Career	
15	Budgeting	1
16	Business Ethics	1
17	Business Etiquette	1
18	Business Problem Solving	1
19	Business Writing	1
20	Customer Satisfaction **	1
21	Creative Decision Making	
22	Career Development	1
23	Change Management**	1
24	Coaching	1
25	Creativity and Innovation	1
26	Creativity in Business	
27	Customer Relationship Management	1
28	Continuously Improving Self	
29	Creating a Learning Organization	
30	Critical Thinking	
31	Call Center Success	
32	Clear and Creative Thinking	
33	Calming Upset Customers	
34	Coaching for Development	

35	Conducting a Needs Analysis	
36	Conflict Management	
37	Delegating for Results	
38	Delegation Skills for Leaders	
39	Developing Positive Assertiveness	
40	Developing Self-Esteem	
41	Direct Marketing Techniques	
42	Effective Meeting Skills	
43	Effective Networking	
44	Effective Performance Appraisals	
45	Effective Presentation Skills	
46	Effective Recruiting Strategies	
47	Effective Sales Management**	2
48	Emotional Intelligence**	2
49	Empowerment	
50	Facilitation Skills for Team Leaders	
51	Financial Analysis	
52	Finance for Non Finance Managers	3
53	Feedback Skills for Leaders	
54	Finding Your Purpose	
55	Goals & Goal Setting**	
56	Handling the Difficult Employee	
57	Frontline Leadership	1
58	Fundamentals of Customer Service**	1
59	Fundamentals of Selling	1
60	Grammar Skills	1
61	Interviewing Skills	1
62	Interpersonal Communication	1
63	Leading Honorably	
64	Leadership	3
65	Managing Anger	

66	Managing Change at Work	
67	Managing Personal Change	
68	Managing Quality Customer Service**	2
69	Measuring Customer Satisfaction	
70	Meeting Skills for Leaders	
71	Mentoring	1
72	Motivating at Work	
73	Networking for Success	
74	Network Marketing	
75	New Employee Orientation	
76	New Product Introduction	
77	Negotiating**	1
78	Organizational Behavior	1
79	Organizational Communication	1
80	Organization Development	
81	Organizational Vision, Values, and Mission	
82	Organizing Your Workspace	
83	Overcoming Anxiety	
84	Organizational Learning	1
85	Organizational Skills	1
86	Presentation Skills	2
87	Personal Effectiveness**	2
88	Converting Change into Career Opportunity	
89	Plan Your Work, Work Your Plan	
90	Problem Solving for Teams	
91	Process Improvement	
92	Professional Selling	
93	Professionalism in the Office	
94	Project Management	
95	Prospecting	
96	Quality Customer Service**	2

97	Quality Management	1
98	Rapid Team Deployment	
99	Retaining Your Employees	
100	Risk Taking	
101	Report and Proposal Writing	2
102	Sales Management**	1
103	Sales Professional	3
104	Self-Empowerment	
105	Self-Managing Teams	
106	Strategic Decision Making	1
107	Stop Procrastinating!	
108	Stress Management	
109	Successful Career and Life Planning	
110	Successful Negotiation	
111	Successful Strategic Planning	
112	Supervising for Success	2
113	Team Building**	2
114	Team Problem Solving	
115	Technical Presentation Skills	
116	Telemarketing	
117	Team Development	2
118	Time Management**	1
119	Telephone & Time Management	
120	Telephone Courtesy & Customer Service	
121	Thinking on Your Feet	
122	Understanding Financial Statements	
123	Understanding Organizational Change	2
124	Virtual Teaming	
125	Winning the Inner Game of Selling	
126	Working in Teams	
127	Writing & Implementing a Marketing Plan	

128	Writing Business Proposals	
129	Writing Effective E-mail	
130	Writing Persuasively	
131	Your First 30 Days	
132	50 Tips for Better Communication	
133	50 Tips for Recruiting Employees	
134	50 Tips for Retaining Employees	