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IT SOLUTIONS
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Shared Learning

Course Schedule at all ICC locations 2019

(Document version March 2019)

ICC Learning Services Group

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01

On-Site Courses due to happen in 2019

To register for a course, or to request additional information (course fees, course descriptions) please contact icttraining@unicc.org

Course fee per person specified in this document is based on the minimum and maximum number of participants in the class. Generally, minimum number of participants may vary from 3 to 5, maximum number may vary from 12 to 20, depending on the nature and cost of the training.

Any of these courses may also be organized upon request in any customer's location, subject to the minimum number of participants, or provided in e-learning format. Please feel free to contact the **ICC Learning Services Group** for further information.

SCRUM Product Owner

Dates: 1—2 April 2019 | Duration: 2 Days | Location: Geneva

Course Fee **Geneva**: Between **900 USD** (class of 14 participants) & **2,575 USD** (class of 4 participants) per person, including exam fee

Deadline for receiving nominations: **13 March 2019**

This course focuses on all of these areas to teach students how to maximize the value of products and systems. PSPO is the cutting-edge course for Product Owners, Agile product managers and anyone responsible for a product's success in the market. In this course, students will develop and solidify their knowledge of being a Product Owner through instruction and team-based exercises. The breadth of the role's responsibilities in delivering a successful product will become more clear from an Agile perspective. Metrics are identified to track the creation of value and the successful delivery of the product to the marketplace.

Prince2 Agile Foundation

Dates: 4—5 April 2019 | Duration: 2 Days | Location: Valencia

Course Fee **Valencia**: Between **800 USD** (class of 14 participants) & **1,575 USD** (class of 4 participants) per person, including exam fee at the end of the course

Deadline for receiving nominations: **13 March 2019**

PRINCE2 Agile provides structure, governance and controls when working with agile concepts, methods and techniques. Designed to help professionals tailor management controls when working in an agile environment, the new product will help practitioners understand PRINCE2 governance requirements clearly and comprehensively as well as the interface between PRINCE2 and agile ways of working.

Prince 2 Agile Practitioner

Dates in Brindisi: 24—26 April 2019 | Dates in Geneva: TBD

Dates in New York: 15—17 April 2019 | Dates in Valencia: TBD

Duration: 3 Days

Course Fee **Brindisi**: Between **943 USD** (class of 14 participants) & **1,850 USD** (class of 4 participants) per person, including exam fee at the end of the course

Course Fee **Geneva**: Between **1,014 USD** (class of 14 participants) & **2,100 USD** (class of 4 participants) per person, including exam fee at the end of the course

Course Fee **New York**: Between **1,079 USD** (class of 14 participants) & **1,980 USD** (class of 5 participants) per person, including exam fee at the end of the course

Course Fee **Valencia**: Between **964 USD** (class of 14 participants) & **1,900 USD** (class of 4 participants) per person, including exam fee at the end of the course

Deadline for receiving nominations: **13 March 2019**

PRINCE2 Agile[®] Practitioner combines agile concepts with the world's most popular approach to project management. Developed in response to user demand, the PRINCE2 Agile Practitioner certification teaches you to blend structure, governance and control with agile methods, techniques and approaches.

Prerequisites: Prince 2 Foundation Certificate or Prince 2 Agile Foundation Certificate



(ISC)2 CCSP— Certified Cloud Security Professional

Dates: 8–12 April 2019 | Duration: 5 Days | Location: Valencia

Course Fee **Valencia**: Between **3,321 USD** (class of 14 participants) & **4,200 USD** (class of 5 participants) per person, including exam voucher fee

Deadline for receiving nominations: **13 March 2019**

The CCSP shows you have the advanced technical skills and knowledge to design, manage and secure data, applications and infrastructure in the cloud using best practices, policies and procedures established by the cybersecurity experts at (ISC)²

ITIL Service Transition

Dates: 7–9 May 2019 | Duration: 3 Days | Location: Brindisi

Course Fee **Brindisi**: Between **914 USD** (class of 14 participants) & **1,625 USD** (class of 4 participants) per person, including exam fee at the end of the course

Deadline for receiving nominations: **13 March 2019**

This module focuses on the process and practice elements and management techniques required to build, test and implement products and services. It also demonstrates how service transition can apply to other stages of the IT Service lifecycle and can underpin decisions during the Strategy and Operations phases.

Prerequisites: ITIL Foundation Certification

CBRM—Certified Business Relationship Manager

Dates: 6–10 May 2019 | Duration: 5 Days | Location: Brindisi

Course Fee **Brindisi**: Between **1,775 USD** (class of 20 participants) & **3,640 USD** (class of 5 participants) per person, including exam fee at the end of the course

Deadline for receiving nominations: **1 April 2019**

The CBRM[®] Practitioner Qualification is intended for the intermediate-to-advanced Business Relationship Manager, as it focuses on advancing to the role of Strategic Business Relationship Manager. As such, the primary focus is on strategic business relationship management, leveraged to optimize business value to the enterprise.

ITIL Service Design

Dates: 8–10 May 2019 | Duration: 3 Days | Location: Brindisi

Course Fee **Brindisi**: Between **914 USD** (class of 14 participants) & **1,625 USD** (class of 4 participants) per person, including exam fee at the end of the course

Deadline for receiving nominations: **13 March 2019**

The Service Design (SD) module is one of the certifications within the ITIL[®] Service Lifecycle work stream. It focuses on the design of IT services and covers the architectures, processes, policies and documentation that will enable you to design services that meet the needs of the organization or programme.

Prerequisites: ITIL Foundation Certification



Prince 2 Foundation

Dates in Geneva: TBD | Duration: 3 Days

Course Fee **Geneva**: Between **721 USD** (class of 14 participants) & **1,525 USD** (class of 4 participants) per person, including exam fee at the end of the course

Deadline for receiving nominations: **13 March 2019**

This course delineates the fundamental constituents of the PRINCE2® methodology - including the processes, themes, and principles, that underpin proficient project management. Whilst learning how to increase productivity and functionality of a project, this popular PRINCE2® training course will help candidates appreciate that a project must remain worthwhile and of business value throughout its lifecycle, in order to be deemed a success.

ISO 27001 Lead Implementer

Dates: TBD | Duration: 3 Days | Location: New York

Course Fee **New York**: Between **2,229 USD** (class of 14 participants) & **5,275 USD** (class of 5 participants) per person, including exam fee at the end of the course

Deadline for receiving nominations: **1 April 2019**

This fully accredited, practitioner-led course equips you to lead an ISO/IEC 27001 ISMS implementation project. Win new business by securing your organisation's information assets and reducing data security risks with real-world expertise and practical insights.





02 On-Site Courses in the pipeline during 2019

The courses specified in this section are tentative and will be confirmed further to reach the minimum number of participants in the mentioned locations.

Course fee per person specified in this document is based on the minimum and maximum number of participants in the class. Generally, minimum number of participants may vary from 3 to 5, maximum number may vary from 12 to 20, depending on the nature and cost of the training.

In addition, any of these courses may be organized upon request in any other location, subject to the minimum number of participants, or provided in e-learning format. Please feel free to contact the **ICC Learning Services Group** for further information.

To register for a course, or to request additional information (course fees, course descriptions) please contact icctraining@unicc.org

Course Title	Duration (Days)	Location	Course fee per person	Tentative Period
Professional SCRUM Master I & II	2	Valencia	TBD	Q2
CBCI—Certificate of Business Continuity Institute	4	Brindisi	Between 1,885 USD (class of 20 participants) & 3,540 USD (class of 5 participants) per person, including exam fee at the end of the course	Q2
CBCI—Certificate of Business Continuity Institute	4	Valencia	Between 1,920 USD (class of 20 participants) & 3,660 USD (class of 5 participants) per person, including exam fee at the end of the course	Q2
BRMP—Business Relationship Management Professional	3	Geneva	Between 1,700 USD (class of 14 participants) & 2,960 USD (class of 5 participants) per person, including exam fee at the end of the course	Q2
BRMP—Business Relationship Management Professional	3	New York	Between 1,643 USD (class of 14 participants) & 2,800 USD (class of 5 participants) per person, including exam fee at the end of the course	Q2
CEH—Ethical Hacking Course	5	Geneva	TBD	Q2





03 UNICC Tailor-made Courses

The courses mentioned in this section are delivered by UNICC subject matter experts, who can easily customize the may be organized upon request in any customer's location, subject to the minimum number of participants, or provided in e-learning format.

For any additional requirement not listed in this catalogue, please feel free to contact the **ICC Learning Services Group** at icttraining@unicc.org.

#1 Analysing and Virtualizing Data in Excel

Level: 1 (Basic) | Duration: 2 Days

Audience: Course aimed at Users who need to extract, transform, model and visualise data in Excel

Applications: Umoja ERP (SAP ECC & BI), Microsoft Excel & Power BI

Prerequisites: Working knowledge of Microsoft Excel

Final Assessment at the end of the course

Topics Covered:

- Introduction to Excel Reporting
- Transforming data in Microsoft Excel
- Modelling data using Excel Power Tools
- Visualizing data in Microsoft Excel.

#2 Analysing and Virtualizing Data in Power BI

Level: 1 (Basic) | Duration: 3 Days

Audience: Course aimed at Users who need to extract, transform, model and visualise data in Power BI

Applications: Microsoft Power BI

Prerequisites: Working knowledge of Microsoft Excel is beneficial and Completion of following online training (Lynda.com)

- Power-BI-Essential-Training
- Power-BI-Pro-Essential-Training

Final Assessment at the end of the course

Topics Covered:

- Overview of BI & Power BI Reporting
- Transforming data in Microsoft Power BI
- Modelling data in Power Query
- Visualizing data in Microsoft Power BI



#3 Analysing and Virtualizing Data in Excel & Power BI (Combo)

Level: 1 (Basic) | Duration: 5 Days

Audience: Course aimed at Users who need to extract, transform, model and visualise data in Excel & Power BI

Applications: Microsoft Excel & Power BI

Prerequisites: Working knowledge of Microsoft Excel and Completion of following online training (Lynda.com)

- Power-BI-Essential-Training
- Power-BI-Pro-Essential-Training

Final Assessment at the end of the course

Topics Covered:

- Overview of BI, Excel & Power BI Reporting
- Transforming data in Microsoft Excel & Power BI
- Modelling data in Excel & Power BI
- Visualizing data in both Microsoft Excel & Power BI

#4 Business Intelligence (Extended) for Umoja

Level: 2 (Intermediate) | Duration: 5 Days

Audience: Course aimed at Users who need to extract data from Umoja ECC & BI, transform data in Microsoft Excel, and model and visualise data in Power BI.

Applications: Umoja ERP (SAP ECC & BI), Microsoft Excel & Power BI

Prerequisites: Working knowledge of Microsoft Excel, Umoja BI & SAP BO/BI. Umoja BI & ECC Certifications. and Completion of following online training (Lynda.com)

- Power-BI-Essential-Training
- Power-BI-Pro-Essential-Training

Final Assessment at the end of the course

Topics Covered:

- Overview of BI, Excel & Power BI Reporting
- Extracting data from Umoja ERP (SAP ECC & Umoja BI)
- Transforming data in Microsoft Excel & Power BI
- Modelling data in Power Query & Umoja BI
- Visualizing data in Power BI & Umoja BI



#5 iNeed—Service Desk Agent Basic Training

Level: 1 (Basic) | Duration: 1 Day

Audience: Course aimed to provide guidance for processing common operational tasks

Applications: iNeed

Prerequisites: Access to iNeed

Topics Covered:

- Introduction to iNeed
- Service request creation and management
- iNeed activities reporting and data extract
- Agent navigation and dashboard management





04

Courses upon request during 2019

The courses mentioned in this section may be organized upon request in any customer's location, subject to the minimum number of participants, or provided in e-learning format.

For any additional requirement not listed in this catalogue, please feel free to contact the **ICC Learning Services Group** at icttraining@unicc.org.

Course Title— Category: Business Management

APM - Agile Project Management Foundation

APM - Agile Project Management Practitioner

BCS Specialist in Change Management BCSSCM

BRM - Becoming Value Focused Organization

BRM - BRM Executive Brief

BRM - BRM Fundamentals

BRM - BRMP Foundation

BRM - Business Value Ability

BRM - CBRM Practitioner

BRM - Strategic Partnering Approach

Building Emotional Intelligence

Certified Agile Process Owner

Certified Agile Service Manager

Certified Scrum Master

Certified Scrum Product Owner

Cobit 5 Assessor

Cobit 5 Assessor for security

Course Title— Category: Business Management

Cobit 5 Foundation

Cobit 5 Implementation

CompTIA CTT+ (Train the Trainer)

Customer Service Excellence

DevOps Foundation

HDI Customer Service Representative

HDI Desktop Support Technician

HDI Support Centre Analyst

Implementing NIST Cybersecurity Framework using COBIT 5

ISO 20000 Foundation

ISO 20000 Lead Auditor

ISO 20000 Lead Implementer

ISO 20000 Practitioner

ISO 21500 Foundation

ISO 21500 Lead Auditor

ISO 21500 Lead Implementer

ISO IEC 9001 Intro and Impl



Course Title— Category: Business Management

- ISO IEC 9001 IRCA Lead Auditor Certification
- ISO IEC 9001 IRCA Lead Auditor Transition
- ISO IEC 9001 Lead Implementor
- ISO IEC 9001 New Quality Systems Manager (Foundation Level)
- ITIL Intermediate Capability Stream
- ITIL Intermediate Lifecycle stream
- ITIL MALC
- Kepner-Tregoe Structured troubleshooting
- Leading by Example (Managerial Training)
- Prince2 Agile
- Prince2 Foundation
- Prince2 Practitioner
- Prince2 Re-registration
- SDI Service Desk Analyst
- SDI Service Desk Manager
- Service Desk Foundation

Course Title— Category: Cloud

- CompTIA Cloud+
- CompTIA Cloud Essentials
- Microsoft 10964 - Cloud & Datacenter Monitoring with System Center Operations Manager
- Microsoft 10979 - Microsoft Azure Fundamentals
- Microsoft 10992 - Integrating On-Premises Core Infrastructure with Microsoft Azure
- Microsoft 10993 - Integrating On-Premises Identity Infrastructure with Microsoft Azure
- Microsoft 20246 - Monitoring and Operating a Private Cloud
- Microsoft 20247 - Configuring and Deploying a Private Cloud
- Microsoft 20533 - Implementing Microsoft Azure Infrastructure Solutions Training
- Microsoft 20535 - Architecting Microsoft Azure Solutions
- Microsoft 20537 - Configuring and Operating a Hybrid Cloud with Microsoft Azure Stack
- Microsoft 20774 - Perform Cloud Data Science with Azure Machine Learning
- Microsoft 20776 - Performing Big Data Engineering on Microsoft Cloud Services
- Microsoft 40390 - Microsoft Azure for AWS Experts



Course Title— Category: Infrastructure

Cisco CICD—Implementing Cisco Collaboration Devices

Cisco CIVND1 & CIVND2 Implementing Video Network Devices—bundle version

Cisco CIVND1- Implementing Video Network Devices: Part 1—1.0—Online

Cisco CIVND2—Implementing Video Network Devices: Part 2—1.0

Cisco DCII—Implementing Cisco Data Center Infrastructure

Course Title— Category: Security

Cisco SASAC—Implementing Core Cisco ASA Security V1.0

CompTIA Cybersecurity Analyst (CySA+)

CompTIA Security+

ISC2 CCSP—Certified Cloud Security Professional CBK Training

ISC2 CISSP—Certified Information System Security Professional

ISO 27001 Foundation

ISO 27001 Lead Auditor

ISO 27001 Lead Implementer



Course Title— Category: Server

Microsoft 10135 - Configuring Managing and Troubleshooting Microsoft Exchange Server 2010

Microsoft 10324 - Implementing and Managing Microsoft Desktop Virtualization

Microsoft 10748 - Deploying System Center 2012 Configuration Manager

Microsoft 10961 - Automating Administration with Windows PowerShell

Microsoft 10962 - Advanced Automated Administration with Windows PowerShell

Microsoft 10965 - IT Service Management with System Center Service Manager

Microsoft 10967 - Fundamentals of a Windows Server Infrastructure

Microsoft 10969 - Active Directory Services with Windows Server

Microsoft 10970 - Networking with Windows Server

Microsoft 10971 - Storage and High Availability with Windows Server

Microsoft 10972 - Administering the Web Server (IIS) Role of Windows Server

Microsoft 10996 - Hybrid Cloud and Datacenter Monitoring with Operations Management Suite (OMS)

Microsoft 20331 - Core Solutions of Microsoft SharePoint Server 2013

Microsoft 20332 - Advanced Solutions of Microsoft SharePoint Server 2013

Microsoft 20334 - Core Solutions of Microsoft Skype for Business 2015

Microsoft 20339-1 - Planning and Administering SharePoint 2016

Microsoft 20339-2 - Advanced Technologies of Microsoft SharePoint 2016

Course Title— Category: Server

Microsoft 20341 - Core Solutions of Microsoft Exchange Server 2013

Microsoft 20342 - Advanced Solutions of Microsoft Exchange Server 2013

Microsoft 20345-1 - Administering Microsoft Exchange Server 2016

Microsoft 20345-2 - Designing and Deploying Microsoft Exchange Server 2016

Microsoft 20409 - Server Virtualization with Windows Server Hyper-V and System Center

Microsoft 20410 - Installing and Configuring Windows Server 2012

Microsoft 20411 - Administering Windows Server 2012

Microsoft 20412 - Configuring Advanced Windows Server 2012 Services

Microsoft 20413 - Designing and Implementing a Server Infrastructure

Microsoft 20414 - Implementing an Advanced Server Infrastructure

Microsoft 20488 - Developing Microsoft® SharePoint® Server 2013 Core Solutions

Microsoft 20489 - Developing Microsoft SharePoint Server 2013 Advanced Solutions

Microsoft 20703-1 - Administering System Center Configuration Manager

Microsoft 20703-2 - Integrating MDM and Cloud Services with System Center Configuration Manager

Microsoft 20740 - Installation, Storage and Compute with Windows Server 2016

Microsoft 20741 - Networking with Windows Server 2016

Microsoft 20742 - Identity with Windows Server 2016



Course Title— Category: Server

Microsoft 20743 - Upgrading Your Skills to MCSA: Windows Server 2016

Microsoft 20744 - Securing Windows Server 2016

Microsoft 20745 - Implementing a Software-Defined DataCenter

Microsoft 40409 - Deploying Voice Workloads for Skype for Business Online and Server

Microsoft 55021 - Configuring and Administering Hyper-V in Windows Server 2012

Microsoft 55033 - SharePoint 2013 Site Collection and Site Administration

Microsoft 55035 - Microsoft SharePoint Server 2013 for the Site Owner/Power User

Microsoft 55157 - SharePoint 2016 Business Intelligence

Microsoft 55202 - PowerShell 5.0 and Desired State Configuration

Microsoft 55217 - SharePoint 2016 Power User

Microsoft 55234 - SharePoint 2016 Site Collections and Site Owner Administration

Course Title— Category: Desktop

Microsoft 10982 - Supporting and Troubleshooting Windows 10

Microsoft 20695 - Deploying Windows Desktops and Enterprise Applications

Microsoft 20697-1 - Implementing and Managing Windows 10

Microsoft 20697-2 - Deploying and Managing Windows 10 Using Enterprise Services

Microsoft 20698 - Installing and Configuring Windows 10



Course Title— Category: Applications

Microsoft Office 365: Microsoft Applications (Excel, Access, Outlook, PowerPoint, One Drive) - Different levels

Microsoft 10997 - Office 365 Administration and Troubleshooting

Microsoft 20347 - Enabling & Managing Office 365

Microsoft 80539 - Microsoft Dynamics CRM 2013 Installation and Deployment

Microsoft 80542 - Microsoft Dynamics CRM 2013 Customization and Configuration

Microsoft Office 365 - Collaborative Tools

Microsoft Office 365 - Skype for Business

Microsoft Office 365 SharePoint for End Users

Microsoft Office 365 SharePoint for Site Owner

Course Title— Category: Database

Microsoft 10977 - Upgrading Your SQL Server Skills to Microsoft SQL Server 2014

Microsoft 10985 - Introduction to SQL Databases

Microsoft 10986 - Updating Your Skills to SQL Server 2016

Microsoft 10987 - Performance Tuning and Optimizing SQL Databases

Microsoft 10990 - Analyzing Data with SQL Server Reporting Services

Microsoft 10998 - Updating Your Skills to SQL Server 2017

Microsoft 20461 - Querying Microsoft SQL Server®

Microsoft 20462 - Administering Microsoft® SQL Server® Databases

Microsoft 20463 - Implementing a Data Warehouse with Microsoft SQL Server® (SSIS)

Microsoft 20464 - Developing Microsoft® SQL Server 2014® Databases

Microsoft 20465 - Designing a Data Solution with Microsoft® SQL Server® 2014

Microsoft 20466 - Implementing Data Models and Reports with SQL Server 2014 (SSRS)

Microsoft 20467 - Designing Business Intelligence Solutions with Microsoft SQL Server 2014

Microsoft 20761 - Querying Data with Transact-SQL

Microsoft 20762 - Developing SQL Databases

Microsoft 20764 - Administering a SQL Database Infrastructure

Microsoft 20765 - Provisioning SQL Databases



Course Title— Category: Database

Microsoft 20767 - Implementing a SQL Data Warehouse

Microsoft 20768 - Developing SQL Data Models

Microsoft 20773 - Analyzing Big Data with Microsoft R

Microsoft 20775 - Performing Data Engineering on Microsoft HD Insight

Microsoft 20778 - Analyzing Data with Power BI

Microsoft 20779 - Analyzing Data with Excel

Microsoft 40364 - Database Fundamentals

Course Title— Category: Developer

Microsoft 10978 - Introduction to Azure for Developers

Microsoft 20483 - Programming in C#

Microsoft 20485 - Advanced Windows Store App Development Using C#

Microsoft 20532 - Developing Microsoft Azure Solutions

Microsoft 40390 - Microsoft Azure for AWS Experts

Microsoft 55247 - Designing and Implementing Cloud Data Platform Solutions





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**Learning
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**Learning
Delivery**



**Shared
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**Tailor-made
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**Training Officer
as a Service**



**E-Learning
Solutions**

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