

State of Iowa

Department of Administrative Services (DAS)

Information Technology Enterprise (ITE)

Hoover State Office Building – B Level

Des Moines, Iowa 50319

*John Gillispie, Chief Operating Officer, ITE*

# ITE EDUCATION NEWS March/April 2005 Page 1

ITE Excel class is now 1 day, $80,

and you get the same great Element K student manual that you always get with the ITE Excel and Access classes. The Element K student manual comes with a glossary, table of context, indexing, and student disc of all classroom files.

Did you know…

in Microsoft Word, that typing a colon : then a closing paran ) will produce a single smiley face. ☺. Type a bunch and you get a bunch.

☺☺☺☺☺☺☺☺☺☺☺☺☺☺☺☺☺☺☺☺☺☺☺.

Typing a colon : then an opening paran ( will produce a sad face ☹.

Now to end this on a happy note.  **☺**

Difficult People in the Workplace

Course Number: COMM0161

**Overview/Description**

Do you grind your teeth in frustration each time you have to work closely with someone who drives you batty? Do you have to put up with difficult people at work on a regular basis? Has your physician told you that your blood pressure is at an all-time high? If you answered, "yes" to any of these questions, it's probably time for you to learn to deal with difficult people at the office. This course will guide you in your journey to coping effectively with difficult people. You'll learn step-by-step methods and processes to help you identify difficult people to cope and communicate with them. With the help of this course, you'll no longer have to be frustrated or intimidated by difficult people.

Lesson Objectives:

* Identifying and Coping with Difficult People
* Coping Strategies for Dealing with Difficult People
* Communicating with Difficult People

Target Audience

Business professionals, managers, executives, front-line workers

Expected Duration

3.5 hours

Interested in the above online course. See page 5 of this newsletter.

Business Objects class offered

See Page 2 for dates and description.

SkillSoft’s SkillPort

ITE offers online learning with over 1500 IT courses and 20 Interpersonal skill courses.

With enrollment to the online courses, you also have access to:

Simulations and Exercises

Test Prep Exams

Mentoring - 24x7 online mentoring by SkillSoft content experts

Resources - Job Aids and SkillBriefs

Books 24x7 Referenceware – Powerful search engine to the complete contents of 100s of reference books.

Internet based SkillPort is accessible 24 hours a day, 7 days a week from your Office or Home.

An enrollment form and pricing along with an IT course topic list are in this newsletter. To see the entire list of IT courses and outlines visit [www.SkillSoft.com](http://www.SkillSoft.com).

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| --- | --- |
|  | |
| 2 | * Instructor Led Training Schedule |
| 3 | * March and April Calendar * Sneak Peek at Future Courses |
| 4 & 5 | * Enrollment Forms |

**Direct all Education Comments and Questions to:**

Bruce Hupke – 281-6984

[bruce.hupke@iowa.gov](mailto:bruce.hupke@iowa.gov)

**ITE EDUCATION NEWS March/April 2005** Page 2

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| *Instructor led Training* | | |
| *Access Level 1* In this hands-on course, you’ll design and create databases, tables, queries, forms, and reports. You'll learn database concepts and terminology. You'll learn how to design and create a table. You'll learn how to work with tables and forms, including adding records, modifying table and form design, finding and editing records, deleting and copying records and values, and filtering and sorting records. You'll learn how to design and use select queries. You'll learn how to create and use forms for a single table and multiple-tables. You'll learn how to create and use reports. You'll learn how to create and maintain a database. You’ll learn rules for database design, including an introduction to table relationships. You will examine a database with design flaws and make corrections. Exercises and/or wrap-up lessons follow each of the 7 chapters. This class is self-contained within the award winning ElementK Courseware book. This book allows you to go over the entire course or portions of the course at anytime. The book comes complete with a Table of Contents, Glossary, Index, and disc with all course files.  **Prerequisite: Basic Windows or similar experience** |  | ***Access Level 1***  **$*115 Course: PC801*** Apr 6 8:30 – 3:30 **7**  8:30 – 12:00  Enrollments close: Mar 25  Hoover ‘B’ Level/Learning Center 2 |
| *Excel Level 1* In this hands-on course you’ll learn the skills you need to create, update, format, print and maintain an Excel spreadsheet. The class will work with ranges and various functions. You will create a simple chart sheet and work with an outline structure for a worksheet. You will also discover how to use an electronic spreadsheet to create basic data reports. Exercises and/or wrap-up lessons follow each of the 8 chapters. This class is self-contained within the award winning ElementK Courseware book. This book allows you to go over the entire course or portions of the course at anytime. The book comes complete with a Table of Contents, Glossary, Index and disc with all course files. Prerequisite: Basic Windows or similar experience |  | *Excel Level 1* ***$80 Course: PC701***  **May 11** :8:30 – 4:00  Enrollments close: May 2  Hoover ‘B’ Level/Learning Center 2 |
| *Access Level 2* In this hands-on course you’ll learn the skills you need to create, update, format, print and maintain an Excel spreadsheet. The class will work with ranges and various functions. You will create a simple chart sheet and work with an outline structure for a worksheet. You will also discover how to use an electronic spreadsheet to create basic data reports. Exercises and/or wrap-up lessons follow each of the 8 chapters. This class is self-contained within the award winning ElementK Courseware book. This book allows you to go over the entire course or portions of the course at anytime. The book comes complete with a Table of Contents, Glossary, Index and disc with all course.  **Prerequisite: Basic Microsoft ACCESS class** |  | ***Access Level 2***  ***$115 Course: PC811*** Apr 20 8:30 – 3:30 **21**  8:30 – 12:00  Enrollments close: Apr 8  Hoover ‘B’ Level/Learning Center 2 |
| *Excel Level 2* In this hands-on course you’ll learn the skills you need to create, modify, and customize Excel charts. You will work with both chart sheets and embedded charts. Drawing tools will be used to enhance worksheets and charts. You will use advanced sorting and filtering techniques for locating and managing information. You will learn the querying capabilities of Excel. Exercises and/or wrap-up lessons follow each of the 6 chapters. This class is self-contained within the award winning ElementK Courseware book. This book allows you to go over the entire course or portions of the course at anytime. The book comes complete with a Table of Contents, Glossary, Index and disc with all course files.  **Prerequisite: Basic Microsoft EXCEL class or similar EXCEL experience** |  | ***Excel Level 2***  ***$115 Course: PC711***  **May 25** 9:00 – 3:30  **26** 9:00 – 12:00  Enrollments close: May 16  Hoover ‘B’ Level/Learning Center 2 |
| *Business Objects* This class is taught using ZABO, a downloadable, self-installing version of Business Objects. ZABO, short for Zero Administration Business Objects, is functionally equivalent to the full-client. It has an integrated suite of [Business Objects](http://disdatawarehouse.state.ar.us/DWH_Gloss/#bo) modules (InfoView, WebIntelligence Explorer and WebIntelligence Reporter.) ZABO is a web based report creating and viewing software. This hands-on course will teach students to create several types of reports. Included in reports students create are: calculations, sorting, grouping, breaking, conditions, crosstab and bar charts. Also formatting a report. Students will learn to send/receive and publish reports. Students in class will do report drilling. Step by step workbook included.  **Prerequisite: Basic Windows or similar experience** |  | ***Business Objects***  ***$50 Course: UT501***  **March 29**9:00 – 12:00  Enrollments close: March 21  Hoover ‘B’ Level/Learning Center 2 |

**ITE EDUCATION NEWS March/April 2005** Page 3

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| March 2005 | | | | | | | | | | | | |
| **Sunday** | | **Monday** | | **Tuesday** | **Wednesday** | | | **Thursday** | **Friday** | | | **Saturday** |
|  | |  | | **1** | **2** | | | **3** | **4** | | | **5** |
| **6** | | **7** | | **8** | **9** | | | **10** | **11** | | | **12** |
| **13** | | **14** | | **15** | **16** | | | **17** | **18** | | | **19** |
| 20 | | **21** | | **22** | **23** | | | **24** | **25** | | | **26** |
| **27** | | **28** | | **29**  **Business Objects**  **9:00 – 12:00** | **30** | | | **31** |  | | |  |
| April 2005 | | | | | | | | | | | | |
| **Sunday** | **Monday** | | **Tuesday** | | | **Wednesday** | **Thursday** | | | **Friday** | **Saturday** | |
|  |  | |  | | |  |  | | | **1** | **2** | |
| **3** | **4** | | **5** | | | **6**  **Access Level 1**  **8:30 – 3:30** | **7**  **Access Level 1**  **8:30 – 12:00** | | | **8** | **9** | |
| **10** | **11** | | **12** | | | **13** | **14** | | | **15** | **16** | |
| **17** | **18** | | **19** | | | **20**  **Access Level 2**  **8:30 – 3:30** | **21**  **Access Level 2**  **8:30 – 12:00** | | | **22** | **23** | |
| **24** | **25** | | **26** | | | **27** | **28** | | | **29** | **30** | |

**Sneak Peak: Excel Level 1 May 11 Excel Level 2 May 25, 26**

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| **Personnel Development Seminars (PDS)** Course Registration Form **2004-2005** |

**(Please Print)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Name: |  | | | | | | SS #: |  | | |
|  | *Last* | | | *First* | | *MI* |  | | | |
| Agency: |  | | | | | | Classification: | | |  |
| **Work Location:** | |  | | | | | **Work Phone:** | | |  |
| **E-Mail Address:** | |  | | | | | | | | |
| **Supervisor’s Name:** | | |  | | | | **Supervisor’s Phone:** | |  | |
| **If NOT a State of Iowa employee, bill training to:** | | | | |  | | | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Course Number | Course Title | Date Preference | Alternative Date |
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| **Once any course costing $99.00 or less is confirmed, the participant's agency will be billed for the full amount of training unless cancellations are received by PDS at least five (5) working days prior to the class date. For courses that cost $100.00 or more, agencies will be billed for ANY cancellations after confirmation. Departments may substitute confirmed course participants when necessary. To cancel, call (515) 281-5456. (See page 2 for other cancellation information.)** | | | |

**The following signatures indicate approval of the course(s)**

**requested above and understanding of PDS’ cancellation policy.**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  | **Accommodation Request:**  **Please indicate if you have any special needs that we can address to make your participation more enjoyable. Please provide 8 weeks notification.** | | | | | |
| *Employee* |  | *Date* |  |
|  |  |  |  |
| *Supervisor* |  | *Date* |  |  |  | **Braille** |  | **Sign Language Interpretation** | |
|  |  |  |  |  |  |  |  |  | |
| *Training Liaison* |  | *Date* |  |  |  | **Large Print** |  | **Other** |  |
|  |  |  |  |  |  |  |  |  | |

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| Mail to: | Suzie Reicks  DAS-Human Resources Enterprise  Personnel Development Seminars  Grimes State Office Building | **OR** | **Fax to:** | Personnel Development Seminars  (515)-242-5152 |

CFN 552-0142 R 5/04

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| **Personnel Development Seminars (PDS)** SkillPort e-learning Online Course Registration Form **2004-2005** |

# Instructions

1. Fill out the following enrollment form and submit.
2. A Username and Password and directions will be issued to you by email.
3. Access to online courses and much more for SkillSoft IT users will be, at anytime, anywhere, 24 hours a day, 7 days a week!

\***NOTE:** SkillSoft IT users will be on the honor system and will keep their unique username and password private and not give it out to others.

# User Information (PLEASE PRINT)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Name** | |  | | | **Phone:** | |  |
|  | |  | | |  | |  |
| **Email:** |  | | | | **Date:** |  | |
|  |  | | | |  |  | |
| **Department Name:** | | |  | **Division Name:** | |  | |

**Information Technology Path (All online classes) Access Length (Please check one)**

|  |  |  |
| --- | --- | --- |
| **Technical Online Courses** |  | **Interpersonal Skills Online Courses** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 1,500 courses for 4 months ($179.00) |  |  | 10 courses for 4 months ($179.00) |
|  |  |  |  |  |
|  | 1,500 courses for 2 months ($99.00) |  |  | 5 courses for 4 months ($99.00) |
|  |  |  |  |  |
|  | 1 single course for 1 month ($35.00) |  |  | 1 single course for 1 month ($35.00) |

**Please list single courses below**

|  |  |
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| 1. |  |
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# Signatures

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| --- | --- | --- | --- |
| **User Signature:** |  | | |
|  |  | | |
| **Authorized Signature:** | |  | |
|  | |  | |
| **Training Liaison Signature:** | | |  |

# Submit by Mail or Fax

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Mail to: | Suzie Reicks  DAS-Human Resources Enterprise  Personnel Development Seminars  Grimes State Office Building | **OR** | **Fax to:** | Personnel Development Seminars  (515)-242-5152 |

#### Access to both IT End-User & Professional Curricula 4 months is $179 or 2 months for $99 Single course pricing below

**IT End-User Curricula TOPICS**

Adobe Acrobat 5

Home and Personal

IBM Lotus Sametime 3 and QuickPlace 3

Lotus Notes R6 End-User

Microsoft End-User Operating Systems and Tools

Microsoft Internet Explorer 5.5

Microsoft Office XP

Microsoft Office 2003

Microsoft Office 2000

Microsoft Office 97

Microsoft Project 2002

Microsoft Visio 2000

Microsoft Windows 2000 for End Users

Microsoft Windows 98 for End Users

Microsoft Windows ME for End Users

Microsoft Windows XP for End Users

Netscape 6

Netscape 6.2

PDAs

Seagate Crystal Reports

**IT Professional Curricula**

**Enterprise Database Systems Solution Area Topics**

Microsoft SQL Server

Microsoft SQL Server 2000

Microsoft SQL Server 7.0 Database Implementation

Microsoft SQL Server 7.0 System Administration

Oracle8i Backup and Recovery

Oracle8i Introduction

Oracle8i Database Administration

Oracle8i Network Administration

Oracle8i Performance Tuning

Oracle9i

Systems and Database Design

**IT Professional Curricula**

**Internet and Network Technologies Solution Area Topics**

ATM Fundamentals (CBE) - 1M0-801

Avaya

BCMSN 2

BCRAN 2

BSCI 2

Cisco ARCH

Cisco CCDA/CCDP Certification

Cisco CIT

Cisco CCNA and CCNP Certification

Cisco INTRO

Cisco IMCR (Installation and Maintenance of Cisco Routers)

CompTIA iNET+ Certification

CompTIA Network+ Certification

Data/Telecomms

DSL Theory, Standards and Protocols - LCTE/401

Frame Relay Fundamentals (CBE) - 1M0-901

Internet Security

Internetworking Essentials

Networking and Telecommunications Fundamentals

SANS GSEC

Security Principles, Procedures, and Solutions

Telecommunications

VoIP Theory, Protocols and Standards (CBE) - 1M0-301

VPN Theory, Protocols and Standards (CBE) - 1M0-201

WAN Technologies

Wireless Communications

**IT Professional Curricula**

**Operating Systems and Server Technologies Solution Area Topics**

CompTIA A+ Certification

CompTIA Server+ Certification

CompTIA Linux+ Certification

Linux: Basic System Administration

Lotus Domino R6

IBM Mainframe

Microsoft Application Center 2000

Microsoft BizTalk Server 2000

Microsoft Commerce Server 2000

Microsoft Exchange Server 2000

Microsoft Exchange Server 5.5

Microsoft Internet Information Server 4.0

Microsoft Internet Information Services 5.0

Microsoft Internet Security and Acceleration Server 2000

Microsoft Proxy Server 2.0

Microsoft Small Business Server 2000

Microsoft Systems Management Server 2.0

Microsoft TCP/IP on Windows NT 4.0

Microsoft Windows 2000

Microsoft Windows 2000 Update from NT 4.0

Microsoft Windows 2003

Microsoft Windows NT 4.0 (Server and Workstation)

Microsoft Windows XP

Microsoft Windows 98 Service and Support

Operating Systems

Sun Solaris 8

Sun Solaris 9

UNIX Essentials

Windows Server 2003

## IT Professional Curricula

**Software Development Solution Area Topics**

ANSI C Programming

C/C++ Programming

Cobol

Java 2 (Platform 1.2)

Java 2 Programming (Platform 1.3)

Java Enterprise Connectivity

Java Web Services

Lotus Notes Domino 6.0

Microsoft .NET for Developers

Microsoft .NET Software Development Tools

Microsoft Office 2000 Solution Development

Microsoft Solution Architectures

Microsoft VBScript

Microsoft Visual Basic 5.0

Microsoft Visual Basic 6.0

Microsoft Visual C++

Rational Rose 2001

Software Design

Software Design Methodology

Software Programming Fundamentals

**IT Professional Curricula**

**Web Design Solution Area Topics**

Adobe

Macromedia

Microsoft FrontPage

Scripting and Web Languages

Web Site Design - Principles

For a complete list of actual courses, course outlines, or demo an online course, go to [www.skillsoft.com](http://www.skillsoft.com).

For questions or more information contact Bruce Hupke at 515/281-6984 or e-mail at [bruce.hupke@iowa.gov](mailto:bruce.hupke@iowa.gov)

Any Single Course = $35 for 1 month access.