

John Gillispie, Chief Operating Officer, ITE

ITE NEWS July/August 2004

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All Course Registrations

Registration for ITE's Instructor Led Courses and Online courses will now be made through HRE(Human Resource Enterprise). Enrollment forms are included with this newsletter and have the new mailing and fax information included.

SkillSoft's SkillPort has replaced MySmartForce

Through the merging of SmartForce and SkillSoft, ITE has new e-learning platform called SkillPort.

ITE is offering online learning in 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.



Be ready for your next training opportunity.

InterPersonal Skills

Online Courses offered

For FY05 (July 1) DAS/ITE will be offering 20 online InterPersonal Skills Courses for State of Iowa Employees. These courses will be delivered through our SkillPort learning portal. Enrollment form and pricing can be found in this newsletter. Preliminarily the following courses will be available.

1. COMM001 - The Process of Interpersonal Communication
2. COMM002 - The Mechanics of Effective Communication
3. COMM003 - Communication Skills for Workplace
4. COMM004 - Communicate for Results
5. COMM0151 - The Basics of Listening
6. COMM0152 - Listening for Comprehension
7. MGMT0310 - How to Overcome Negativity in the Workplace
8. CUST0102 - Fundamentals of Exceptional Customer Service
9. CUST0105 - Customers, Conflict and Confrontation
10. PD0113 - Managing Time
11. PD0121 - Time as a Resource
12. PD0122 - Eliminate the Time Wasters
13. HR0131 - What is Sexual Harassment
14. PD0181 - Finding Your Life Balance
15. PD0332 - Making the Change
16. HR0141 - Workplace Diversity
17. HR152 - Difficult People in the Workplace
18. EBUS0101 - The Fundamentals of e-Business
19. EBUS0102 - Approaches of e-Business
20. EBUS0106 - e-Business Solutions

Our SkillPort site is complete and is fully functional. We can come to your meeting or user group to demonstrate the benefits of this Learning Solution. Please feel free to call Bruce at 281-6984 or e-mail me at bruce.hupke@iowa.gov.

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**
July 21 8:30 – 3:30
22 8:30 – 12:00
 Enrollments close: Jul 9
 Hoover 'B' Level/Learning Center 2
OR
Oct 6 8:30 – 3:30
7 8:30 – 12:00
 Enrollments close: Sep 24
 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

\$115 **Course: PC701**
Sept 22 9:00 – 3:30
23 9:00 – 12:00
 Enrollments close: Sept 10
 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 files. **Prerequisite: Basic Microsoft ACCESS class**

Access Level 2

\$115 **Course: PC811**
Oct 20 8:30 – 3:30
21 8:30 – 12:00
 Enrollments close: Oct 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**
Dec 8 9:00 – 3:30
9 9:00 – 12:00
 Enrollments close: Nov 29
 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 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**
TBA 9:00 – 12:00
 Enrollments close:
 Hoover 'B' Level/Learning Center 2

July 2004

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 Access Level 1 8:30 – 3:30	22 Access Level 1 8:30 – 12:00	23	24
25	26	27	28	29	30	31

August 2004

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	30	31				

Sneak Peak: Excel Level 1 Sep 22,23

Access Level 1 Oct 6,7

Access Level 2 Oct 20,21

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: _____

<u>Course Number</u>	<u>Course Title</u>	<u>Date Preference</u>	<u>Alternative Date</u>

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.

_____ *Employee* _____ *Date*

_____ *Supervisor* _____ *Date*

_____ *Training Liaison* _____ *Date*

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.

Braille Sign Language Interpretation
 Large Print Other _____

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

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

Interpersonal Skills Online Courses

- 10 courses for 4 months (\$179.00)
- 5 courses for 4 months (\$99.00)
- 1 single course for 1 month (\$35.00)

Please list single courses below

1. _____
2. _____
3. _____
4. _____
5. _____

Signatures

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

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

Any Single Course = \$35 for 1 month access.

For a complete list of actual courses, course outlines, or demo an online course, go to www.skillsoft.com.
For questions or more information contact Bruce Hupke at 515/281-6984 or e-mail at bruce.hupke@iowa.gov