



# ITE Education News

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 September/October 2005

Page 1

## SkillSoft's SkillPort

ITE offers online learning with over 1500 IT courses and 20 Interpersonal skill courses. With enrollment to the IT 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).

## Want to see our list of Business Skills Courses?

(Includes descriptions, target audience and duration.)

Go to the below link and click on Sep/Oct 04.

[ITE Newsletter Archive](http://www.infoweb.state.ia.us/newsletter/)

<http://www.infoweb.state.ia.us/newsletter/>

|       |  |
|-------|--|
|       |  |
| 2     | Instructor Led Training Schedule                               |
| 3     | September and October Calendar<br>Sneak Peek at Future Courses |
| 4 & 5 | Enrollment Forms   |

## Fundamentals of Exceptional Customer Service

Course Number: CUST0102

### Overview/Description

You've seen the ad campaigns that boast, "Customer satisfaction guaranteed." But in today's marketplace, satisfaction isn't enough. This course is designed to take your goals beyond merely satisfying the customer to creating customer loyalty. The training takes aim at outdated modes of thinking, and establishes the building blocks for a service mentality that increases customer commitment, not to mention profits. Learn how to develop service standards and track their effectiveness. Gain new insights and strategies from the corporate masters of customer service. Explore the value of building relationships with customers. Most importantly, by the end of the course you'll be able create your own customer-focused philosophy.

**Target Audience:** Front Line Staff, Managers, and Team Leaders

### Lesson Objectives:

- Defining Service
- Service Standards
- Great Customer Service Strategies
- An Action Plan for Personal Service

**Expected Duration** 3.5 hours

Interested in the above online course. See the 5<sup>th</sup> page of this newsletter for enrollment form.

### Direct all Education Comments and Questions to:

Bruce Hupke – 281-6984  
[bruce.hupke@iowa.gov](mailto: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**

**Oct 12** 8:30 – 3:30

**13** 8:30 – 12:00

Enrollments close: Oct 3

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**

**Sep 8** 8:30 – 4:00

Enrollments close: Aug 26

**Oct 19** 8:30 – 4:00

Enrollments close: Oct 7

Hoover 'B' Level/Learning Center 2

***ACCESS LEVEL 2***

In this hands-on course, you will learn how to enhance your database design by using the principles of normalization and table relationships. You'll also learn how to query multiple tables for data that is used in customized forms and reports. In addition, you'll be able to take the guesswork out of creating databases by learning to use data-normalization techniques. See how to take advantage of relational database efficiency to maintain data. You will also learn techniques to save time by controlling data entry and automating tasks. Benefit by becoming familiar with Access features that will enable you to customize forms and reports. An introduction to Data Access pages and Mail Merging with Word will be presented. 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 Microsoft ACCESS class

***Access Level 2***

**\$115** **Course: PC811**

**Nov 9** 8:30 – 3:30

**10** 8:30 – 12:00

Enrollments close: Nov 1

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**

**Feb 22** 9:00 – 3:30

**23** 9:00 – 12:00

Enrollments close: N/A

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**

**Sep 22** 9:00 – 12:00

Enrollments close: Sep 12

Hoover 'B' Level/Learning Center 2

## September 2005

| Sunday | Monday         | Tuesday | Wednesday | Thursday   | Friday | Saturday |
|--------|----------------|---------|-----------|--|--------|----------|
|        |                |         |           | 1  | 2      | 3        |
| 4      | 5<br>Labor Day | 6       | 7         | 8<br>Excel Level 1<br>9:00 – 4:00                  | 9      | 10       |
| 11     | 12             | 13      | 14        | 15   | 16     | 17       |
| 18     | 19             | 20      | 21        | 22<br>Business Objects<br>Infoview<br>9:00 – 12:00 | 23     | 24       |
| 25     | 26             | 27      | 28        | 29   | 30     |          |

## October 2005

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

Sneak Peak: Access Level 2 Nov 9,10

Excel Level 1 Oct 19

Access Level 1 Jan 18,19 Excel Feb 22,23

## Personnel Development Seminars (PDS) Course Registration Form

**(Please Print)**

**Name:** \_\_\_\_\_ **SS #:** \_\_\_\_\_

*Last First MI*

**Agency:** \_\_\_\_\_ **Classification:** \_\_\_\_\_

**Work Location:** \_\_\_\_\_ **Work Phone:** \_\_\_\_\_

**E-Mail Address:** \_\_\_\_\_

**FOR NON-STATE EMPLOYEES, PLEASE PROVIDE BILLING INFORMATION:**

**Non-State Agency/Organization:** \_\_\_\_\_

**Contact:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **City/Zip:** \_\_\_\_\_

| <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.**

|                      |                           |             |
|----------------------|---------------------------|-------------|
|                      |                           |             |
| <i>Employee Name</i> | <i>Employee Signature</i> | <i>Date</i> |

\_\_\_\_\_  
*Supervisor Name*                      *Supervisor Signature*                      *Date*

|  |                                   |             |
|--|-----------------------------------|-------------|
| <u>Training Liaison Name (State Employee Only)</u> | <u>Training Liaison Signature</u> | <u>Date</u> |
|--|-----------------------------------|-------------|

### 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

**Personnel Development Seminars (PDS)  
e-learning Registration Form (2 pages)**

(PLEASE PRINT)

**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**

Name (printed): \_\_\_\_\_ SS #: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Department Name: \_\_\_\_\_ Division Name: \_\_\_\_\_

**Information Technology Path (All IT 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: \_\_\_\_\_ Date: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Training Liaison Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Submit (by  
Mail) to:**

Leslie Davenport  
DAS-Human Resources Enterprise  
Personnel Development Seminars  
Grimes State Office Building  
400 East 14<sup>th</sup> Street  
Des Moines, IA 50319

**OR Submit (by Fax) to:** Personnel Development Seminars  
(515)-242-5152

***For PDS Use Only:***

|                             |                                 |
|-----------------------------|---------------------------------|
| <b>Date Activated</b> _____ | <b>Completion Date By</b> _____ |
| <b>Report Sent</b> _____    | <b>Date Deactivated</b> _____   |

### **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

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)

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