

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 January/February 2006 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/

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

Customers, Conflict and Confrontation

Course Number: CUST0105

Overview/Description   
 Is there anything that can torpedo your work day more than an arrogant, obnoxious, rude customer? YES! Not knowing how to handle one! It's challenging to stay service-minded when the person you are dealing with is being "difficult." This course will give you the perspective to effectively cope with customer conflict, and sound methods to deal with all types of potentially confrontational situations. You'll be able to identify elements of emotional response that interfere with good customer service. Staying cool, calm, and customer-connected is a critical learning objective for this course. Develop communication skills that defuse customer complaints. Learn and differentiate the best methods to handle difficult customers in person and over the phone. By the end of this highly interactive course, you'll have the strategies necessary to restore customer confidence and move beyond the thorny issue to an even stronger relationship.

Target Audience: Front line personnel, team leaders, and customer service managers.

Lesson Objectives:

* What Creates a Confrontational Customer?
* Communication Essentials for Dealing with Customers
* Face to Face with Customer Conflict
* Handling Customer Conflicts Over the Phone

Expected Duration 5.5 hours

Interested in the above online course. See the 5th 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)

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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*** Jan 18 8:30 – 3:30 **19**  8:30 – 12:00  Enrollments closed Apr 5 8:30 – 3:30 **6**  8:30 – 12:00  Enrollments close: Mar 27  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***  **Feb 8** 8:30 – 4:00  Enrollments close: Jan 30  **Apr 4** 8:30 – 4:00  Enrollments close: Mar 27  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*** Feb 1 8:30 – 3:30 **2**  8:30 – 12:00  Enrollments close: Jan 23  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: Feb 13 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***  TBA 9:00 – 12:00  Enrollments close:  Hoover ‘B’ Level/Learning Center 2 |

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| January 2006 | | | | | | | | | | | | |
| **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**  **Access Level 1**  **8:30 – 3:30** | | | **19**  **Access Level 1**  **8:30 – 12:00** | **20** | | | **21** |
| **22** | | **23** | | **24** | **25** | | | **26** | **27** | | | **28** |
| **29** | | **30** | | **31** |  | | |  |  | | |  |
| February 2006 | | | | | | | | | | | | |
| **Sunday** | **Monday** | | **Tuesday** | | | **Wednesday** | **Thursday** | | | **Friday** | **Saturday** | |
|  |  | |  | | | **1**  **Access Level 2**  **8:30 – 3:30** | **2**  **Access Level 2**  **8:30 – 12:00** | | | **3** | **4** | |
| **5** | **6** | | **7** | | | **8**  **Excel Level 1**  **8:30 – 4:00** | **9** | | | **10** | **11** | |
| **12** | **13** | | **14** | | | **15** | **16** | | | **17** | **18** | |
| **19** | **20** | | **21** | | | **22**  **Excel Level 2**  **8:30 – 3:30** | **23**  **Excel Level 2**  **8:30 – 12:00** | | | **24** | **25** | |
| **26** | **27** | | **28** | | |  |  | | |  |  | |

**Sneak Peak: Excel 1 Apr 4 Access Level 1 Apr 5, 6 Access Level 2 May 3, 4 Excel 1 May 17**

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| --- |
| **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:** |  |

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| --- | --- | --- | --- |
| 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.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
| *Employee Name* |  | *Employee Signature* |  | *Date* |
|  |  |  |  |  |
| *Supervisor Name* |  | *Supervisor Signature* |  | *Date* |
|  |  |  |  |  |
| *Training Liaison Name (State Employee Only)* |  | *Training Liaison Signature* |  | *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**

CFN 552-0142 Rev. 6/05

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| **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** |  | **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**

|  |  |
| --- | --- |
| 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 14th Street  Des Moines, IA 50319 | **OR** | **Submit (by Fax) to:** | Personnel Development Seminars  (515)-242-5152 |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ***For PDS Use Only:*** | | |  |  |  | | |  | |  | |
| ***Date Activated*** | |  | |  | ***Completion Date By*** | |  | | | |  |
| ***Report Sent*** |  | | |  | ***Date Deactivated*** |  | | | | |  |
|  |  | | |  |  | | | |  | |  |

Rev. 6/0

#### Access to both IT End-User & Professional Curricula 4 months is $179 or 2 months for $99 Single course, 1 month $35

**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)