



Custom Solutions

Corporate Training

Needs Assessment

2003

Matching Training Needs Efficiently & Effectively

Technology skill gaps can occur whenever an organization attempts to make a change. *Is the technical staff ready to implement the new software? Do programmers have the background needed to develop in a new object oriented programming language? Will end-users quickly feel comfortable with the new version of a desktop application?*

Quick Assessments. Whenever you have a group of individuals with training needs, we can provide a Quick Assessment of those needs and make recommendations free of charge. Here's an example of a typical Quick Assessment:

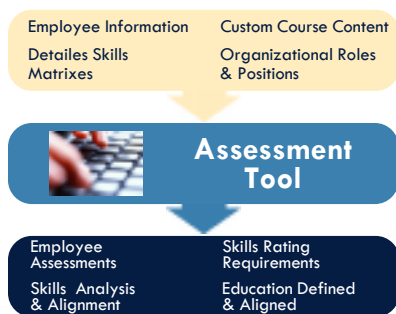
- Our subject matter expert will teleconference with your training coordinator or technical staff to better understand the goals of your organization as they relate to the technology change. As part of this conversation, we will get some gauge of the skill level of the group.
- After the meeting, we review your statements and present preliminary curriculum recommendations that include detailed outlines, learning options, and costs.
- We then review our preliminary recommendations with you and work together to create final recommendations that you can submit for approval.

Quick Assessments can include innovative recommendations that help keep the cost and time commitments down, and well within your budget. For example, we may suggest that we customize the presentation to only cover material relevant for your staff, or include self-study topics before the training event. Courses can be scheduled for evenings or weekends to accommodate the demands of busy work schedules. These are just a few of the options to reduce time and costs.

Formal Assessments. Projects that are of a larger scope and have greater strategic importance to your organization require a Formal Assessment which we also provide. Formal Assessments are provided for a fee. However, that fee is rebated if your company schedules training with Online as a result of our recommendations. (See article below.)



IT Staff Skills: Formal Assessment



We can perform a Formal Assessment to determine your IT staff's project readiness. Our assessment tool uses predefined skills dictionaries that are aligned to your organization's support roles. With this tool and your data we can provide an analysis that will identify where you have skills gaps, what skills each position or role requires, and recommend educational solutions to remove the gaps.

A Formal Assessment identifies your exact needs which makes it very cost-effective. Additionally, the fee is rebated when your company schedules educational

solutions with Online as a result of the Assessment. Group or "reserved" training may be one of our recommendations. This flyer outlines topics and solutions for which we have provided group training. We can provide this option for any of the courses listed on our web site.

Outsourcing Your Training Function

You can realize substantial savings by outsourcing your training function to Online Consulting. We've been in the business of providing corporate training for 20 years and we have extensive systems and expertise to schedule, promote, and deliver top-quality training events at a price lower than what it would cost you to deliver similar services internally. Here are some of the services we can provide:

Corporate Education Portal. This is a web site that can contain links to your instructor-led course schedule, e-learning content, web-based seminars, and FAQs your support desk fields.

Online Registration System. Also attached to the portal is the Online registration system that can manage thousands of registrations each month. This system provides registration confirmations, announcements, plus management reporting and billing.

Businesses, a major university, and government agencies are already gaining the cost and quality advantages of having Online Consulting function at their training department. Learn how you can increase quality and lower your overall training costs by partnering with Online Consulting. Contact our Business Development Managers at...

1-800-288-8221

...to explore the options and to arrange a demonstration.

ONLINE CONSULTING

1-800-288-8221

www.onlc.com

Custom Training for Your Group

IT Professional Courses

Migrations and special projects can create a driving need for IT Professionals to be trained. They support the systems and your end-users. Online has helped many clients with such needs. Some projects have lead to our development of classes just for support professionals; others have resulted in customized training and related follow up consulting on Active Directory design and implementation. Our know-how and experience doesn't stop there. We've assisted clients with...

- SQL Server Administration
- Oracle Server Administration
- Exchange
- Windows for Support Professionals
- Active Directory Services
- Novell 6.0 Administration
- SMS

CASE STUDIES

Windows XP for Support Professionals. In response to requests for technical XP training, Online Consulting developed a 3-day alternative to Microsoft's official 5-day course. Our course



provides the essential information for supporting a Windows XP deployment and can be customized for specific audiences. For example, when we taught this course to university faculty. Different topics were called out when presenting to their system administrators than when taught to their help desk professionals.

Standardizing on Oracle. To increase the ease of data access and systems integration, a leading financial services corporation decided to forego their many database management systems and standardize on Oracle. The first part of this year-long effort was to give individuals an overview of Oracle SQL and issues related to Oracle administration. Our instructor was involved in a Quick Assessment with the coordinators and developed a lesson plan based on that information. Additionally, after the first day of training at the client's site, the students in the class expressed the need for additional special topics. The instructor worked into the evening to develop labs for those learning objectives and presented them in class the next day, meeting the needs of both coordinators and students.

Managing Windows 2000 Network Support. A large law firm had a systems integrator install new servers, Windows 2000, and Active Directory. After the integrator was finished with the installation, the law firm's own technical support people wanted to take responsibility for the network administration and maintenance. Our instructor worked with the support team in the evenings to teach them what they needed to know about Windows 2000 and Active Directory so that they could be self-sufficient and provide timely support to the end-users without having to call back the systems integrator.

Developer Courses

Programmers are frequently asked to upgrade their skills to the latest version of their current programming language or move to a new environment such as Microsoft .NET Framework. Online Consulting is experienced helping development teams close the skills gap and become productive. We can deliver custom solutions including those that combines technical programming support after the event. We've assisted clients with...



- ASP.NET
- Visual Basic for Applications
- Java
- Object Oriented Techniques
- Visual Basic.NET
- C#
- J2EE and Websphere
- ColdFusion

CASE STUDIES

Object Orientation for Cobol Programmers. A major insurance company headquartered in Philadelphia needed help transitioning over 1,000 mainframe programmers from a Cobol development environment into new object oriented technologies using J2EE and Microsoft's .NET Framework with Visual Basic. Our strategy was to leverage the client's existing investment in eLearning content by reviewing the lessons that were already purchased and available on-line, but were not being used. After assessing the learning objectives of the users and the web-based content, we developed a 10-day bootcamp that blended self-paced study with instructor-led training.

Building Portals with Digital Dashboard. Applications developers for a major law firm needed to develop a custom application that would allow attorneys to easily share documents related to their cases. The application was to be built using the latest technology at the time including Microsoft's Digital Dashboards, SharePoint Portal Server, and ASP pages. Our instructor used the actual project as the lab in the classes so that when the training was completed, the project was well underway.

Jump Starting a ColdFusion Project. A large specialty chemical manufacturer needed to create a HR web application that used ColdFusion to connect to existing data. The week-long class started with the instructor providing background and assessing the skill levels of the students. Then they worked together to design part of the new system. Next the class was split into



project teams and the instructor assigned components to the teams based their level of experience. By the end of the week they assembled all of the programs on a server and the instructor reviewed the concepts and the code that went into each assignment. The students learned new skills and got a chance to jump-start their web development project.

Custom Training for Your Group

Desktop Migrations

Online Consulting has extensive experience with Windows 2000 and Windows XP deployment training for end-users. We offer many innovative services that are cost-effective and help the users get the most out of new technology with minimal downtime. Some of our experience and services include...

- Deskside Support
- Auditorium presentation
- Quick Reference Cards
- Assessment Labs
- Web-based Registrations
- Online Evaluations
- Microsoft Office New Features (upgrade classes)

CASE STUDIES

Upgrading Thousands to Microsoft Office & Windows XP.

Online partnered in a project management role to help plan, budget, and coordinate the training aspects of the deployment for a large financial institution. In addition to end-user training, we provided IT Project Management training, communications planning, and technology training for help desk and systems engineer staff. Students received custom job aides and training was delivered in-region and at multiple sites throughout the USA.



Training Department Outsourcing. Online was able to provide services similar to that of an in-house training department for a large university. The university managed the facilities and we did the rest from planning the curriculum, to developing the schedule, to registering students and providing the training. To help drive costs from the system we provided extensive programming services to seamlessly integrate our web-based registration system into their existing intranet site. This allowed students to review the class schedule and to register for courses on-line. We also create and provide monthly newsletters that describe the migration and on-going course offerings to the university's staff.

Moving to Outlook 2000 from Lotus Notes. Online was selected because we were able to offer innovative, cost-effective training solutions. Of particular interest to this branch of the Armed Forces was our 3,000+ page downloadable Microsoft Office reference library. This provided an economical alternative to purchasing a complete set of Microsoft Office manuals for each user. We also offered a multi-level training solution. There were overview presentations and labs set up to allow students to practice with Outlook. We also offered desk side support and classroom training, as well as targeted "mini sessions" that reviewed specific skills for the administrative staff.

Desktop Programs & Presentation Skills



We can deliver desktop application training and presentation skills training for your group. This is how our business started—assisting corporate clients with the training and services necessary to maximize their return on their investment. We have over 20 years experience with outstanding subject matter experts. Additionally our Train the

Trainer materials have been recognized and approved by CompTIA's CTT+ and Microsoft's MCT (trainer) certifications.

We can assist you with your goals in applications such as...

- Adobe Products
- Visio
- Crystal Reports
- Dreamweaver
- Train the Trainer
- Train the eTrainer

CASE STUDIES

Training for Adobe Products. An engineering division within a major conglomerate needed project-specific training on Adobe Illustrator, Photoshop, and Acrobat. Our subject matter expert listened to their goals for the training. Because of specialized typesetting equipment that the client was using we had to do additional research and customization. We then provided small group and one-on-one training that exactly met their learning objectives.

Accommodating Different Needs for Crystal Reports. After a Quick Assessment with a leading university, we determined that they had several groups who needed to know more about Crystal Reports. Some groups needed simple report generation training while others already knew the basics and needed training on more advanced programming features in Crystal Reports. Rather than teaching from our off-the-shelf book, our subject matter expert developed hand-outs so that each group could focus exactly on their needs. This provided a quick solution that saved the client money on courseware and offered a targeted learning event for each group.



Working on Presentation Skills (Train the Trainer). A regional children's hospital needed to improve its staffs' presentation skills because they would have to perform frequent presentations. We modified our Train the Trainer materials and included additional presentation skills topics to met their needs.

An insurance company requested that we deliver our Train the Trainer class to their internal trainers and customer support staff. The role playing exercises were modified to include scenarios from their business, making the training more relevant to their industry.

Custom Training for Your Group

Project Management

Organizations are finding that project management provides many advantages—not the least of which is improving the bottom line. As a Boston University affiliate, we offer their innovative project management concepts training which can lead to PMP certification. Additionally as a member of the Microsoft Project Partner Program, Online Consulting can help you implement, customize, and provide Microsoft Project 2002 training.



- Using Microsoft Project 2002
- PMP Evening Program (Boston University Affiliate)
- Project 2002 Implementation & Administration
- Project Management for IT Professionals
- Project 2002 Planning & Design
- Project Management Overview

CASE STUDIES

Managing Projects with 2002. A large non-profit organization in Philadelphia was formalizing their project management practices with Microsoft Project 2002. Before we trained the project managers, we had the coordinator complete several of the documents found in the Microsoft Enterprise Implementation Framework (EIF). This helped the client clarify the objectives of implementation and helped us understand which features were important for the class. The course was co-taught by a Microsoft Project specialist and a Project Management Professional (PMP).



Introducing a New Methodology. A convenience store chain headquartered in the Delaware Valley wanted to introduce a more formal project management methodology to its top management team. Online Consulting designed a two-day workshop that provided an overview of project management concepts as they related to the company's new methodology. Several weeks after the class, a consultant was available to work with the client at their site to problem-solve issues regarding the project and the new methodology. The workshop was so successful they scheduled three new groups to receive similar training.



Focusing on Estimating. A regional bank wanted to improve the estimating skills of their software developers. Our subject matter expert met with the client to review their current procedures. We then created a seminar that mixed the best practices from the Project Management Body of Knowledge (PMBOK) with their internal procedures. The developers were able to integrate those best practices into their projects.

Other Services

In addition to training, we offer other capabilities such as desk side support and IT Support Services.

With desk side support we meet with users in their office setting and review actual work-related problems. With our IT Support Services we can meet with your technical staff after instructor-led training sessions to help solve any technical problems.

To learn more about our other services and how we can assist your company contact our Business Development Managers at the toll free number or via e-mail at corpsales@onlc.com.

Security

Prevent...detect...respond. Sounds simple, but security is complex and as long as traffic can flow between your network and the Internet or internally, the opportunity for an attack exists. The importance of good security measures managed by a knowledgeable, skilled IT security workforce is obvious.



Online Consulting offers a complete range of security-related courses taught by the experienced professionals who oversee our systems. We can provide an introductory overview up through advanced security topics, including...

- Securing Microsoft Networks
- Security+
- Hacking & Assessment
- CISSP
- Forensics & Incident Response
- Check Point

To learn more visit www.onlc.com/security or request a copy of our Security flyer from our Business Advisors.

Quality & Experience from Online

Founded in 1983, Online Consulting is the oldest computer training company in the Delaware Valley. Our honest approach to business and sincere interest in providing high-quality training and services has made us the most recommended training company in the region.

An award-winning Microsoft Certified Technical Education Center (CTEC), we have training facilities in Wilmington and Philadelphia. Our classes are hands-on, instructor-led.

Please note that this brochure only highlights a portion of our capabilities. If you have an interest or need in computer technologies please contact us so we can discuss the possibilities and how our organization can assist yours.



www.onlc.com / 1-800-288-8221