Shared Learning
Course Schedule at all ICC locations 2020

(Document version July 2020)

ICC Learning Services Group
Telephone: + 41 (0) 22 929 14 11
Email: icctraining@unicc.org
Courses due to happen in 2020

To register for a course, or to request additional information (course fees, course descriptions, delivery format) please contact icttraining@unicc.org

Course fee per person specified in this document is based on the minimum and maximum number of participants in the class. Generally, minimum number of participants may vary from 3 to 5, maximum number may vary from 12 to 20, depending on the nature and cost of the training.

Any of these courses may also be organized upon request in any customer’s location, subject to the minimum number of participants, or provided in e-learning format. Please feel free to contact the ICC Learning Services Group for further information.

Considering the current health emergency situation worldwide, ICC Learning Services Group encourages to take the opportunity to enhance your skills through dedicated virtual classes (instructor-led live sessions) replacing the on site delivery format where possible.
Microsoft 20778 – Analysing Data with Power BI

Dates in New York: 16—18 November and 16-18 December | Duration: 3 Days

Course Fee New York: Between 688 USD (class of 16 participants) & 2,000 USD (class of 3 participants) per person

Deadline for receiving nominations: 4 September 2020

The main purpose of the course is to give students a good understanding of data analysis with Power BI. The course includes creating visualizations, the Power BI Service, and the Power BI Mobile App.
Courses in the pipeline during 2020

The courses specified in this section are tentative and will be confirmed further to reaching the minimum number of participants.

Course fee per person specified in this document is based on the minimum and maximum number of participants in the class. Generally, minimum number of participants may vary from 3 to 5, maximum number may vary from 12 to 20, depending on the nature and cost of the training.

In addition, any of these courses may be organized upon request in any other location, subject to the minimum number of participants, or provided in e-learning format. Please feel free to contact the ICC Learning Services Group for further information.

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<table>
<thead>
<tr>
<th>Course Title</th>
<th>Duration (Days)</th>
<th>Location</th>
<th>Course fee per person</th>
<th>Tentative Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Relationship Management Professional (BRMP)</td>
<td>3</td>
<td>Virtual</td>
<td>Between 1,699 USD (class of 10 participants) &amp; 2,396 USD (class of 5 participants) per person</td>
<td>Q4</td>
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<tr>
<td>Implementing Automation for Cisco Data Center Solutions (DCAUI) v1.0</td>
<td>3</td>
<td>Virtual</td>
<td>Between 2,000 USD (class of 10 participants) &amp; 3,000 USD (class of 3 participants) per person</td>
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<tr>
<td>ITIL 4 Foundation</td>
<td>2</td>
<td>Virtual</td>
<td>Between 460 USD (class of 10 participants) &amp; 473 USD (class of 5 participants) per person</td>
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<tr>
<td>ITIL Operational, Support and Analysis (OSA)</td>
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<td>Virtual</td>
<td>Between 651 USD (class of 10 participants) &amp; 663 USD (class of 5 participants) per person</td>
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<tr>
<td>ITIL Managing Professional (MP) Transition</td>
<td>5</td>
<td>Virtual (CET—European time zone)</td>
<td>Between 789 USD (class of 10 participants) &amp; 801 USD (class of 5 participants) per person</td>
<td>Q4</td>
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<tr>
<td>ITIL Managing Professional (MP) Transition</td>
<td>5</td>
<td>Virtual (CST—New York time zone)</td>
<td>Between 789 USD (class of 10 participants) &amp; 801 USD (class of 5 participants) per person</td>
<td>Q4</td>
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<tr>
<td>Microsoft Administering System Center Configuration Manager (SCCM)</td>
<td>5</td>
<td>Virtual</td>
<td>Between 796 USD (class of 10 participants) &amp; 1,835 USD (class of 5 participants) per person</td>
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<tr>
<td>Microsoft MB-901T00-A: Microsoft Dynamics 365 Fundamentals</td>
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<td>Between 724 USD (class of 10 participants) &amp; 1,366 USD (class of 3 participants) per person</td>
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<tr>
<td>Microsoft MB-200T00-A: Microsoft Power Platform + Dynamics 365 Core</td>
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<td>Between 1,703 USD (class of 10 participants) &amp; 3,447 USD (class of 3 participants) per person</td>
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<tr>
<td>Microsoft AZ-400T00-A: Designing and Implementing Microsoft DevOps solutions</td>
<td>5</td>
<td>Virtual</td>
<td>Between 1,339 USD (class of 10 participants) &amp; 2,722 USD (class of 3 participants) per person</td>
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<tr>
<td>Microsoft AZ-204T00-A: Developing solutions for Microsoft Azure</td>
<td>5</td>
<td>Virtual</td>
<td>Between 1,339 USD (class of 10 participants) &amp; 2,722 USD (class of 3 participants) per person</td>
<td>Q4</td>
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<tr>
<td>Microsoft DP-200T01-A: Implementing an Azure Data Solution</td>
<td>3</td>
<td>Virtual</td>
<td>Between 945 USD (class of 10 participants) &amp; 1,809 USD (class of 3 participants) per person</td>
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<tr>
<td>Course Title</td>
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<td>PMI Agile Certified Practitioner (ACP)</td>
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<td>PRINCE2 Foundation and Practitioner</td>
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<td>Virtual</td>
<td>Between 1,060 USD (class of 10 participants) &amp; 1,326 USD (class of 5 participants) per person</td>
<td>Q4</td>
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</tbody>
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UNICC Tailor-made Courses

The courses mentioned in this section are delivered by UNICC subject matter experts, who can easily customize the may be organized upon request in any customer’s location, subject to the minimum number of participants, or provided in e-learning format.

For any additional requirement not listed in this catalogue, please feel free to contact the ICC Learning Services Group at icttraining@unicc.org.
#1 Analysing and Virtualizing Data in Excel

**Level:** 1 (Basic)  |  **Duration:** 2 Days

**Audience:** Course aimed at Users who need to extract, transform, model and visualise data in Excel

**Applications:** Umoja ERP (SAP ECC & BI), Microsoft Excel & Power BI

**Prerequisites:** Working knowledge of Microsoft Excel

**Final Assessment:** at the end of the course

**Topics Covered:**
- Introduction to Excel Reporting
- Transforming data in Microsoft Excel
- Modelling data using Excel Power Tools
- Visualizing data in Microsoft Excel.

#2 Analysing and Virtualizing Data in Power BI

**Level:** 1 (Basic)  |  **Duration:** 3 Days

**Audience:** Course aimed at Users who need to extract, transform, model and visualise data in Power BI

**Applications:** Microsoft Power BI

**Prerequisites:** Working knowledge of Microsoft Excel is beneficial and Completion of following online training (Lynda.com)
- Power-BI-Essential-Training
- Power-BI-Pro-Essential-Training

**Final Assessment:** at the end of the course

**Topics Covered:**
- Overview of BI & Power BI Reporting
- Transforming data in Microsoft Power BI
- Modelling data in Power Query
- Visualizing data in Microsoft Power BI.
#3 Analysing and Virtualizing Data in Excel & Power BI (Combo)

Level: 1 (Basic)  |  Duration: 5 Days

Audience: Course aimed at Users who need to extract, transform, model and visualise data in Excel & Power BI

Applications: Microsoft Excel & Power BI

Prerequisites: Working knowledge of Microsoft Excel and Completion of following online training (Lynda.com)
- Power-BI-Essential-Training
- Power-BI-Pro-Essential-Training

Final Assessment at the end of the course

Topics Covered:
- Overview of BI, Excel & Power BI Reporting
- Transforming data in Microsoft Excel & Power BI
- Modelling data in Excel & Power BI
- Visualizing data in both Microsoft Excel & Power BI

#4 Business Intelligence (Extended) for Umoja

Level: 2 (Intermediate)  |  Duration: 5 Days

Audience: Course aimed at Users who need to extract data from Umoja ECC & BI, transform data in Microsoft Excel, and model and visualise data in Power BI.

Applications: Umoja ERP (SAP ECC & BI), Microsoft Excel & Power BI

Prerequisites: Working knowledge of Microsoft Excel, Umoja BI & SAP BO/BI, Umoja BI & ECC Certifications. and Completion of following online training (Lynda.com)
- Power-BI-Essential-Training
- Power-BI-Pro-Essential-Training

Final Assessment at the end of the course

Topics Covered:
- Overview of BI, Excel & Power BI Reporting
- Extracting data from Umoja ERP (SAP ECC & Umoja BI)
- Transforming data in Microsoft Excel & Power BI
- Modelling data in Power Query & Umoja BI
- Visualizing data in Power BI & Umoja BI
#5 iNeed—Service Desk Agent Basic Training

Level: 1 (Basic)  |  Duration: 1 Day

**Audience:** Course aimed to provide guidance for processing common operational tasks

**Applications:** iNeed

**Prerequisites:** Access to iNeed

**Topics Covered:**
- Introduction to iNeed
- Service request creation and management
- iNeed activities reporting and data extract
- Agent navigation and dashboard management
Courses upon request during 2020

The courses mentioned in this section may be organized upon request in any customer’s location, subject to the minimum number of participants, or provided in e-learning format.

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<td>APM - Agile Project Management Foundation</td>
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<td>APM - Agile Project Management Practitioner</td>
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<td>BCS Specialist in Change Management BCS SCM</td>
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<td>BRM - Becoming Value Focused Organization</td>
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<td>BRM - BRM Executive Brief</td>
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<td>BRM - BRM Fundamentals</td>
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<td>BRM - BRMP Foundation</td>
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<td>BRM - Business Value Ability</td>
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<td>BRM - CBRM Practitioner</td>
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<td>BRM - Strategic Partnering Approach</td>
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<td>Building Emotional Intelligence</td>
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<td>Certified Agile Process Owner</td>
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<td>Certified Agile Service Manager</td>
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<td>Certified Scrum Master</td>
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<td>Certified Scrum Product Owner</td>
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<td>Cobit 5 Assessor</td>
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<td>Cobit 5 Assessor for security</td>
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<tr>
<th>Course Title— Category: Business Management</th>
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<td>Cobit 5 Implementation</td>
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<td>CompTIA CTT+ (Train the Trainer)</td>
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<td>Customer Service Excellence</td>
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<td>DevOps Foundation</td>
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<td>HDI Customer Service Representative</td>
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<td>HDI Desktop Support Technician</td>
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<td>HDI Support Centre Analyst</td>
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<td>Implementing NIST Cybersecurity Framework using COBIT 5</td>
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<td>ISO 20000 Foundation</td>
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<td>ISO 20000 Lead Auditor</td>
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<td>ISO 20000 Lead Implementer</td>
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<td>ISO 20000 Practitioner</td>
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<td>ISO 21500 Foundation</td>
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<td>ISO 21500 Lead Auditor</td>
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<td>ISO 21500 Lead Implementer</td>
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<tr>
<td>ISO IEC 9001 Intro and Impl</td>
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UPON REQUEST
### Course Title — Category: Business Management

- ISO IEC 9001 IRCA Lead Auditor Certification
- ISO IEC 9001 IRCA Lead Auditor Transition
- ISO IEC 9001 Lead Implementor
- ISO IEC 9001 New Quality Systems Manager (Foundation Level)
- ITIL V4 Foundation
- ITIL Intermediate Capability Stream
- ITIL Intermediate Lifecycle stream
- ITIL MALC
- Kepner-Tregoe Structured troubleshooting
- Leading by Example (Managerial Training)
- Prince2 Agile
- Prince2 Foundation
- Prince2 Practitioner
- Prince2 Re-registration
- SDI Service Desk Analyst
- SDI Service Desk Manager
- Service Desk Foundation

### Course Title — Category: Cloud

- CompTIA Cloud+
- CompTIA Cloud Essentials
- Microsoft 10964 - Cloud & Datacenter Monitoring with System Center Operations Manager
- Microsoft 10979 - Microsoft Azure Fundamentals
- Microsoft 10992 - Integrating On-Premises Core Infrastructure with Microsoft Azure
- AZ-400, Microsoft Azure Devops Engineer - Bootcamp
- AZ-500T01, Microsoft Azure Security Technologies
- AZ-500T00, Microsoft Azure Security Technologies
- M20246 Monitoring and Operating a Private Cloud
- M20247 Configuring and Deploying a Private Cloud
- M10964 Cloud & Datacenter Monitoring with System Center Operations Manager
- M20774 Perform Cloud Data Science with Azure Machine Learning
- M20776 Performing Big Data Engineering on Microsoft Cloud Services
- M10979 Microsoft Azure Fundamentals
- Integrating On-Premises Core Infrastructure with Microsoft Azure
- Integrating On-Premises Identity Infrastructure with Microsoft Azure
- M20537, Configuring and Operating a Hybrid Cloud with Microsoft Azure Stack
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<th>Course Title — Category: Infrastructure</th>
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<td>Cisco CICD — Implementing Cisco Collaboration Devices</td>
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<tr>
<td>Cisco CIVND1 &amp; CIVND2 Implementing Video Network Devices — bundle version</td>
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<tr>
<td>Cisco CIVND1 — Implementing Video Network Devices: Part 1 — 1.0 — Online</td>
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<tr>
<td>Cisco CIVND2 — Implementing Video Network Devices: Part 2 — 1.0</td>
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<tr>
<td>Cisco DCII — Implementing Cisco Data Center Infrastructure</td>
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<td>Cisco SASAC — Implementing Core Cisco ASA Security V1.0</td>
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<tr>
<td>CompTIA Cybersecurity Analyst (CySA+)</td>
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<td>CompTIA Security+</td>
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<tr>
<td>ISC2 CCSP — Certified Cloud Security Professional CBK Training</td>
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<tr>
<td>ISC2 CISSP — Certified Information System Security Professional</td>
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<td>ISO 27001 Foundation</td>
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<td>ISO 27001 Lead Auditor</td>
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<td>ISO 27001 Lead Implementer</td>
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<td>Course Title — Category: Server</td>
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<tr>
<td>Microsoft 10135 - Configuring Managing and Troubleshooting Microsoft Exchange Server 2010</td>
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<tr>
<td>Microsoft 10324 - Implementing and Managing Microsoft Desktop Virtualization</td>
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<tr>
<td>Microsoft 10748 - Deploying System Center 2012 Configuration Manager</td>
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<tr>
<td>Microsoft 10750 - Monitoring and Operating a Private Cloud with System Centre 2012</td>
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<tr>
<td>Microsoft 10751 - Configuring and Deploying a Private Cloud with System Center 2012</td>
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<td>Microsoft 10961C - Automating Administration with Windows PowerShell</td>
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<td>Microsoft 10962 - Advanced Automated Administration with Windows PowerShell</td>
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<td>Microsoft 10965 - IT Service Management with System Center Service Manager</td>
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<td>Microsoft 10967 - Fundamentals of a Windows Server Infrastructure</td>
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<td>Microsoft 10969 - Active Directory Services with Windows Server</td>
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<td>Microsoft 10970B - Networking with Windows Server</td>
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<td>Microsoft 10971B - Storage and High Availability with Windows Server</td>
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<td>Microsoft 10972B - Administering the Web Server (IIS) Role of Windows Server</td>
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<td>Microsoft 10974 - Deploying Windows Server</td>
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<td>Microsoft 10991 - Troubleshooting Windows Server 2016 Core Technologies</td>
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<tr>
<td>Microsoft 10996 - Hybrid Cloud and Datacenter Monitoring with Operations Management Suite (OMS)</td>
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<td>Microsoft 20331 - Core Solutions of Microsoft SharePoint Server 2013</td>
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<td>Microsoft 20332 - Advanced Solutions of Microsoft SharePoint Server 2013</td>
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<td>Microsoft 20334 - Core Solutions of Microsoft Skype for Business 2015</td>
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<td>Microsoft 20339-1 - Planning and Administering SharePoint 2016</td>
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<td>Microsoft 20339-2 - Advanced Technologies of Microsoft SharePoint 2016</td>
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<td>Microsoft 20341 - Core Solutions of Microsoft Exchange Server 2013</td>
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<td>Microsoft 20342 - Advanced Solutions of Microsoft Exchange Server 2013</td>
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<td>Microsoft 20345-1 - Administering Microsoft Exchange Server 2016</td>
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<td>Microsoft 20345-2 - Designing and Deploying Microsoft Exchange Server 2016</td>
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<td>Microsoft 20409 - Server Virtualization with Windows Server Hyper-V and System Center</td>
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<td>Microsoft 20410 - Installing and Configuring Windows Server 2012</td>
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<td>Microsoft 20411 - Administering Windows Server 2012</td>
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<td>Microsoft 20412 - Configuring Advanced Windows Server 2012 Services</td>
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<td>Microsoft 20413 - Designing and Implementing a Server Infrastructure</td>
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<td>Microsoft 20414 - Implementing an Advanced Server Infrastructure</td>
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<td>M20415 - Implementing a Desktop Infrastructure</td>
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<td>M20416 - Implementing a Desktop Infrastructure</td>
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<td>M20417 - Upgrading Your Skills to MCSA Windows Server 2012</td>
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<td>Microsoft 200 Planning and Configuring a Messaging Platform</td>
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<td>Microsoft 201 Implementing a Hybrid and Secure Messaging Platform</td>
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<td>Microsoft 10982 - Supporting and Troubleshooting Windows 10</td>
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<td>Microsoft 20695 - Deploying Windows Desktops and Enterprise Applications</td>
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<td>Microsoft 20697-1 - Implementing and Managing Windows 10</td>
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<td>Microsoft 20697-2 - Deploying and Managing Windows 10 Using Enterprise Services</td>
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<td>Microsoft 20698 - Installing and Configuring Windows 10</td>
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<td>Microsoft - D100 Windows 10</td>
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<td>Microsoft - D100T01 Installing Windows 10</td>
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<td>Microsoft - D100T02 Configuring Windows 10</td>
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<td>Microsoft - D100T03 Protecting Windows 10</td>
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<td>Microsoft - D100T04 Maintaining Windows 10</td>
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<td>Microsoft - D101 Managing Modern Desktops</td>
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<td>Microsoft - D101T01 Deploying the Modern Desktop</td>
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<td>Microsoft - D101T02 Managing Modern Desktops and Devices</td>
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<td>Microsoft - Implementing and Managing Windows 10</td>
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<td>Microsoft - Installing and Configuring Windows 10</td>
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### Course Title—Category: Applications

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<tr>
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<td>Microsoft - MB-240T03 Universal Resource Scheduling for Dynamics 365 for Field Service</td>
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<td>Microsoft - Microsoft Office 365 - Collaborative Tools</td>
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<td>Microsoft - Microsoft Office 365 - Skype for Business</td>
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<td>Microsoft - Microsoft Office 365 SharePoint for End Users</td>
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<td>Microsoft - Microsoft Office 365 SharePoint for Site Owner</td>
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<td>Microsoft - MS100 Microsoft 365 Identity and Services (EXAM MS100)</td>
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<td>Microsoft - 100T01 Office 365 Management</td>
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<td>Microsoft - 100T02 Microsoft 365 Tenant &amp; Service Management</td>
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<td>Microsoft - 100T03 Microsoft 365 Identity Management</td>
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<td>Microsoft - 101 Microsoft 365 Mobility and Security (EXAM MS101)</td>
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<td>Microsoft - 101T01 Microsoft 365 Security Management</td>
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<td>Microsoft - 101T02 Microsoft 365 Compliance Management</td>
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<td>Microsoft - 101T03 Microsoft 365 Device Management</td>
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<td>Microsoft - 200 Planning and Configuring a Messaging Platform</td>
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<td>Microsoft - 200T01 Understanding the Modern Messaging Infrastructure</td>
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<td>Microsoft - 200T02 Managing Client Access and Mail Flow</td>
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<td>Microsoft - 200T03 Managing Messaging High Availability and Disaster Recovery</td>
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<td>Microsoft - 201T02 Managing Messaging Security, Hygiene and Compliance</td>
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<td>Microsoft - 300 Deploying Microsoft 365 Teamwork</td>
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<td>Microsoft — 300T01 Managing Office 365 Content Services</td>
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<td>Microsoft - 300T03 Enabling Microsoft Teams for Collaboration</td>
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<td>Microsoft - 300T04 Enabling Office 365 Workloads for Collaboration</td>
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<td>Microsoft - 301 Deploying SharePoint Server Hybrid</td>
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<td>Microsoft - 301T01 Implementing SharePoint 2019 Infrastructure</td>
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<td>Microsoft - 301T02 Implementing SharePoint 2019 Service Applications</td>
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<td>Microsoft - Microsoft Business Intelligence End to End with SQL Server 2016</td>
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### Course Title — Category: Database

- Microsoft 20466 - Implementing Data Models and Reports with SQL Server 2014 (SSRS)
- Microsoft 20761 - Querying Data with Transact-SQL
- Microsoft 20762 - Developing SQL Databases
- Microsoft 20764 - Administering a SQL Database Infrastructure
- Microsoft 20765 - Provisioning SQL Databases
- Microsoft 20767 - Implementing a SQL Data Warehouse
- Microsoft 20768 - Developing SQL Data Models
- Microsoft 20778 - Analyzing Data with Power BI
- Microsoft 40364 - Database Fundamentals

### Course Title — Category: Developer

- Microsoft - 20483 Programming in C#
- Microsoft - 20485 Implementing a SQL Data Warehouse
- Microsoft - 20487 Developing Windows Azure and Web Services
- Microsoft - 20532 Developing Microsoft Azure Solutions
- Microsoft - 900T01 Microsoft 365 Fundamentals
- Microsoft - AI-100T01 Designing and Implementing an Azure AI Solution
- Microsoft - AZ-200 Azure Developer Core Solutions
- Microsoft - AZ-201 Azure Developer Advanced Solutions
- Microsoft - AZ203 Developing Solutions for Microsoft Azure
- Microsoft - AZ-203T01 Develop Azure Infrastructure as a Service compute solutions
- Microsoft - AZ-203T02 Develop Azure Platform as a Service compute solutions
- Microsoft - AZ-203T03 Develop for Azure storage
- Microsoft - AZ-300 Microsoft Azure Solutions Architect - Technologies
- Microsoft - AZ-300T01 Deploy and Configure Infrastructure
- Microsoft - AZ-300T02 Implement Workloads and Security
- Microsoft - AZ-300T03 Architect Cloud Technology Solutions
- Microsoft - AZ-300T04 Create and Deploy Apps
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